NON-CORE ISSUES

Facility	License #	Physical Address	Phone Number
Brookdale Boise Parkcenter	RC-401	739 East Parkcenter Boulevard	208-338-5600
Administrator	City	Zip Code	Survey Date
Colleen Wilt	Boise	83706	08/31/2022
Survey Team Leader	Survey Type		Response Due
Keathley, Gloria	Health Care Complaint Investigation		09/30/2022

Item #	Rule (16.03.22)	Description
1	.600.04.a. Sufficient Personnel.	The facility administrator did not schedule sufficient personnel during all hours to meet the needs of the residents. Multiple staff, residents, and family members stated the facility had not scheduled sufficient staff to assist residents with toileting needs, to answer call lights in a timely manner, or to assist residents who required one to three caregivers for transfers. For example, the facility had 84 residents on two floors and had one medication technician and one caregiver scheduled on night shift. Family members stated their loved ones' were left to sit in urine soaked briefs for hours. The incident and accident reports documented multiple resident falls on night shift. The administrator stated she was in the process of looking at adequate staffing.