PLAN OF CORRECTION

Edgewood Spring Creek Overland, LLC
10139 West Overland Road
Boise ID 83709

Provider ID: RC-1009

On 12/06/2024, a Health Care Complaint Investigation survey was conducted by Department staff at Edgewood Spring Creek Overland, LLC. As a result of the survey, core issue deficiencies were cited with the following plan of correction.

Rule Violation .215.03. Lapse of Administrator.

Describe what corrective actions will be accomplished for those residents/personnel/area found to have been affected by the deficient practice.

There are no residents identified in the statement of deficiency and no additional findings that indicated residents were effected by this deficient practice. On this same date, December 6th, 2024 at approximately 4:00 PM, Serina Williams was interviewed and placed on administrative leave until further notice. Serina stated that she was hired in March 2024 to be the licensed administrator at Edgewood - Overland. She completed her required CE's for her license renewal in April of 2024 in preparation to renew her license when due on May 12th, 2024. She believed she had renewed her license, but had failed to actually do so and did not realize this until the survey on this date. Chuck Bosen (Robert Charles Bosen), RCA-2418 (expires 8/6/2025) stepped in immediately (December 6th, 2024) as the licensed administrator for this location. After review of the survey findings and the failure of Serina to renew her license, Edgewood separated employment on December 13, 2024.

Describe how the provider will identify other residents/personnel/areas having the potential by the same deficient practice and what corrective action(s) will be taken.

As noted above, there are no residents identified in the statement of deficiency. Notwithstanding the aforementioned, a licensed administrator for this location was immediately in place on the same day as the survey. The new administrator has worked with the facility leadership team and care staff to evaluate that there are no gross outstanding concerns or care issues and that the facility continues to operate according to the rules and regulations of its license.

An audit of the licensed administrators currently in place at each of the Edgewood locations in Idaho was conducted and identified that all are currently holding licenses in good standing.

Describe how the corrective action will be monitored to ensure the deficient practice does not recur (QA program).

The board of Residential Care Administrators was contacted to review the process for notification and reminders for licensed administrators related to timely renewal. The board indicated there is a new online system in place and that all licensed administrators receive notifications starting at least three weeks prior to the due date via email and text messages. Additionally, Edgewood was added the renewal date for Chuck Bosen and each licensed administrator in an Edgewood Idaho facility to the Outlook Calendar with triggers to send reminders as well. When a licensed administrator begins serving at an Edgewood location, their birthday (the date connected with annual renewal) will be added to the Outlook calendar with a trigger for reminder. The regional vice president (Chuck Bosen) will receive the reminders as well and validate the license is renewed timely.

Date when corrective action will be completed.

December 14, 2024

Program Comments

NON-CORE ISSUES

Facility	License #	Physical Address	Phone Number
Edgewood Spring Creek Overland, LLC	RC-1009	10139 West Overland Road	208-639-7000
Administrator	City	Zip Code	Survey Date
Serina Williams	Boise	83709	12/06/2024
Survey Team Leader	Survey Type		Response Due
Rideout, Megan	Health Care Complaint Investigation		01/05/2025

Item #	Rule (16.03.22)	Description
1	.215. REQUIREMENTS FOR A FACILITY ADMINISTRATOR.	The facility operated without a licensed administrator from 5/13/24 to the time of survey on 12/6/24. The current administrator's license expired on 5/12/24. For 208 days there was no licensed administrator at the facility. The administrator stated she was unaware their license had expired.

CORE ISSUES

Facility	License #	Physical Address	Phone Number
Edgewood Spring Creek Overland, LLC	RC-1009	10139 West Overland Road	208-639-7000
Administrator	City	Zip Code	Survey Date
Serina Williams	Boise	83709	12/06/2024
Survey Team Leader	Survey Type		Response Due
Rideout, Megan	Health Care Complaint Investigation		12/16/2024

Item #	Rule (16.03.22)	Description
2	.215.03. Lapse of Administrator.	Based on record review and interviews, it was determined the facility failed to retain a licensed administrator for the day-to-day operations of the facility for a period greater than 30 days. The findings include: IDAPA 16.03.22.010.20.e defines a core issue as the following: "A situation in which the facility has operated for more than thirty (30) days without a licensed administrator overseeing the day-to-day operations of the facility." IDAPA 16.03.22.100.04 documents, "Each facility must have an administrator." IDAPA 16.03.22.215 documents, “Under Section 39-3321, Idaho Code, each facility must have one (1) licensed administrator assigned as the person responsible for the day-to-day operation of the facility.” IDAPA 16.03.22.215.03 documents, “If the facility operates for more than thirty (30) days without a licensed administrator, it

		will result in a core issue deficiency." According to the Facility Licensing and Certification database (FLARES), Serina Williams, RCA-2072 has been the facility's administrator since 4/1/24. According to The Division of Professional and Occupational Licenses website, Serina Williams's Residential Assisted Living Facilities Administer licensed expired on 5/12/24. On 12/6/24 at 10:30 PM, Serina Williams stated she was unaware that her license had expired. The facility operated without a licensed administrator from 5/13/24 to 12/6/24. For 208 days there was no licensed administrator at the facility responsible to oversee the day-today operations. This resulted in a core deficiency.