NON-CORE ISSUES

Facility	License #	Physical Address	Phone Number
Arbor Village at Hillcrest	RC-1316	1093 South Hilton Street	208-345-4460
Administrator	City	Zip Code	Survey Date
Jason Corrie	Boise	83705	10/08/2026
Survey Team Leader	Survey Type		Response Due
Ramirez, Mina	Health Care Complaint Investigation		11/07/2026

Item #	Rule (16.03.22)	Description
1	.260.05. Housekeeping and Maintenance Services.	The facility failed to maintain the interior and exterior of the building to ensure cleanliness, safety, and an orderly environment. For example, water was observed pooling on the sidewalk and parking lot to the side of the facility, where Resident #10 fell on 4/17/26 and sustained multiple rib and shoulder fractures. The outside walkway of the facility had two large areas where concrete had lifted and created an uneven surface. The facility's #2 elevator had intermittent issues with not landing equally with floors one and two, causing a trip hazard. Carpet throughout the facility was stained, including hallways and room #211. Room #107 had a missing sliding door slat and the heating and cooling unit's face was separating from the main unit. The maintenance director stated the area where Resident #10 fell had pooled water in that area for months prior to the resident falling and since then; and he stated he had tried to patch the sidewalks, and it either needed to be lifted or replaced.
2	.310.01.f. Medication Distribution.	The facility did not ensure residents received their medications and treatments as ordered by their providers. For example, Resident #1 did not receive their scheduled prednisone on 8/3/26, famotidine on 8/30/26, and pantoprazole on 9/25/26

		and 9/30/26. Resident #4 did not receive their losartan potassium seven days in September 2026 and their vitamin D3 four days in September 2026. Resident #6's medication orders had conflicting information from the provider; therefore, Resident #6's medications were not given as ordered. Resident #6's famotidine and senna were ordered to be given daily and also ordered as needed from 9/2/26 to 9/16/26. Facility staff reported the facility was in the middle of changing pharmacies and was working through some issues. ***Previously cited at 305.02.b on 1/23/26 and 4/30/26.***