

**INFORMATIONAL LETTER #2000-06**

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**DATE:** March 31, 2000

**TO:** ALL IDAHO NURSING FACILITIES

**FROM:** LORETTA TODD, R.N., Interim Chief  
Bureau of Facility Standards

**SUBJECT:** **RESIDENT-TO-RESIDENT INCIDENT CALL LINE: 208/364-1899  
FOR LONG TERM CARE FACILITIES**

All incidents of potential, suspected, or known resident abuse, neglect, and misappropriation of resident property need to be reported to the facility administrator and other officials in accordance with State Law (F225). This includes physical, mental, verbal, and sexual abuse. Idaho Code, Section 39-5303, requires skilled nursing facilities to make reports to the Department. The exception to this is when the perpetrator is not a resident or staff member. These incidents need to be reported to Adult Protection.

To facilitate reporting and for the convenience of facilities to report situations of resident abuse, we have set up a Resident-to-Resident Occurrence Call Line. This line is available to skilled nursing facility staff only. The call line allows facility staff to leave a recorded message 24 hours a day, seven days per week. Types of incidents that should be reported on this line are resident-to-resident altercations/abuse.

**Call Line #: (208) 364-1899**

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**When calling you will be asked to leave the following information:**

Facility name, include the town if your facility is part of a chain  
Date of and time of your call  
Your name and title  
Date and time of the incident you are reporting  
Names of residents involved, please spell any unusual names,  
Outline of what occurred  
Description of any injuries incurred  
Brief outline of the facility=s plan to prevent repeat incidents

**Please remember to talk slowly when leaving information on the call line.**

To bypass the introduction on the call line push star.

**Please fax (208/364-1888) the following information within 24 hours of the call:**

Copies of the incident/accident or occurrence report which should include a description of the occurrence, witnesses, injuries, and physician and family notification.  
Names and Social Security Numbers of the residents involved.  
The results of the investigation and supporting documentation.  
The facility=s corrective action plans to prevent repeat incidents.  
Who to contact in case there are questions.

Please make sure that the faxed documents are legible and identify the facility.

If there are questions or concerns after our survey staff have reviewed the phone and fax information, the identified person will be contacted.

If you have any questions, please contact this office at 208-334-6626.

LORETTA TODD, R.N., Interim Chief  
Bureau of Facility Standards

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cc: Idaho Health Care Association