

CORE ISSUES

Facility	License #	Physical Address	Phone Number
HSRE Springs VII LLC DBA Springs at Bozeman	31539	2632 Catron Street	406-556-8000
Administrator	City	Zip Code	Survey Date
Kelly Flock	Bozeman	59718	10/13/2023
Survey Team Leader	Survey Type		Response Due
Markland, Noelle	Complaint Inspection		10/23/2023

Item #	Rule ()	Description
1	37.106.2816-6 ASSISTED LIVING FACILITY STAFFING	Documentation Review of Emergency Call Response Report: (b) In review of a sample of resident call response reports for Resident #1, staff acknowledgement of residents call light had a response of over 25 minutes, 2 times per day on the following dates: March 21st, 2023, and September 27th, 2023. On September 26th staff call response time was 1 hour and 14 minutes from when residents pendant was pushed. Interview with Resident #1, they state, "On average, 3 out of 5 times they push their call button it takes staff 30 minutes to respond, sometimes an hour." In addition, the call system reports shows that staff can acknowledge a call from their phones but there is no evidence that staff entered the resident's room at the time they acknowledge the call.