

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to MERCY LIFE CENTER CORPORATION
LEGAL ENTITY

To operate OUTLOOK MANOR
NAME OF FACILITY OR AGENCY

Located at 3560 OUTLOOK DRIVE, WEST MIFFLIN, PA 15122
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE _____ ADDRESS OF SATELLITE SITE _____

ADDRESS OF SATELLITE SITE _____ ADDRESS OF SATELLITE SITE _____

ADDRESS OF SATELLITE SITE _____ ADDRESS OF SATELLITE SITE _____

To provide Personal Care Homes
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 12
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller. (MAXIMUM CAPACITY)

Restrictions: _____

This certificate is granted in accordance with the Public Welfare Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 2600: Personal Care Homes
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from June 8, 2011 until June 8, 2012,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 430080

Robert E. Robinson

ISSUING OFFICER

R. C. King

DIRECTOR

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.

PW 628 - 01/11



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
PO BOX 2675
HARRISBURG, PENNSYLVANIA 17105-2675

ADULT RESIDENTIAL LICENSING

JUN 14 2011

PHONE: (717) 783-3670
FAX: (717) 783-5662

Mr. Richard J. Rach, Executive Director
Mercy Life Center Corporation
ATTN: Carol Fiffas
1200 Reedsdale Street
Pittsburgh, Pennsylvania 15233

RE: Outlook Manor
3560 Outlook Drive
West Mifflin, Pennsylvania 15122

Dear Mr. Rach:

As a result of the Department of Public Welfare's licensing inspection on May 16, 2011, of the above personal care home, the violations with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Violation Report were found.

All violations specified on the enclosed Violation Report must be corrected by the dates specified on the Violation Report and continued compliance with 55 Pa.Code Ch. 2600 must be maintained. As soon as each violation is corrected, notify the Department's Regional Office of Adult Residential Licensing so that compliance can be verified.

A regular license is being issued based on the enclosed Violation Report. Your license is enclosed.

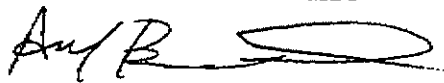
Sincerely,

A handwritten signature in black ink, appearing to read 'R. Melusky'.

Ronald Melusky
Acting Director

Enclosures
License
Violation Report

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

NAME AND ADDRESS OF PERSONAL CARE HOME OUTLOOK MANOR, 3560 OUTLOOK DRIVE WEST MIFFLIN, PA 15122		CURRENT LICENSE NUMBER 430080	
INSPECTION DATES (Include all dates of the inspection) 05/16/2011		REGIONAL REPRESENTATIVE N. Mandock, N. Bradfield	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan) <i>Amy Benedetti, Personal Care Home Administrator</i>			
SIGNATURE OF LEGAL ENTITY 		DATE 5/25/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Joe J. Peggione (JJP)</i>
			DATE 6-1-11

REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
16b The home shall develop and implement written policies and procedures on the prevention, reporting, notification, investigation and management of reportable incidents and conditions.	The incident policy does not include contacting the Department in the event of a suspected resident rights violation, prescription medication error or utility termination.	5-27-11	<ul style="list-style-type: none"> Administrator updated the procedure for incident reporting (attached). Staff have been provided a copy of the updated document (signed policy review sheet attached) Administrator will continue to monitor activities in home to ensure all appropriate reporting is completed 	6-1-11 <i>JJP</i>

Adult Residential Licensing

Western Region

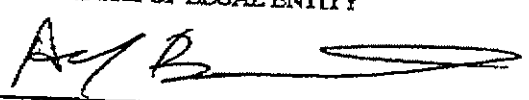
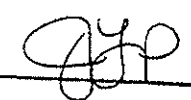
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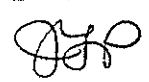
May 27 2011 15:20 P.02

Fax: 412-326-0016

OUTLOOK MANOR

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa. Code Chapter 2600

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51/52 Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102) and 6 Pa. Code Chapter 15 (relating to protective services for older adults). Hiring, retention and utilization of staff persons shall be in accordance with the Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102) and 6 Pa. Code Chapter 15	Staff person A, hired 04/01/11, does not have a criminal history check completed. Western Region 05 27 2011	5-25-11	Criminal History check was completed in a timely fashion (attached) but not filed in employee record. - Administrator will request new employee files be reviewed at quarterly Quality Management meetings.	6-1-11 

Adult Residential Licensing

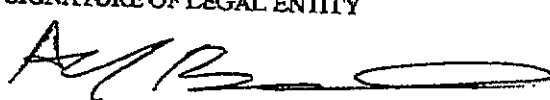
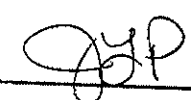
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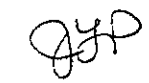
Fax: 412-326-0016

OUTLOOK MANOR

This document is the property of the Department of Public Welfare and is not to be distributed outside of the Department.

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa. Code Chapter 2600

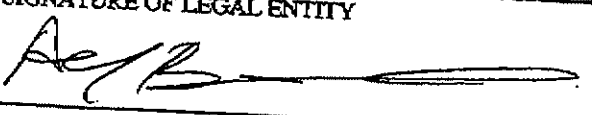
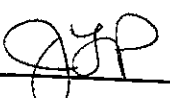
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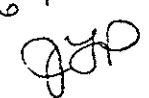
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85d Trash in kitchens and bathrooms shall be kept in covered trash receptacles that prevent the penetration of insects and rodents.	The trash can near the hand washing sink in the kitchen had a lid that was broken and would not close and the trash can was half-full.	5-20-11	<ul style="list-style-type: none"> Trash can replaced during survey with one that had a proper lid. - Sign posted above trash can indicating that lid must be secure (picture attached) - Administrator and kitchen staff to monitor 	6-1-11 
Western Region				

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PERSONAL CARE HOMES - 55 Pa. Code Chapter 2600

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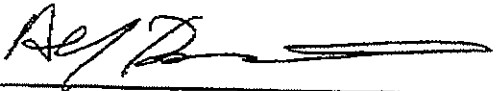

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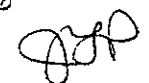
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89b Hot water temperature in areas accessible to the resident may not exceed 120°F.	<p>The water temperature in the shared, common bathroom closest to the front of the building measured 126.8 degrees Fahrenheit.</p> <p>The water temperature in the shared bathroom between resident rooms 109 and 111 measured 132.2 degrees Fahrenheit.</p>	5-20-11	<p>- water heaters turned down immediately</p> <p>- daily checks of water temperatures done for 10 days to ensure proper temperature</p> <p>- weekly water temps to be taken/recorded by maintenance + reported to administrator</p>	6-1-11 

Western Region
 Adult Residential Licensing

May 27 2011 15:24 P.15
 Fax: 412-326-0016
 OUTLOOK MANOR

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

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125b Combustible materials shall be inaccessible to residents.	The storage shed door was open and the shed was accessible to residents. Inside the shed were the following flammable materials: <ul style="list-style-type: none"> - A half-full, two-gallon, eight-ounce container of gasoline - A full five-gallon container of gasoline 	5-18-11	<ul style="list-style-type: none"> - Access to shed now limited to Administrator and maintenance, by removing all other keys. - The procedure for maintaining locked hazardous material Reviewed with maintenance (attached) - Administrator to continue to monitor 	6-1-11 

Western Region

May 27 2011 15:29 P.02

Fax: 412-326-0016

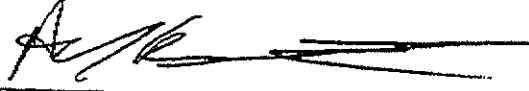
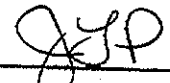
OUTLOOK MANOR

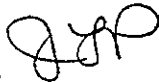
VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

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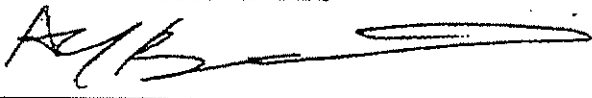
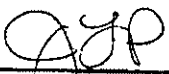
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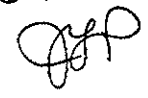
OUTLOOK MANOR

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133a1 If the home serves nine or more residents, signs bearing the word "EXIT" in plain legible letters shall be placed at all exits.	There is no exit sign over the kitchen exit door to the outside. The home currently serves 12 residents.	5-20-11	<ul style="list-style-type: none"> - Exit sign purchased (receipt attached) - Exit sign installed (photo attached) - Administrator to monitor in monthly building checks 	6-1-11 
Western Region				

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

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141a The medical evaluation shall include the following: (1) A general physical examination by a physician, physician's assistant or nurse practitioner. (2) Medical diagnosis including physical or mental disabilities of the resident, if any. (3) Medical information pertinent to diagnosis and treatment in case of an emergency. (4) Special health or dietary needs of the resident. (5) Allergies. (6) Immunization	The medical evaluation for resident #1, dated 03/31/11, does not include the medication regimen or special dietary needs. Western Region	5/23/11 7-1-11	- updated medical eval completed 5/23/11 to include specific medications and diet. - Outlook Manor Nurse will work with physicians to ensure accurate reporting of Resident needs A designated staff person will review all residents' medical evaluations to ensure they are completed in their entirety including the medication regimen and any special dietary needs. - 6-1-11 JJP	6-1-11 

Adult Residential Licensing

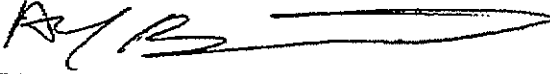

P. 07

May 27 2011 15:30

Fax: 412-326-0016

OUTLOOK MANOR

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

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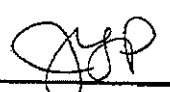
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history. (7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications. (8) Body positioning and movement stimulation for residents, if appropriate. (9) Health status. (10) Mobility assessment, updated annually or at the Department's request.	Western Region			

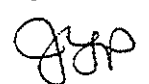
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144b The home rules shall specify whether the home is designated as smoking or non-smoking.	The home's smoking policy does not state where the designated smoking area is.	5-25-11	- Policy updated and reviewed with each Resident (attached) + This information and policy will be given to any new residents and posted in staff office	6-1-11 
Western Region				
2011				

Adult Residential Licensing

May 27 2011 15:31 P. 10

Fax: 412-326-0016

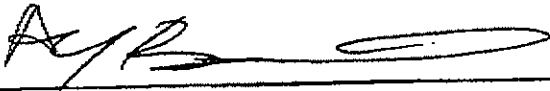
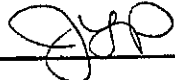
OUTLOOK MANOR

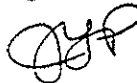
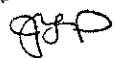
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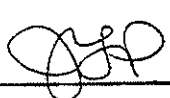
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144c2 The location of a smoking room or outside smoking area shall be a safe distance from heat sources, hot water heaters, combustible or flammable materials and away from common walkways and exits.	The home's designated smoking area contains a gray plastic trash can with discarded cigarette packs and other trash inside.	5-20-11	-metal trash can purchased (receipt and photo attached)	6-1-11 
		7-1-11	A designated staff person will inspect the designated smoking area at least 1x per week to ensure there are no combustible or flammable materials. 6-1-11 	

Western Region

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa. Code Chapter 2600


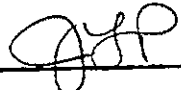
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144d Smoking outside of the smoking room is prohibited.	There were 19 cigarette butts on the ground in the gazebo. This is not the designated smoking area.	5-25-11	<ul style="list-style-type: none"> - Policy updated to more clearly reflect location of smoking area - Policy reviewed with staff and residents attached - Staff assigned hourly checks of outside area to ensure compliance (Smoke area check attached) 	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p align="right">Date: 6-1-11 Initials (DFW)</p>

Western Region
 Adult Residential Licensing

May 27 2011 15:40 P.05
 OUTLOOK MANOR Fax: 412-326-0016

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

NAME AND ADDRESS OF PERSONAL CARE HOME OUTLOOK MANOR, 3560 OUTLOOK DRIVE WEST MIFFLIN, PA 15122		CURRENT LICENSE NUMBER 430080	
INSPECTION DATES (Include all dates of the inspection) 05/16/2011		REGIONAL REPRESENTATIVE N. Mandock, N. Bradfield	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan)			
SIGNATURE OF LEGAL ENTITY 	DATE 5/15/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 6-1-11

REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
226a The resident shall be assessed for mobility needs as part of the resident's assessment.	Resident #1's 03/31/11 medical evaluation indicates the resident needs total assistance with evacuation; however, the resident's most recent assessment completed on 11/15/10 indicates the resident does not need assistance with evacuation.	5-23-11	Resident med eval updated 5/23/11, to indicate that [redacted] can evacuate with minimal assistance (attached) - Outlook Manor Nurse will work with Physicians to ensure accurate reporting of resident needs A designated staff person will review all residents' medical evaluations and assessments to ensure all information from the medical evaluation	7-1-11

Steps have been taken to correct violation; full compliance is not verifiable
 Initials (DFW)
 Date

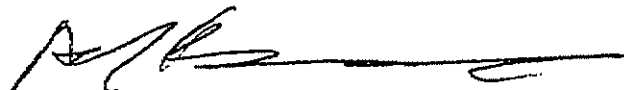
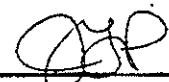
Adult Residential Licensing is accurately reflected on the resident's assessment including mobility needs. 6-1-11 JJP


VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

May 27 2011 15:41 P. 09

Fax: 412-326-0016

OUTLOOK MANOR

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INSPECTION DATES (Include all dates of the inspection) 05/16/2011		REGIONAL REPRESENTATIVE N. Mandock, N. Bradfield	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan)			
SIGNATURE OF LEGAL ENTITY 	DATE 5/25/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 6-1-11

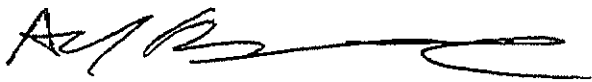
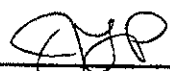
REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
227c The support plan shall be revised within 30 days upon completion of the annual assessment or upon changes in the resident's needs as indicated on the current assessment.	Resident #1's 11/15/10 support plan does not include the chopped diet indicated on the 11/15/10 assessment.	5-19-11	- Support Plan updated 5/19/11 to be consistent with Medical Eval and Assessment (Attached) after pag 16 - Administrator will review all Support Plans upon completion prior to filing in residents charts - Staff will receive a review of documentation requirements at June staff meeting	Steps have been taken to correct violation; full compliance is not verifiable Date Initials (DPW) 
Western Region				
Adult Residential Licensing				


VIOLATION REPORT
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May 27 2011 15:41 P.10

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OUTLOOK MANOR

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SIGNATURE OF LEGAL ENTITY 	DATE 5/21/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 6-1-11

REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
227g Individuals who participate in the development of the support plan shall sign and date the support plan.	Resident #1 participated in the development of their support plan on 11/15/10. Neither the resident nor the staff person whom participated signed the form.	5-19-11	<ul style="list-style-type: none"> - Support Plan updated 5/19/11 to include all appropriate signatures - Staff will receive a Review of documentation requirements at the staff meeting - Administrator to review all documentation prior to filing in resident's chart 	6-1-11 
Western Region				
Adult Residential Licensing				