



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

DEC 19 2016

Mr. Robert Rundle, President/CEO  
Spiritrust Lutheran  
1050 Pennsylvania Avenue  
York, Pennsylvania 17404

RE: Spiritrust Lutheran The Village at Utz Terrace  
2100 Utz Terrace  
Hanover, Pennsylvania 17331  
License #: 322850

Dear Mr. Rundle:

As a result of the Department of Human Services' annual licensing inspection on October 13, 2016 of the above facility, the violations with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed License Inspection Summary were found.

All violations specified on the enclosed License Inspection Summary must be corrected by the dates specified on the License Inspection Summary and continued compliance with 55 Pa.Code Ch. 2600 must be maintained.

Sincerely,

A handwritten signature in cursive script that reads "J. Rowe".

Jacqueline L. Rowe  
Director

Enclosure  
License Inspection Summary



Violation Report: 32285 - 10/13/2016 - Bomberger, Cybil  
 PCH Name: SPIRITRUST LUTHERAN THE VILLAGE AT UTZ TERRACE

1. REGULATION 55 Pa.Code §2600

2600.28(e) - In the event of a death of a resident under 60 years of age, the administrator shall refund the remainder of previously paid charges to the resident's estate within 30 days from the date the room is cleared of the resident's personal property. In the event of a death of a resident 60 years of age and older, the home shall provide a refund in accordance with the Elder Care Payment Restitution Act (35 P.S. §§ 10226.101 - 10226.107). The home shall keep documentation of the refund in the resident's record.

2a. DESCRIPTION OF VIOLATION

Resident number 1 passed away on [redacted] 16 at the age of [redacted]. The resident's room was cleared of personal belongings on 4/14/16 and the home issued a refund on 8/1/16. The refund was not issued in a timely manner in accordance with the Elder Care Payment Restitution Act.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

The benefit of regulation 2600.28(e) is to ensure that resident funds are refunded promptly following discharge. Res #1 was discharged on [redacted] 16 and a refund was not generated by the finance department until 8/1/16. The community finance department did not have a process in place to expedite refunds to residents upon death or discharge. The Director of Accounts Receivable has put a process into place that the community finance department will reconcile census every morning and any resident who has died or discharged and has a trust fund account with RFMS (Resident Fund Management System) will have a refund initiated. She will send paperwork and supporting documentation marked urgent to the finance coordinator at the home office. A check will be cut within 24 hours and overnighted to Utz Terrace to ensure those funds are issued in a timely fashion. The community finance department will be educated on 10/24/16 on 10/31/16. The director of accounts receivable has put a process in place for refunding prepaid room and board fees paid by the resident prior to their

*continued on PAGE 2A*

Repeat Violation: No	Date(s) of Previous Violation(s):	
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Signature of Legal Entity Representative (Required on EVERY Page) *Janette Kessel*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Janette Kessel* Date *10/27/16*

**DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!**

The above plan of correction is approved as of 11/4/16 (Date)

The above plan of correction was approved by BKS (Initials)

Plan of correction implementation status as of 11/4/16 (Date)

- Fully Implemented
- Partially Implemented - Adequate Progress
- Partially Implemented - Inadequate Progress
- Not Implemented

2600.28(e) continued

death or discharge. The Community Finance department will reconcile census every morning and any resident who has died or discharged will have their account reviewed in the practice management software system, known as Point Click Care. Community Finance will initiate the refund process by sending all paperwork and supporting documentation to the finance coordinator at the home office. A check will be cut on the next check run (occurs every Monday) and overnighted to WZ Terrace to ensure the funds are issued in a timely fashion. Community finance will be educated on 10/31/16. Resident discharges will be reviewed monthly with the quality management minutes by the administrator to ensure compliance with refunds. Administrator/designee will ensure a copy of refund check gets added to the closed record. The quality management committee will review all audits quarterly at the QM meeting.

Jonette Kessel  
Jonette Kessel

10/27/16

Violation Report: 32285 - 10/13/2016 - Bomberger, Cybil  
 PCH Name: SPIRITRUST LUTHERAN THE VILLAGE AT UTZ TERRACE

1. REGULATION 55 Pa.Code §2600

2600.132(d) - Residents shall be able to evacuate the entire building to a public thoroughfare, or to a fire-safe area designated in writing within the past year by a fire safety expert within the period of time specified in writing within the past year by a fire safety expert.

2a. DESCRIPTION OF VIOLATION

The home's fire drill records indicate that during the fire drill conducted on 5/27/16, 36 of the 39 residents present in the home evacuated. Three residents who were present in the home refused to evacuate.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

The primary benefit of regulation 2600.132(d) - Evaluation the maximum evacuation time prevents fire-related death and injury. Immediately following the drill on 5/27/16, the residents who refused to evacuate during the drill were educated on the importance of the home rules by the Director of Buildings and Grounds. Team members involved in the drill were also educated on regulation 2600.32. Since the time of the drill, two of the residents were transferred to our skilled care center and the other resident is deceased. Residents are educated at the time of admission of the importance of complying with the evacuation of the building and informed that refusal to evacuate will result in 30 day notice of discharge. Written education will be provided to all direct care team members 10/27/16. Buildings and Grounds supervisor was educated on process of repeating fire drills that fail in the same month. The facilities Director will be responsible for scheduling and management of the fire drill schedule in conjunction with the Administrator to ensure compliance with 2600.132(d). Results of fire drills will be reviewed by the safety committee every month and the results of all audits also discussed quarterly at the Quality Management Committee.

Repeat Violation: No	Date(s) of Previous Violation(s):
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Signature of Legal Entity Representative (Required on EVERY Page) *Janelle Kessel*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Janelle Kessel</i>	Date <i>10/27/16</i>
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The above plan of correction was approved by <u>BAS</u> (Initials)	<input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented

Violation Report: 32285 - 10/13/2016 - Bomberger, Cybil  
 PCH Name: SPIRITRUST LUTHERAN THE VILLAGE AT UTZ TERRACE

1. REGULATION 55 Pa.Code §2600

2600.227(d) - Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services.

2a. DESCRIPTION OF VIOLATION

The RASP (resident assessment and support plan) for resident #2 dated 7/1/16 was not updated to reflect the resident's enrollment into hospice care services which began on [redacted] 16, the care to be provided through the Hospice Provider, or contact information for the Hospice Provider.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

The importance of 2600.227(d) is to ensure that each resident's needs are met as those needs change, and that accountability for meeting those needs is firmly established. The support plan for resident #2 was not updated when Hospice services were initiated. The RASP did not reflect what services the Hospice provider was assisting with. The Health Services Manager did not update the support plan at the time of initiation and was educated by the surveyor on 10/13 that a significant change support plan needs to be done at the onset of Hospice services. The Health Services Manager initiated a significant change support plan and DME on 10/14/16 to include the hospice service's involvement in the resident's care. An audit of all current RASPs will be completed by 10/27/16 to ensure that outside services are reflected for those residents that utilize contract services. The monthly quality management minutes completed by the Health Services manager will be updated to look monthly at any resident who may have contract with

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
 (Required on EVERY Page)

*Janelle Kessel*

Continued on Page 4A

Printed Name and Title of Legal Entity Representative  
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Janelle Kessel

Date 10/27/16

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outside services and RASPs will be audited at that time

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Janette Kessel  
Janette Kessel

10/27/16