



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

APR 07 2017

Ms. Lynette M. Killen,  
CEO  
Chandler Hall Health Services, Inc.  
99 Barclay Street  
Newtown, Pennsylvania 18940

RE: Chandler Hall Health Services, Inc. – Jordans-Phelps  
License #: 129890

Dear Ms. Killen:

As a result of the Department of Human Services' annual licensing inspections on December 12, 2016 and December 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.

In an effort to improve our licensing processes, the Bureau of Human Services Licensing is soliciting feedback about your recent human services licensing inspection experience. To participate in the online provider survey, launch your web browser and go to [https://www.surveymonkey.com/r/BHSL\\_Inspection](https://www.surveymonkey.com/r/BHSL_Inspection).

The survey is brief and will only take about 5 minutes to complete. Your participation in the survey is completely voluntary and all of your responses will be kept confidential. The responses will be reviewed as part of an aggregate of provider inspection responses. Thank you in advance for providing feedback.

Sincerely,

A handwritten signature in black ink that reads "J. Rowe".

Jacqueline L. Rowe  
Director

Enclosure  
License Inspection Summary



Violation Report: 12988 - 12/12/2016 - Kezimer, Lauren  
POH Name: CHANDLER HALL HEALTH SERVICES INC JORDANS PHELPS

1. REGULATION 66 Pa.Code §2600  
2600.91 - Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line.

2a. DESCRIPTION OF VIOLATION  
The telephones in Jordans country kitchen, room # 109 and room # 210 do not have emergency numbers posted.

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.

*See Attached*


Repeat Violation: No Date(s) of Previous Violation(s):

Signature of Legal Entity Representative (Required on EVERY Page) *Anda Nuso*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Anda Nuso, PCNA* Date *1/24/17*

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

The above plan of correction is approved as of 1/26/17  
(Date)

The above plan of correction was approved by   
(Initials)

Plan of correction implementation status as of 1/26/17  
(Date)

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

Violation Report: 12989-12/12/2016 – Lauren KazlmerPCH Name: CHANDLER HALL HEALTH SERVICES, INC, JORDANS PHELPSLicense Number: 12989Address: 99 Barclay Street, Newtown, PA 18940County: Bucks**1. REGULATION 55 Pa. Code §2600**

2600.91- Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care complaint hotline shall be posted on or by each telephone with an outside line.

**2a. DESCRIPTION OF VIOLATION**

The telephones in Jordans country kitchen, room #109 and room #210 do not have emergency numbers posted.

**3. PLAN OF CORRECTION (POC)**

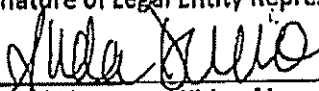
-What caused the violation? The residents in rooms # 109 and #210 were new admissions and bought telephones a couple of weeks after their admission. The country kitchen did not have an emergency number tag on it because we did not think it had an outside line.

-What was done right away to fix the violation? On 12/23/16 emergency phone number tags were added to the three telephones identified in the inspection. A full inspection of both Jordans and Phelps phones was completed by 1/13/17 and tags or stickers were added where they were needed. Common area phones were tested to determine whether they had outside lines. Emergency number tags were added to phone that did have outside lines.

-What can be done to prevent future violations of this nature? Care partners will conduct room inspections once a week on the 3-11 shift and turn in the completed resident room inspection checklist to the PC Administrator. Care partners will be provided with additional phone tags and stickers so they can place them on phones where needed.

-Who will be responsible for ensuring the POC is implemented and that future violations are prevented? The PC Administrator or designee will conduct monthly resident room audits to ensure compliance. Results will be reviewed during Quality Management meetings.

Signature of Legal Entity Representative



Printed Name and Title of Legal Entity Representative  
 ANDA DURSO, PERSONAL CARE ADMINISTRATOR

Date:

1/24/17

Violation Report: 12989 - 12/12/2016 - Kazimer, Lauren  
 PCH Name: CHANDLER HALL HEALTH SERVICES INC JORDANS PHELPS

**1. REGULATION 55 Pa.Code §2800**

2800.190(a) - A staff person who has successfully completed a Department-approved medications administration course that includes the passing of the Department's performance-based competency test within the past 2 years may administer oral; topical; eye, nose and ear drop prescription medications and epinephrine injections for insect bites or other allergies.

**2a. DESCRIPTION OF VIOLATION**

According to annual practicum staff person A and staff person B have not successfully completed the Department-approved medications administration course, administered medications to residents of the home. Staff person A last complete annual practicum completed 11-26-2016. Staff person B last complete annual practicum was 10-03-2016. Neither was completed for 2016.

**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.*

*See Attached*

Repeat Violation: No      Date(s) of Previous Violation(s):

Signature of Legal Entity Representative (Required on EVERY Page) *Anda Buso*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Anda Buso, PA, HA*      Date *1/25/17*

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

The above plan of correction is approved as of *1/19/17* (Date)

Plan of correction implementation status as of *1/26/17* (Date)

The above plan of correction was approved by *[Signature]* (Initials)

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

Violation Report: 12989-12/12/2016 – Lauren Kazimer

PCH Name: CHANDLER HALL HEALTH SERVICES, INC. JORDANS PHELPS

License Number: 12989

Address: 99 Barclay Street, Newtown, PA 18940

County: Bucks

**1. REGULATION 55 Pa. Code §2600**

2600.190(a) A staff person who has successfully completed a Department-approved medications administration course that includes the passing of the Department's performance based competency test within the past 2 years may administer oral; topical; eye, nose and ear drop prescription medications and epinephrine injections for insect bites or other allergies.

**2a. DESCRIPTION OF VIOLATION**

According to annual practicum, staff person A and staff person B have not successfully completed the Department-approved medication administration course, administered medications to residents of the home. Staff person A last completed annual practicum 11-25-2015. Staff person B last completed annual practicum on 10-03-2015. Neither was completed for 2016.

**3. PLAN OF CORRECTION (POC)**

-What caused the violation? The PC Medication Administration Trainer/Observer resigned in July. The RN Resident Care Coordinator attended ODP's Train the Trainer course in early November 2016 and began training, observations and reviews once she became certified.

-What was done right away to fix the violation? Per the Annual Practicum Remediation table, four additional Medication Observations were completed for both staff on the next day of the inspection, 12/13/16. The two staff also completed an online review of Lessons 7 and 8. The remainder of the medication training records were audited to ensure compliance.

-What can be done to prevent future violations of this nature? The medication training records are being tracked and maintained by the Trainer as well as the PC Administrative Coordinator. The Trainer is reviewing the training records weekly and the PC Administrative Coordinator is reviewing them monthly to determine which med techs are due for observations or MAR reviews. The Trainer will prepare 3 other staff to become Practicum Observers to have uninterrupted training and observations for all medication technicians.

-Who will be responsible for ensuring the POC is implemented and that future violations are prevented? The Trainer, Observers, PC Administrative Coordinator will work together to track compliance with the medication training requirements. The PC Administrator will conduct quarterly audits of med tech files to ensure compliance. Results of audits will be reviewed at the Quality Management committee.

Signature of Legal Entity Representative



Printed Name and Title of Legal Entity Representative  
ANDA DURSO, PERSONAL CARE ADMINISTRATOR

Date:  
1/24/17