



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

APR 11 2019

Mr. Ronald E. Insinger  
Owner/President  
Insinger's Personal Care Home Inc.  
2075 Meadow Lane  
Montoursville, Pennsylvania 17754

RE: Insinger's Boarding Home  
673 Campbell Street  
Williamsport, Pennsylvania 17701  
License #: 202100

Dear Mr. Insinger:

As a result of the Department's Bureau of Human Services Licensing annual inspection on October 11, 2018 of the above facility, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed violation report were found.

All citations 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.

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, appearing to read "J. Rowe".

Jacqueline L. Rowe  
Director

Enclosure  
Violation Report



Violation Report: 20210 - 10/11/2018 - Foulkes, Kimberli  
 PCH Name: INSINGER S BOARDING HOME

**1. REGULATION 55 Pa.Code §2600**

2600.18 - A home shall comply with applicable Federal, State and local laws, ordinances and regulations.

**2a. DESCRIPTION OF VIOLATION**

The home's carbon monoxide detectors located throughout the building contained batteries that were not labeled with the date the batteries were installed.

**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.*

All carbon monoxide batteries have been changed and properly labeled. Staff has been educated on how to properly install and label the batteries in the carbon monoxide detectors. A meeting was also held at the facility to express the importance of this.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
 (Required on EVERY Page)

*Ronald E. Insinger*

Printed Name and Title of Legal Entity Representative  
 (Required on EVERY Page)

Ronald E. Insinger

Date 3-1-19

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

The above plan of correction is approved as of 3-7-19  
 (Date)

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

Plan of correction implementation status as of 3-7-19  
 (Date)

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

Violation Report: 20210 - 10/11/2018 - Foulkes, Kimberli  
 PCH Name: INSINGER S BOARDING HOME

1. REGULATION 55 Pa.Code §2600  
 2600.102(k) - Use of a common towel is prohibited.

2a. DESCRIPTION OF VIOLATION

An unlabeled, common wash cloth and towel was in the bathroom on the second floor.

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.

Resident was in a hurry and forgot to remove wash cloth and towel from upstairs bathroom. A resident meeting was conducted at the facility. Residents were encouraged to return soiled laundry to the first floor to be cleaned by the staff. Staff has also been instructed to check the bathrooms at the top of the show for laundry also.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative  
 (Required on EVERY Page) *Ronald E. Insinger*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Ronald E. Insinger</i>	Date <i>3-1-19</i>
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Violation Report: 20210 - 10/11/2018 - Foulkes, Kimberli  
 PCH Name: INSINGER S BOARDING HOME

**1. REGULATION 55 Pa.Code §2600**

2600.185(a) - The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

**2a. DESCRIPTION OF VIOLATION**

Resident #1's glucometer reading on 10/9/18 at 6:53pm was 232, and on 10/6/18 at 2:40am it was 160. These readings were not documented on the treatment sheet. On 10/5/18 at 7:14pm the reading was 260 but was documented as 206.

**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 staff member who made this error forgot to record the residents blood sugars due to other residents redirecting her to different tasks on 10/9/18. On 10/5/18, the same staff member recieved the reading for the same resident, when the staff member recorded the numbers she transposed the numbers on the treatment sheet. The Staff member who made these errors was made aware of her mistakes and has been educated on the importance of correct documentation of resident records.

The Administrator will also recognize that competing demands for a med tech's attention has a high liklihood of errors occuring. Adm will work with staff and residents to plan a more focused setting for med passes. Once this plan has been developed and omplemented, the Adm will fax/e-mail this plan to the Regional Office. 3-7-19

Repeat Violation: Yes

Date(s) of Previous Violation(s):

10/17/2017

Signature of Legal Entity Representative  
 (Required on EVERY Page)

Ronald E. Insinger

Printed Name and Title of Legal Entity Representative  
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Violation Report: 20210 - 10/11/2018 - Foulkes, Kimberli  
 PCH Name: INSINGER S BOARDING HOME

**1. REGULATION 55 Pa.Code §2600**

2600.187(a) - A medication record shall be kept to include the following for each resident for whom medications are administered:

- (1) Resident's name.
- (2) Drug allergies.
- (3) Name of medication.
- (4) Strength.
- (5) Dosage form.
- (6) Dose.
- (7) Route of administration.
- (8) Frequency of administration.
- (9) Administration times.
- (10) Duration of therapy, if applicable.
- (11) Special precautions, if applicable.
- (12) Diagnosis or purpose for the medication, including pro re nata (PRN).
- (13) Date and time of medication administration.
- (14) Name and initials of the staff person administering the medication.

**2a. DESCRIPTION OF VIOLATION**

Staff person A initialed administration of Resident #2's Nystatin Powder the am of 10/11/18, however the medication was not available in the home.

**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.*

Staff person A signed off of Nystatin Powder when the medication was not in the facility. The medication had been re-ordered through the pharmacy but had not yet been received. The staff member was educated on the importance of proper documentation when administering medications and treatments. The facility now is on the EMAR system and medications need to be scanned to administer.

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10/17/2017

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Violation Report: 20210 - 10/11/2018 - Foulkes, Kimberli  
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1. REGULATION 55 Pa.Code §2600  
 2600.187(d) - The home shall follow the directions of the prescriber.

2a. DESCRIPTION OF VIOLATION

On 10/5/18 at 7:14pm resident #1's glucometer reading was 260. The resident received 5 units of insulin but required 7 units.

Resident #2 was to receive Nystatin Powder the am of 10/11/18, however the medication was not available in the home.

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.

Both violations were made by the same staff members. Staff member was made aware of her mistakes and educated on the importance of correct documentation of administering medications. All staff members were educated and a meeting was held on proper documentation and reordering of medications. The current EMAR system allows reordering of medications online allowing the pharmacy to refill prescriptions in a more timely manner.

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