



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

SENT VIA EMAIL: [sgerst@stbarnabashealthsystem.com](mailto:sgerst@stbarnabashealthsystem.com)

MAILING DATE: June 23, 2020

Ms. Shannon Gerst  
Administrator  
St. Barnabas Health System  
85 Charity Place  
Valencia, Pennsylvania 16059

RE: The Arbors at St. Barnabas  
Certificate #: 423090

Dear Ms. Gerst:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) review on May 15, 2020, of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Mazza".

Larry Mazza  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary

5/29/2020

## Violation Report

Western Region Field Office  
Bureau of Human Services Licensing

## Facility Information

License Number: 42309

Name: *THE ARBORS AT ST. BARNABAS*  
 Address: *85 CHARITY PLACE, VALENCIA, PA 16059*  
 County: *BUTLER*                      Region: *WESTERN*

## Administrator

Name: *Shannon Gerst*                      Phone: *7246254000*                      Email: *SGERST@STBARNABASHEALTHSYSTEM.COM*

## Legal Entity

Name: *THE ARBORS AT ST BARNABAS INC*  
 Address: *85 CHARITY PLACE, VALENCIA, PA, 16059*

## Certificate(s) of Occupancy

Type: *I-1*                      Date:                      Issued By:

## Staffing Hours

Resident Support Staff: *0*                      Total Daily Staff: *95*                      Waking Staff: *71*

## Inspection

Type: *Partial*                      BHA Docket #:                      Notice: *Unannounced*  
 Reason: *Incident*

## Inspection Dates and Department Representative

*05/15/2020 - On-Site: Amy Duncan*

## Resident Demographic Data as of Inspection Dates

## General Information

License Capacity: *229*                      Residents Served: *71*

## Secured Dementia Care Unit

In Home: *Yes*                      Area: *Dementia Unit*                      Capacity: *47*                      Residents Served: *14*

## Hospice

Current Residents: *10*

## Number of Residents Who:

Receive Supplemental Security Income: *0*                      Are 60 Years of Age or Older: *71*  
 Diagnosed with Mental Illness: *0*                      Diagnosed with Intellectual Disability: *2*  
 Have Mobility Need: *24*                      Have Physical Disability: *0*

15a - Resident Abuse Report

Regulations

2600.

15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On 5/4/20 at approximately 5:30 am, direct care staff person B witnessed direct care staff person A verbally abusing resident #1 and placing her hand over resident #1's mouth; however, the home did not report this incident to the local Area Agency on Aging until 5/11/20.

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.)

5 PA code 2600.15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act and comply with the requirements regarding restrictions on staff persons.

- Upon Administration learning of suspected abuse/abuse, while simultaneously initiating an immediate investigation, Administration will immediately complete required reporting process to the local Area Agency on Aging.
- Administration immediately initiated an investigation upon staff reporting incident. Staff person B who did not report incident immediately was re-educated upon reporting suspected abuse/abuse immediately and was also disciplined (Attachment A)
- Staff person A was terminated at conclusion of investigation.
- All staff was re-educated by Staff Development on reporting suspected abuse/abuse immediately (Attachment B).
- All staff will be educated on regulation 55 PA code 2600.15.a. (Attachment C) by June 11, 2020 by Staff Development.
- The administrator or designee will monitor on a weekly basis x1month and monthly thereafter to ensure compliance with regulation 55 PA code 2600.15.a (Attachment G)

Legal Entity Representative


Signature *Becky Carr* RN, MSN

*Becky Carr*, Staff Development 6-5-20  
Printed Name and Title Date

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The above plan of correction is approved as of 6/8/2020  
(Date)

Plan of correction implementation status as of 6/12/2020  
(Date)

The above plan of correction was approved by   
(Initials)

Implemented  
 Not Implemented

15c - Supervision

Regulations

2600.

15.c. The home shall immediately submit to the Department's personal care home regional office a plan of supervision or notice of suspension of the affected staff person.

Description of Violation

On 5/4/20 at approximately 5:30 am, direct care staff person B witnessed direct care staff person A verbally abusing resident #1 and placing her hand over resident #1's mouth; however, staff person A continued work unsupervised in the home on 5/4/20 and 5/5/20.

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 home shall immediately submit to the Department's personal care home regional office a plan of supervision or notice of suspension of the affected staff person.

Staff person A was immediately suspended once reported by staff person B.

All administrative designees will be educated by Staff Development or designee to remove the employee from the workplace when suspicion of abuse/abuse is reported. The designee will then report the incident to the Administrator with a formal investigation to follow. Education will be completed by June 12, 2020.

Legal Entity Representative


*Shannon Gerst, RN PCH-a*  
Signature

Shannon Gerst, RN Administrator 5-28-20  
Printed Name and Title Date

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15d - Resident Abuse-Notification

Regulations

2600.

15.d. The home shall immediately notify the resident and the resident's designated person of a report of suspected abuse or neglect involving the resident.

Description of Violation

On 5/4/20 at approximately 5:30 am, direct care staff person B witnessed direct care staff person A verbally abusing resident #1 and placing her hand over resident #1's mouth; however, the home did not notify the resident's designated person until 5/11/20.

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.)

5 PA code 2600.15.d. The home shall immediately notify the resident and resident's designated person of a report of suspected abuse or neglect involving the resident.

- Upon Administration learning of suspected abuse/abuse, while simultaneously initiating an immediate investigation, Administration will also immediately contact the resident and resident's designated person.
- Administration immediately initiated an investigation upon staff reporting incident. Staff person B who did not report incident immediately was re-educated upon reporting suspected abuse/abuse immediately and was also disciplined (Attachment A).
- Staff person A was terminated at conclusion of investigation.
- All staff was re-educated by Staff Development on reporting suspected abuse/abuse immediately (Attachment B).
- All staff will be re-educated on regulation 55 PA code 2600.15.d (see Attachment D) by June 11<sup>th</sup> by Staff Development.
- The administrator or designee will monitor on a weekly basis x1month and monthly thereafter to ensure compliance with regulation 55 PA code 2600.15.d (Attachment H).

Legal Entity Representative


*Becky Carr* RN, MSN  
Signature

Becky Carr, Staff Development 6-5-20  
Printed Name and Title Date

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16b - Incident Policies

Regulations

2600.

16.b. The home shall develop and implement written policies and procedures on the prevention, reporting, notification, investigation and management of reportable incidents and conditions.

Description of Violation

The home's abuse policy states, "Act 13 of 1997 requires an employee or Administrator of a facility who has reasonable cause to suspect that a resident is a victim of resident abuse, neglect, exploitation, mistreatment, or misappropriation of resident property, to immediately report the abuse." The home's abuse training indicates, "It is all of our responsibilities to report abuse or concerns of abuse to your supervisor immediately: not 2 or 4 days later but immediately after the incident." An incident of verbal abuse was witnessed by direct care staff person B towards resident #1 on 5/4/20 at approximately 5:30 am; however, was not reported to the administrator until 5/7/20.

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 home shall develop and implement written policies and procedures on the prevention, reporting, notification, investigation and management of reportable incidents and conditions.

All staff were re-educated on abuse reporting protocols and reinforced that suspicions of abuse/abuse must be reported to a supervisor immediately. (Staff education was initiated by Staff Development on May 13, 2020.)

Legal Entity Representative


*Shannon Gerst, RN LCH-a*  
Signature

Shannon Gerst, RN Administrator 5.28.20  
Printed Name and Title Date

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16c - Written Incident Report

Regulations

2600.

16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

On 5/4/20 at approximately 5:30 am, direct care staff person B witnessed direct care staff person A verbally abusing resident #1 and placing her hand over resident #1's mouth; however, the home did not report this incident to the Department until 5/11/20.

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.)

<sup>16</sup> 55 PA code 2600.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in 2600.15.

- Upon Administration learning of suspected abuse/abuse, while simultaneously initiating an immediate investigation, Administration will immediately complete required reporting process to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours.
- Administration immediately initiated an investigation upon staff reporting incident. Staff person B who did not report incident immediately was re-educated upon reporting suspected abuse/abuse immediately and was also disciplined (Attachment A).
- Staff person A was terminated at conclusion of the investigation.
- All staff was re-educated by Staff Development on reporting suspected abuse/abuse immediately (Attachment B).
- All staff will be re-educated on regulation 55 PA code 2600.16.c. (see Attachment E) by June 11<sup>th</sup> by Staff Development.
- The administrator or designee will monitor on a weekly basis x1 month and monthly thereafter to ensure compliance with regulation 55 PA code 2600.16.c (Attachment I).

Legal Entity Representative


*Becky Carr RN, MSN*  
Signature

*Becky Carr, Staff Development 6-5-20*  
Printed Name and Title Date

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42b - Abuse

Regulations

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

On 5/4/20 at approximately 5:30 am, resident #1, who resides in the secured dementia care unit, was found lying on the floor at the bottom of her bed by direct care staff person A. Direct care staff person A requested assistance from direct care staff person B. Direct care staff person B responded to aid in assessing the resident and assisting her off the floor. The resident began yelling, and direct care staff person B witnessed direct care staff person A cover the resident's mouth with her hand for approximately 30 seconds and tell the resident to "shut up and be quiet, stop screaming." When her mouth was uncovered, resident #1 responded, "I'm a nurse. I don't like the way you did that. I'll report you."

Plan of Correction (POC)

5 PA code 2600.42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subject to corporal punishment or disciplined in any way.

- Upon Administration learning of suspected abuse/abuse, while simultaneously initiating an immediate investigation, Administration will immediately complete required reporting process to all reporting agencies.
- Administration immediately initiated an investigation upon staff reporting incident. Staff person B who did not report incident immediately was re-educated upon reporting suspected abuse/abuse immediately and was also disciplined (Attachment A).
- Staff person A was terminated at conclusion of the investigation.
- All staff was re-educated by Staff Development on reporting suspected abuse/abuse. The facility abuse policy states it is the responsibility of every employee to ensure residents are not subjected to abuse. (Attachment B).
- All staff will be re-educated on regulation 55 PA code 2600.42.b. (see Attachment F) by June 11<sup>th</sup> (Attachment F) by Staff Development.
- Moving forward, upon Administration learning of suspected abuse/abuse, while simultaneously initiating an immediate investigation, Administration will immediately complete a re-education of all staff.
- The administrator or designee will monitor on a weekly basis x1 month and monthly thereafter to ensure compliance with regulation 55 PA code 2600.42.b (Attachment J).

Immediately: A designated staff person shall interview at least 5 residents, in private, on a monthly basis to ensure residents are free from abuse and neglect. 6/8/2020

*Becky Caw* RN, MSN  
Signature

*Becky Caw, Staff Development 6-5-20*  
Printed Name and Title Date

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