

Department of Human Services  
Bureau of Human Service Licensing

July 31, 2020

PHILADELPHIA PROTESTANT HOME  
6500 TABOR ROAD  
BUILDING 5  
PHILADELPHIA, PA, 19111

RE: PHILADELPHIA PROTESTANT HOME  
6500 TABOR ROAD, MIDWAY  
MANOR  
BUILDING 5, FLOORS 2,3,4  
PHILADELPHIA, PA, 19111  
LICENSE/COC#: 14450

Dear Ms. Parisse,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/03/2020, 06/04/2020, 06/05/2020, 06/09/2020, 06/10/2020, 06/11/2020, 06/12/2020, 06/15/2020, 06/16/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Mia Johnson  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary (LIS)

cs: Pennsylvania Bureau of Human Service Licensing

**Department of Human Services  
Bureau of Human Service Licensing  
LICENSE INSPECTION SUMMARY**

**Facility Information**

Name: PHILADELPHIA PROTESTANT HOME License #: 14450 License Expiration Date: 01/25/2021  
Address: 6500 TABOR ROAD, MIDWAY MANOR, BUILDING 5, FLOORS 2,3,4, PHILADELPHIA, PA 19111  
County: PHILADELPHIA Region: SOUTHEAST

**Administrator**

Name: MARY ANN PARISEE Phone: 2156978000 Email: MPARISSE@PPHFAMILY.ORG

**Legal Entity**

Name: PHILADELPHIA PROTESTANT HOME  
Address: 6500 TABOR ROAD, BUILDING 5, PHILADELPHIA, PA, 19111  
Phone: 2156978000 Email: MPARISSE@PPHFAMILY.ORG

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 210 Waking Staff: 158

**Inspection**

Type: Partial Notice: Unannounced BHA Docket #:  
Reason: Complaint Exit Conference Date: 06/16/2020

**Inspection Dates and Department Representative**

06/03/2020 - Off-Site: Tahesia Thomas  
06/04/2020 - Off-Site: Tahesia Thomas  
06/05/2020 - Off-Site: Tahesia Thomas  
06/09/2020 - Off-Site: Tahesia Thomas  
06/10/2020 - Off-Site: Tahesia Thomas  
06/11/2020 - Off-Site: Tahesia Thomas  
06/12/2020 - Off-Site: Tahesia Thomas  
06/15/2020 - Off-Site: Tahesia Thomas  
06/16/2020 - Off-Site: Tahesia Thomas

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: 188 Residents Served: 142

**Secured Dementia Care Unit**

In Home: Yes Area: Chapters Capacity: 23 Residents Served: 17

**Hospice**

Current Residents: .

**Resident Demographic Data as of Inspection Dates (*continued*)**

## Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 142

Diagnosed with Mental Illness: 7

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 68

Have Physical Disability: 3

**Inspections / Reviews**

## 06/03/2020 - Partial

Lead Inspector: *Tahesia Thomas*Follow-Up Type: *POC Submission*Follow-Up Date: *07/09/2020*

## 7/24/2020 - POC Submission

Lead Reviewer: *Mia Johnson*Follow-Up Type: *Document Submission*Follow-Up Date: *07/31/2020*

## 7/31/2020 - Document Submission

Lead Reviewer: *Mia Johnson*Follow-Up Type: *Not Required*

## 223b - Service Procedures

**1. Requirements**

2600.

223.b. The home shall develop written procedures for the delivery and management of services from admission to discharge.

**Description of Violation**

*The home's written Communication System PC – Call Bells policy states in bullet point # 2:*

*"In the event a resident rings their call bell it will go to the pager on the designated floor and the staff member shall try to answer the call with in 15 minutes if possible"*

*The call bell log shows on multiple occasions and on different shifts, that workers either failed to respond or turn off the call bell system when answered. The log showed times beyond 15 minutes to 1 hour before staff responded to the call bell. The home's staff members are not following the policy nor is the home reinforcing the policy.*

**Plan of Correction - 07/24/2020****Accept**

*This particular resident rang the call bell 200 times between 3/16/2020 & 6/7/2020 in addition to the every 2 hour checks that are in place for all PC residents. 110 calls were answered in under 5 minutes (55%), 61 calls were answered in 6 - 15 minutes (31%) and 29 calls were answered over 15 minutes (14%). Overall 171 of the 200 calls were answered in under 15 minutes. Our policy states, "We will attempt to answer the call bell within 15 minutes." This complaint occurred during the "peak" of COVID. During our televised "Resident Council Meeting" alternative protocols were discussed for residents to call the operator in the event they required immediate assistance. Staff were not only providing direct care & administering medications, they were also serving meals to all resident rooms, as our Dining Rooms were closed, and then collecting the room trays. We restricted the amount of traffic on the floors to only PC staff in an effort to help reduce the chance of the spread of the virus. This resident transitioned from Independent Living where they sustained a fall and was then sent out to the hospital then returned to our Skilled Nursing unit and then transitioned to PC. This resident moved into PC from Skilled Nursing right at the time the no visitation was mandated by the state. Resident had a very difficult time transitioning as the family could not come in to help with the adjustment. Numerous interventions were in place; Social Service, Chaplain, Nursing, Psychiatry & Psychology visits all implemented, as well as video calling with family, 1:1 activities & numerous family interdisciplinary conference calls.*

*All staff have been re-in-serviced on turning off the call light upon entering the residents room ( as this did not occur during the 29 calls that were over 15 minutes). See attached in-service*

*Re-education will be provided to staff as needed.*

*Random call bell test will be conducted weekly on each shift by Charge Nurse and reviewed by Nursing Administration to determine compliance. See attached policy and audit form. Audits will be maintained at PC nursing office for one year and readily available for state surveyors to view upon request.*

**Completion Date:** 07/31/2020

**Document Submission - 07/31/2020****Implemented**

*see attached supporting documentation*