

Department of Human Services
Bureau of Human Service Licensing

April 30, 2021

[REDACTED] ADMINISTRATOR
BROOKSIDE ASSISTED LIVING, INC.
49 BROOKSIDE LANE
BROOKVILLE, PA 15825

RE: BROOKSIDE SENIOR LIVING
49 BROOKSIDE LANE
BROOKVILLE, PA, 15825
LICENSE/COC#: 41113

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/17/2021, 02/18/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Suzy Quinn

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

**Department of Human Services
Bureau of Human Service Licensing
LICENSING INSPECTION SUMMARY - PUBLIC**

Facility Information

Name: *BROOKSIDE SENIOR LIVING* **Licen e #:** *41113* **Licen e Expiration Date:** *10/15/2021*
Addr e : *49 BROOKSIDE LANE, BROOKVILLE, PA 15825*
County: *JEFFERSON* **Region:** *WESTERN*

Administrator

Name: [REDACTED] **Phone:** *8148493924* **Email:** [REDACTED]

Legal Entity

Name: *BROOKSIDE ASSISTED LIVING, INC.*
Address: *49 BROOKSIDE LANE, BROOKVILLE, PA, 15825*
Phone: *8148493924* **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* **Date:** *07/04/2003* **Issued By:** *Labor & Industry*

Staffing Hours

Re ident Support Staff: *0* **Total Daily Staff:** *35* **Waking Staff:** *26*

Inspection

Type: *Full* **Notice:** *Unannounced* **BHA Docket #:**
Reason: *Renewal* **Exit Conference Date:** *03/12/2021*

Inspection Dates and Department Representative

02/17/2021 - On-Site: [REDACTED]
02/18/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *50* **Residents Served:** *33*

Secured Dementia Care Unit

In Home: *No* **Area:** **Capacity:** **Residents Served:**

Hospice

Current Re ident : *2*

Number of Residents Who:

Receive Supplemental Security Income: *0* **Are 60 Years of Age or Older:** *31*
Diagnosed with Mental Illness: *2* **Diagnosed with Intellectual Disability:** *1*
Have Mobility Need: *2* **Have Physical Disability:** *0*

Inspections / Reviews

02/17/2021 - Full

Lead Inspector: [REDACTED]

Follow Up Type: *POC Submission*

Follow-Up Date: *03/27/2021*

4/1/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *POC Submission*

Follow-Up Date: *04/06/2021*

4/7/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *04/21/2021*

4/30/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

85a - Sanitary Conditions

1. Requirements

2600.

85.a. Sanitary conditions shall be maintained.

Description of Violation

Resident #1's glucometer was used to measure blood glucose levels for multiple residents on multiple dates, to include the following:

Resident #5

12/19/20, 8:29 PM

Resident #6

12/12/20, 7:38 AM

Resident #3's glucometer was used to measure blood glucose levels for multiple residents on multiple dates, to include the following:

Resident #2

12/7/20, 8:00 AM

12/9/20, 8:54 AM

12/13/20, 8:56 AM

1/3/21, 8:43 AM

1/4/21, 8:20 AM

1/7/21, 9:03 AM

Resident #4

12/7/20, 6:39 AM

12/7/20, 7:03 AM

12/9/20, 6:29 AM

12/9/20, 6:45 PM

12/11/20, 7:22 AM

85a - Sanitary Conditions (continued)

Plan of Correction

Accept

1. What do we do right now to fix the problem?

- WHO - Brookside Administration.
- WHAT and WHEN -
 - Resident 1's glucometer and test strips were disposed of accordingly on 02.19.21.
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow-up from Annual Inspection Email**), new glucometers (including test strips) were purchased for Residents 2, 3, 4, 5, and 6 at no cost to the Residents on 03.16.21 (see Attachment entitled **New Glucometer Replacements**).
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow-up from Annual Inspection Email**), the corresponding Physicians for Residents 2, 3, 4, 5, and 6 were notified of the glucometer sharing via fax on 03.16.21 - the Physician responses were subsequently received and documented at various dates from 03.17.21 through 03.23.21 (see Attachment entitled **Physician Notifications**).
 - New glucometers (including test strips) were put into use for Residents 3, 4, 5, and 6 on 03.24.21.
 - Of note, as it pertains to Resident 2, accuchecks were discontinued on 03.22.21 due to Resident's "DM Type 2 with A1c well controlled (most recent at 4.9%)" (see Attachment entitled **Accucheck Discontinuation - Resident 2**).

2. How do we prevent this from happening again?

- WHO - Brookside Administration.
- WHAT -
 - A policy was already in place which addressed appropriate storage, use, and maintenance of glucometers and associated supplies (see Attachment entitled **Glucometers and Glucometer Supplies**). The guidelines of this policy covered the areas in which the infractions occurred related to this specific Regulatory Violation, namely that glucometer supplies should be used "exclusively for the resident to whom it belongs". After conducting an internal investigation, we concluded that the predominant cause of this situation is related to supply chain issues such as test strips not being available when needed from mail-order supply companies, etc. As a result, we revised the aforementioned policy to address these supply chain issues. In an effort to eliminate or mitigate the likelihood of a reoccurrence of this type of situation, both our short and long-term solution is for Administration to stock and maintain an on-site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed. This revision to the **Glucometers and Glucometer Supplies** policy can be seen in the section of the policy entitled On-site Inventory of Glucometer Supplies. Additionally, other areas of applicability and/or infractions related to this specific Regulatory Violation are addressed in the **Glucometers and Glucometer Supplies** policy under the sections entitled Cleaning and Disinfection and Storage, Access, Security, Distribution, Use, and Other General Rules, respectively.
 - Qualified staff persons will be directed via Memo to review and immediately implement the revised **Glucometers and Glucometer Supplies** policy. Documentation/Signatures/Acknowledgements of qualified staff persons' review, understanding, and immediate implementation of this revised policy will be kept.
- WHEN
 - As of 03.24.21, Administration stocked a sizable on site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed (see Attachment entitled **On site Inventory of Glucometer Supplies Purchase**).
 - The **Glucometers and Glucometer Supplies** policy revision was completed and initially implemented on 03.24.21. A corresponding Memo to qualified staff persons was posted on 03.24.21 (see Attachment

entitled **2021 LIS and POC Memo to Staff**).

- All applicable qualified staff persons who may be responsible for glucometer-related tasks were informed/educated via Memo on the **Glucometer and Glucometer Supplies** policy revision. These qualified staff persons have signed their acknowledgments of review, understanding, and immediate implementation of this revised policy at various dates from 03.25.21 through 03.31.21 (see Attachment entitled **2021 LIS and POC Memo to Staff - Signed Acknowledgments**).

3. How will we conduct ongoing monitoring?

- WHO - Brookside Administration.
- WHAT -
 - An on-site supply of new glucometers, lancing devices, lancets, and test strips will be maintained by Administration. Due to the potentially dynamic nature of a physician's blood sugar orders, the on-site inventory of glucometer supplies will be regularly monitored by Administration, at least monthly, and replenished on an as-needed basis.
 - To ensure proper glucometer use, applicable qualified staff persons will be observed monthly, by Administration or Designee, while administering a single blood glucose test. Documentation of these observations will be kept.
- WHEN - This practice has been in effect since 03.24.21 and will be ongoing.

Completion Date: 04/05/2021

85a - Sanitary Conditions (continued)

Document Submission

Implemented

All POC information and, if applicable, corresponding attachments have already been submitted.

100b - Removal Snow/Obstructions

1. Requirements

2600.

100.b. The home shall ensure that ice, snow and obstructions are removed from outside walkways, ramps, steps, recreational areas and exterior fire escapes.

Description of Violation

On 2/17/21 at 10:30 AM , there was an approximate 2 inch accumulation of snow and ice on the home's exterior ramps leading from exit door #8 and exit door #9. Exit door #8 was only able to open approximately 3/4 of the way due to the snow and ice.

Plan of Correction

Accept

1. What do we do right now to fix the problem?

- WHO - Brookside Administration.
- WHAT -
 - The snow and ice was removed from the exterior ramps leading from exit door #8 and exit door #9.
 - Additionally, snow and ice was removed from all other outside walkways, ramps, steps, recreational areas, exterior fire escapes, etc., exiting the facility.
 - All exit doors were able to be fully opened after snow and ice removal.
- WHEN - These actions were completed during the inspection on 02.17.21 by 1:00pm.

2. How do we prevent this from happening again?

- WHO - Brookside Administration.
- WHAT - A system is already in place to routinely remove snow and ice from outside walkways, ramps, steps, recreational areas, exterior fire escapes, etc. - this action is regularly completed by Brookside Administration when needed. Additionally, we have an independent contractor hired to remove snow from facility premises via a snowplow when needed. We will continue to remove snow and ice from these areas in a timely fashion.
- WHEN - As weather necessitates.

Completion Date: 02/17/2021

Document Submission

Implemented

All POC information and, if applicable, corresponding attachments have already been submitted.

109b - Rabies Vaccination

1. Requirements

2600.

109.b. Cats and dogs present at the home shall have a current rabies vaccination. A current certificate of rabies vaccination from a licensed veterinarian shall be kept.

109b - Rabies Vaccination *(continued)*

Description of Violation

On 2/17/21, cats Ruth and Kitty were present at the home. The home does not have a current certificate of rabies vaccination for these cats.

Plan of Correction

Accept

1. *What do we do right now to fix the problem?*

- *WHO - Brookside Administration.*
- *WHAT and WHEN -*
 - *Ruth received her updated rabies vaccination on 03.04.21 which remains active through 03.03.24 (please see Attachment entitled **Ruth's Rabies Vaccination Record**).*
 - *Kitty no longer resides at Brookside - he moved to a private home with new owners on 03.05.21.*

2. *How do we prevent this from happening again?*

- *WHO - Brookside Administration.*
- *WHAT - A system is already in place to routinely monitor for and obtain rabies vaccinations for cats and dogs present at the home. Prior to admitting a cat or dog to Brookside, we require a current rabies certificate to be obtained. Rabies vaccinations are then monitored for up-to-date status periodically and/or annually. In addition to this existing system, we will immediately implement scheduled reminders via Google Calendar to prompt us approximately 1 month before the expiration of current rabies vaccinations for cats and dogs present at the home.*
- *WHEN - Current rabies certificates will be obtained prior to a cat or dogs' admission to our home. Rabies accinations will then be updated on an as-needed basis prior to expiration.*

Completion Date: 03/05/2021

Document Submission

Implemented

All POC information and, if applicable, corresponding attachments have already been submitted.

185a - Implement Storage Procedures

1. **Requirements**

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.

185a - Implement Storage Procedures (continued)

Description of Violation

Resident #1 was discharged [REDACTED] however, [REDACTED] glucometer and test strips were in the home on 2/17/21. [REDACTED] glucometer contained multiple readings after [REDACTED] date of discharge.

Resident #2 is prescribed blood glucose checks daily and the home documents [REDACTED] daily blood glucose readings as vital signs in CareSuite. However, on 2/17/21, Resident #2's glucometer was located in the medication room closet and the last blood glucose reading recorded was 10/3/20.

Resident #2 is prescribed blood glucose checks daily and the home documents [REDACTED] blood glucose readings as vital signs in CareSuite. The home documented the following blood glucose readings for resident #2; however, these readings are not recorded in [REDACTED] glucometer:

12/3/20 at 8:00 AM – 110
12/8/20 at 8:00 AM – 113
12/22/20 at 8:00 AM– 100
12/26/20 at 8:00 AM– 102
12/27/20 at 8:00 AM– 100
1/13/21 at 8:00 AM – 97
1/23/21 at 8:00 AM – 110
1/24/21 at 8:00 AM – 120
1/28/21 at 8:00 AM - 105
2/6/21 at 8:00 AM - 100

On 2/17/21, resident #3's test strips were use to measure resident #2's blood glucose level. Staff person A and staff person B indicate resident #2 has been out of test strips for months.

Resident #3 is prescribed blood glucose checks once per week and the home documents [REDACTED] blood glucose readings as vital signs in CareSuite. The home documented [REDACTED] blood glucose reading on 2/15/21 at 8:00 AM as 128; however, this reading is not recorded in [REDACTED] glucometer.

Resident #7 is prescribed blood glucose checks once per week and the home documents [REDACTED] blood glucose readings as vital signs in CareSuite. The home documented the following blood glucose readings for resident #7; however, these readings are not recorded in [REDACTED] glucometer:

1/15/21 at 8:00 AM – 118
1/29/21 at 8:00 AM - 68

The following resident's glucometers were not calibrated to the current time:

Resident #2
Resident #3
Resident #4
Resident #5
Resident #6
Resident #8
Resident #9
Resident #10

Resident #7's glucometer was not calibrated to the current date and time and the language displayed was French.

185a - Implement Storage Procedures (*continued*)

Plan of Correction

Accept

1. What do we do right now to fix the problem?

- WHO Brookside Administration.
- WHAT and WHEN
 - Resident 1's glucometer and test strips were disposed of accordingly on 02.19.21.
 - Glucometers for Residents 2, 3, 4, 5, 6, 8, 9, and 10 were calibrated to the appropriate date and time on 02.19.21.
 - Resident 7's glucometer was calibrated to the appropriate date, time, and language (English) on 02.19.21.
 - In another attempt to refill diabetic supplies for Residents 2 and 3, staff submitted a refill request for diabetic supplies to US MED via fax on 02.18.21 (see Attachment entitled **US MED Diabetic Supply Order Residents 2 and 3**).
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow up from Annual Inspection Email**), new glucometers (including test strips) were purchased for Residents 2 and 3 at no cost to the Residents on 03.16.21 (see Attachment entitled **New Glucometer Replacements**).
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow up from Annual Inspection Email**), the corresponding Physicians for Residents 2 and 3 were notified of the glucometer sharing via fax on 03.16.21 the Physician responses were subsequently received and documented on 03.18.21 (see Attachment entitled **Physician Notifications**).
 - A new glucometer (including test strips) was put into use for Resident 3 on 03.24.21.
 - Of note, as it pertains to Resident 2, accuchecks were discontinued on 03.22.21 due to Resident's "DM Type 2 with A1c well controlled (most recent at 4.9%)" (see Attachment entitled **Accucheck Discontinuation Resident 2**).
 - Of note, as it pertains to Resident 7, accuchecks were discontinued on 03.22.21 due to Resident not currently taking "any oral medications or insulin for diabetes" (see Attachment entitled **Accucheck Discontinuation Resident 7**).

2. How do we prevent this from happening again?

- WHO - Brookside Administration.
- WHAT -
 - A policy was already in place which addressed appropriate storage, use, and maintenance of glucometers and associated supplies (see Attachment entitled **Glucometers and Glucometer Supplies**). The guidelines of this policy covered the areas in which the infractions occurred related to this specific Regulatory Violation, namely that glucometer supplies should be used "exclusively for the resident to whom it belongs". After conducting an internal investigation, we concluded that the predominant cause of this situation is related to supply chain issues such as test strips not being available when needed from mail-order supply companies, etc. As a result, we revised the aforementioned policy to address these supply chain issues. In an effort to eliminate or mitigate the likelihood of a reoccurrence of this type of situation, both our short and long-term solution is for Administration to stock and maintain an on-site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed. This revision to the **Glucometers and Glucometer Supplies** policy can be seen in the section of the policy entitled On-site Inventory of Glucometer Supplies. Additionally, other areas of infractions related to this specific Regulatory Violation are addressed in the **Glucometers and Glucometer Supplies** policy under the sections entitled Storage, Access, Security, Distribution, Use, and Other General Rules and Setting Date and Time, respectively.

- Qualified staff persons will be directed via Memo to review and immediately implement the revised **Glucometers and Glucometer Supplies** policy. Documentation/Signatures/Acknowledgments of qualified staff persons' review, understanding, and immediate implementation of this revised policy will be kept.
- **WHEN** -
 - As of 03.24.21, Administration stocked a sizable on-site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed (see Attachment entitled **On-site Inventory of Glucometer Supplies Purchase**).
 - The **Glucometers and Glucometer Supplies** policy revision was completed and initially implemented on 03.24.21. A corresponding Memo to qualified staff persons was posted on 03.24.21 (see Attachment entitled **2021 LIS and POC Memo to Staff**).
 - All applicable qualified staff persons who may be responsible for glucometer-related tasks were informed/educated via Memo on the **Glucometer and Glucometer Supplies** policy revision. These qualified staff persons have signed their acknowledgments of review, understanding, and immediate implementation of this revised policy at various dates from 03.25.21 through 03.31.21 (see Attachment entitled **2021 LIS and POC Memo to Staff - Signed Acknowledgments**).
 - As of 03.24.21, all resident glucometers demonstrated proper calibration to the settings, including date, time, and language. As of 04.01.21, all resident glucometers continued to demonstrate proper calibration to the settings, including date, time, and language.

3. How will we conduct ongoing monitoring?

- **WHO** - Brookside Administration.
- **WHAT** -
 - An on-site supply of new glucometers, lancing devices, lancets, and test strips will be maintained by Administration. Due to the potentially dynamic nature of a physician's blood sugar orders, the on-site inventory of glucometer supplies will be regularly monitored by Administration, at least monthly, and replenished on an as-needed basis.
 - To ensure proper glucometer use, applicable qualified staff persons will be observed monthly, by Administration or Designee, while administering a single blood glucose test. Documentation of these observations will be kept.
 - Resident's glucometers will be checked for proper calibration to date, time, and language on a monthly basis by Administration or Designee. Documentation of these calibration checks will be kept.
- **WHEN** - These practices have been in effect since 03.24.21 and will be ongoing.

185a - Implement Storage Procedures (continued)**Document Submission****Implemented**

All POC information and, if applicable, corresponding attachments have already been submitted.

186b - Medication Used by Resident**1. Requirements**

2600.

186.b. Prescription medications shall be used only by the resident for whom the prescription was prescribed.

Description of Violation

On 2/17/21, resident #3's test strips were use to measure resident #2's blood glucose level. Staff person A and staff person B indicate resident #2 has been out of test strips for months.

186b - Medication Used by Resident (*continued*)

Plan of Correction

Accept

1. What do we do right now to fix the problem?

- WHO - Brookside Administration.
- WHAT and WHEN -
 - In another attempt to refill diabetic supplies for Residents 2 and 3, staff submitted a refill request for diabetic supplies to US MED via fax on 02.18.21 (see Attachment entitled **US MED Diabetic Supply Order - Residents 2 and 3**).
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow-up from Annual Inspection Email**), new glucometers (including test strips) were purchased for Residents 2 and 3 at no cost to the Residents on 03.16.21 (see Attachment entitled **New Glucometer Replacements**).
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow-up from Annual Inspection Email**), the corresponding Physicians for Residents 2 and 3 were notified of the glucometer sharing via fax on 03.16.21 - the Physician responses were subsequently received and documented on 03.18.21 (see Attachment entitled **Physician Notifications**).
 - A new glucometer (including test strips) was put into use for Resident 3 on 03.24.21.
 - Of note, as it pertains to Resident 2, accuchecks were discontinued on 03.22.21 due to Resident's "DM Type 2 with A1c well controlled (most recent at 4.9%)" (see Attachment entitled **Accucheck Discontinuation - Resident 2**).

2. How do we prevent this from happening again?

- WHO - Brookside Administration.
- WHAT -
 - A policy was already in place which addressed appropriate storage, use, and maintenance of glucometers and associated supplies (see Attachment entitled **Glucometers and Glucometer Supplies**). The guidelines of this policy covered the areas in which the infractions occurred related to this specific Regulatory Violation, namely that glucometer supplies should be used "exclusively for the resident to whom it belongs". After conducting an internal investigation, we concluded that the predominant cause of this situation is related to supply chain issues such as test strips not being available when needed from mail-order supply companies, etc. As a result, we revised the aforementioned policy to address these supply chain issues. In an effort to eliminate or mitigate the likelihood of a reoccurrence of this type of situation, both our short and long-term solution is for Administration to stock and maintain an on-site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed. This revision to the **Glucometers and Glucometer Supplies** policy can be seen in the section of the policy entitled On-site Inventory of Glucometer Supplies. Additionally, other areas of infractions related to this specific Regulatory Violation are addressed in the **Glucometers and Glucometer Supplies** policy under the section entitled Storage, Access, Security, Distribution, Use, and Other General Rules.
 - Qualified staff persons will be directed via Memo to review and immediately implement this revised policy. Documentation/Signatures/Acknowledgements of qualified staff persons' review, understanding, and immediate implementation of this revised policy will be kept.
- WHEN -
 - As of 03.24.21, Administration stocked a sizable on-site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed (see Attachment entitled **On-site Inventory of Glucometer Supplies Purchase**).

- The **Glucometers and Glucometer Supplies** policy revision was completed and initially implemented on 03.24.21. A corresponding Memo to qualified staff persons was posted on 03.24.21 (see Attachment entitled **2021 LIS and POC Memo to Staff**).
- All applicable qualified staff persons who may be responsible for glucometer-related tasks were informed/educated via Memo on the **Glucometer and Glucometer Supplies** policy revision. These qualified staff persons have signed their acknowledgments of review, understanding, and immediate implementation of this revised policy at various dates from 03.25.21 through 03.31.21 (see Attachment entitled **2021 LIS and POC Memo to Staff - Signed Acknowledgments**).

3. How will we conduct ongoing monitoring?

- WHO - Brookside Administration.
- WHAT -
 - An on-site supply of new glucometers, lancing devices, lancets, and test strips will be maintained by Administration. Due to the potentially dynamic nature of a physician's blood sugar orders, the on-site inventory of glucometer supplies will be regularly monitored by Administration, at least monthly, and replenished on an as-needed basis.
 - To ensure proper glucometer use, applicable qualified staff persons will be observed monthly, by Administration or Designee, while administering a single blood glucose test. Documentation of these observations will be kept.
- WHEN - This practice has been in effect since 03.24.21 and will be ongoing.

186b - Medication Used by Resident *(continued)*

Document Submission

Implemented

All POC information and, if applicable, corresponding attachments have already been submitted.

187d - Follow Prescriber's Orders

1. Requirements

2600.

187.d. The home shall follow the directions of the prescriber.

Description of Repeat Violation

Resident #2 is prescribed blood glucose checks daily and the home documents [REDACTED] blood glucose readings as vital signs in CareSuite. However, from 1/1/21 – 1-31/21 there are no blood glucose readings documented for the following days:

1/1/21

1/2/21

1/5/21

1/6/21

1/8/21

1/9/21

1/28/21

1/30/21

On 12/28/20, resident #3 was prescribed blood glucose checks weekly and as needed. The home documents [REDACTED] blood glucose readings as vital signs in CareSuite. However, from 1/1/21 – 2/17/21 the home only documented blood glucose readings on 2/1/21 at 8:00 AM and 2/15/21 at 8:00 AM.

Repeat Violation: 02/26/2019

187d - Follow Prescriber's Orders (continued)

Plan of Correction

Accept

1. What do we do right now to fix the problem?

- WHO - Brookside Administration.
- WHAT and WHEN -
 - In another attempt to refill diabetic supplies for Residents 2 and 3, staff submitted a refill request for diabetic supplies to US MED via fax on 02.18.21 (see Attachment entitled **US MED Diabetic Supply Order - Residents 2 and 3**).
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow-up from Annual Inspection Email**), new glucometers (including test strips) were purchased for Residents 2 and 3 at no cost to the Residents on 03.16.21 (see Attachment entitled **New Glucometer Replacements**).
 - As instructed per DHS on 03.15.21 (see Attachment entitled **Final Follow-up from Annual Inspection Email**), the corresponding Physicians for Residents 2 and 3 were notified of the glucometer sharing via fax on 03.16.21 - the Physician responses were subsequently received and documented on 03.18.21 (see Attachment entitled **Physician Notifications**).
 - A new glucometer (including test strips) was put into use for Resident 3 on 03.24.21.
 - Of note, as it pertains to Resident 2, accuchecks were discontinued on 03.22.21 due to Resident's "DM Type 2 with A1c well controlled (most recent at 4.9%)" (see Attachment entitled **Accucheck Discontinuation - Resident 2**).

2. How do we prevent this from happening again?

- WHO - Brookside Administration.
- WHAT -
 - A policy was already in place which addressed appropriate storage, use, and maintenance of glucometers and associated supplies (see Attachment entitled **Glucometers and Glucometer Supplies**). The guidelines of this policy covered the areas in which the infractions occurred related to this specific Regulatory Violation, namely that staff persons "must follow blood glucose testing orders as prescribed by the resident's physician (if applicable)". After conducting an internal investigation, we concluded that the predominant cause of this situation is related to supply chain issues such as test strips not being available when needed from mail-order supply companies, etc. As a result, we revised the aforementioned policy to address these supply chain issues. In an effort to eliminate or mitigate the likelihood of a reoccurrence of this type of situation, both our short and long-term is for Administration to stock and maintain an on-site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed. This revision to the **Glucometers and Glucometer Supplies** policy can be seen in the section of the policy entitled On-site Inventory of Glucometer Supplies. Additionally, other areas of infractions related to this specific Regulatory Violation are addressed in the **Glucometers and Glucometer Supplies** policy under the section entitled Storage, Access, Security, Distribution, Use, and Other General Rules.
 - Qualified staff persons will be directed via Memo to review and immediately implement this revised policy. Documentation/Signatures/Acknowledgements of qualified staff persons' review, understanding, and immediate implementation of this revised policy will be kept.
- WHEN -
 - As of 03.24.21, Administration stocked a sizable on-site supply of new glucometers, lancing devices, lancets, and test strips which can be promptly accessed by staff and used, when needed, exclusively for the resident to whom it is dispensed (see Attachment entitled **On-site Inventory of Glucometer Supplies Purchase**).

- The **Glucometers and Glucometer Supplies** policy revision was completed and initially implemented on 03.24.21. A corresponding Memo to qualified staff persons was posted on 03.24.21 (see Attachment entitled **2021 LIS and POC Memo to Staff**).
- All applicable qualified staff persons who may be responsible for glucometer-related tasks were informed/educated via Memo on the **Glucometer and Glucometer Supplies** policy revision. These qualified staff persons have signed their acknowledgments of review, understanding, and immediate implementation of this revised policy at various dates from 03.25.21 through 03.31.21 (see Attachment entitled **2021 LIS and POC Memo to Staff - Signed Acknowledgments**).

3. How will we conduct ongoing monitoring?

- WHO - Brookside Administration.
- WHAT -
 - An on-site supply of new glucometers, lancing devices, lancets, and test strips will be maintained by Administration. Due to the potentially dynamic nature of a physician's blood sugar orders, the on-site inventory of glucometer supplies will be regularly monitored by Administration, at least monthly, and replenished on an as-needed basis.
 - To ensure proper glucometer use, applicable qualified staff persons will be observed monthly, by Administration or Designee, while administering a single blood glucose test. Documentation of these observations will be kept.
- WHEN - This practice has been in effect since 03.24.21 and will be ongoing.

187d - Follow Prescriber's Orders *(continued)*

Document Submission

Implemented

All POC information and, if applicable, corresponding attachments have already been submitted.

Department of Human Services
Bureau of Human Service Licensing

April 30, 2021

██████████ ADMINISTRATOR
BROOKSIDE ASSISTED LIVING, INC.
49 BROOKSIDE LANE
BROOKVILLE, PA 15825

RE: BROOKSIDE SENIOR LIVING
49 BROOKSIDE LANE
BROOKVILLE, PA, 15825
LICENSE/COC#: 41113

Dear ██████████

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing licensing inspections on 04/13/2021 of the above facility, no regulatory citations have been identified as a result of this inspection.

Sincerely,
Suzy Quinn

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

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

Facility Information

Name: *BROOKSIDE SENIOR LIVING* **Licen e #:** *41113* **Licen e Expiration Date:** *10/15/2021*
Addr e : *49 BROOKSIDE LANE, BROOKVILLE, PA 15825*
County: *JEFFERSON* **Region:** *WESTERN*

Administrator

Name: [REDACTED] **Phone:** *8148493924* **Email:** [REDACTED]

Legal Entity

Name: *BROOKSIDE ASSISTED LIVING, INC.*
Address: *49 BROOKSIDE LANE, BROOKVILLE, PA, 15825*
Phone: *8148493924* **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* **Date:** *07/04/2003* **Issued By:** *Labor & Industry*

Staffing Hours

Re ident Support Staff: **Total Daily Staff:** *34* **Waking Staff:** *26*

Inspection

Type: *Partial* **Notice:** *Unannounced* **BHA Docket #:**
Reason: *Monitoring* **Exit Conference Date:** *04/13/2020*

Inspection Dates and Department Representative

04/13/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *50* **Residents Served:** *32*

Secured Dementia Care Unit

In Home: *No* **Area:** **Capacity:** **Residents Served:**

Hospice

Current Residents: *2*

Number of Residents Who:

Receive Supplemental Security Income: *1* **Are 60 Years of Age or Older:** *2*
Diagnosed with Mental Illness: *1* **Diagnosed with Intellectual Disability:** *1*
Have Mobility Need: *2* **Have Physical Disability:** *0*

Inspections / Reviews

04/13/2021 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** *Not Required*

No Deficiencies Identified