

Department of Human Services
Bureau of Human Service Licensing

March 25, 2021

[REDACTED] CHIEF EXECUTIVE OFFICER
MERCY LIFE CENTER CORPORATION
1200 REEDSDALE STREET
ATTN: KIMBERLY MUNKO
PITTSBURGH, PA 15233

RE: OUTLOOK MANOR
3560 OUTLOOK DRIVE
WEST MIFFLIN, PA, 15122
LICENSE/COC#: 43008

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/08/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Larry Mazza

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

Inspections / Reviews

03/08/2021 - Full

Lead Inspector: [REDACTED]

Follow Up Type: *POC Submission*Follow-Up Date: *03/20/2021*

3/19/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *03/24/2021*

3/25/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

3c - Post Current License

1. Requirements

2600.

- 3.c. The personal care home shall post the current license, a copy of the current license inspection summary issued by the Department and a copy of this chapter in a conspicuous and public place in the personal care home.

Description of Violation

The home's current license from June 9, 2020-June 9, 2021 was not posted in a conspicuous and public place in the home.

Plan of Correction

Accept

The home was missing the current license due to changes in organizational staffing. The previous PCHA and the organizational staff who receive and manage the organizations licenses and certificates of compliance had both resigned from the organization shortly after the last POC was submitted, this contributed to a breakdown in getting this posted. The current license was obtained and posted on 3/8/21, and was shown to the inspector at that time.

As of 3/18/21 the current license is still posted, and backup copies are hung in a locked area for staff to access if needed. In addition, instructions to obtain a copy of the license from the organizations shared folders is posted as well. This will permit any staff to access and print the license if it is missing or damaged. The PCHA will ensure that all new licenses are posted immediately upon receipt, and the DHS representative was provided with updated contact information for the home and its parent organization on 3/8 to ensure the license is sent to the correct people. See attached photos of current posting and inside the locked storage cabinet.

Completion Date: 03/08/2021

Document Submission

Implemented

See attached

25b - Contract Signatures

1. Requirements

2600.

- 25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Description of Violation

The resident-home contract for resident #1, dated 3/5/21, is not signed by the home's administrator or designee.

Plan of Correction

Accept

Resident #1 had just moved in on [redacted], and [redacted] initial chart paperwork had been completed by the PCHA who had Resident #1 sign, but forgot to sign themselves before filing in the chart. Because the audit occurred on the next business day, the initial chart had not been reviewed by the PCHA or another staff. This document was signed on the 3/8 by the administrator.

Moving forward, to avoid this error in the future, resident admissions will be coordinated for Monday to Thursdays to ensure that the PCHA or a designee will review all new resident charts within 24 hours of admission to ensure that all documents are completed. In the event that an omission or error is found the appropriate step will be taken to correct this. See attached admission agreement.

Completion Date: 03/08/2021

25b - Contract Signatures *(continued)*

Document Submission

Implemented

See attached

126a - Furnace Inspection

1. Requirements

2600.

126.a. A professional furnace cleaning company or trained maintenance staff person shall inspect furnaces at least annually. Documentation of the inspection shall be kept.

Description of Violation

The home's furnaces have not been inspected since 12/12/19.

Plan of Correction

Accept

The furnace inspection had not been completed due to Covid restrictions and a changes in the homes administration.

The home contacted the heating and cooling company on 3/8, on the day of the inspection, and the heating and cooling company was scheduled to come out on Monday 3/15. They presented on 3/15 and completed the inspection. Moving forward to avoid this violation occurring again the home will coordinate with Adhawk logistics, to schedule inspections in advance of the next due date. Adhawk is responsible for vendor selection, the scheduling, and project management of all maintenance projects for the the home. See attached receipt of inspection/inspection report

Completion Date: 03/15/2021

Document Submission

Implemented

See attached

252 - Record Content

1. Requirements

2600.

252. Content of Resident Records - Each resident's record must include the following information:

3. A photograph of the resident that is no more than 2 years old.

Description of Violation

The records for residents #1, #2, #3 and #4 do not include photographs of the residents that are no more than 2 years old.

Plan of Correction

Accept

Resident chart photos were out of date because the home does not have a camera, and there have been limited staff, they have been spending their time providing direct care.

To correct this, all residents were photographed on 3/11, and all resident charts have been updated at the time of submission. Moving forward, resident photos will be scheduled to happen annually at the time of admission agreement renewals, and for new residents the day of admission when they sign their first admission agreement. The PCHA will audit charts semi-annually to ensure they are intact and current. See attached receipt of photo printing and photographs of Residents #1 to #4 updated photo pages.

Completion Date: 03/11/2021

252 - Record Content *(continued)*

Document Submission

Implemented

See attached