

Department of Human Services
Bureau of Human Service Licensing

June 17, 2021

██████████ CHIEF EXECUTIVE OFFICER
KEYSTONE SERVICE SYSTEMS INC
4391 STURBRIDGE DRIVE
HARRISBURG, PA 17110

RE: KHS MENTAL HEALTH SERVICES -
BEAVER CREEK SCR
676 BEAVER CREEK ROAD
HANOVER, PA, 17331
LICENSE/COC#: 33480

Dear ██████████

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/06/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Gloria Emick

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: KHS MENTAL HEALTH SERVICES BEAVER CREEK SCR **Licen e #:** 33480 **Licen e Expiration Date:** 06/11/2021
Addr e : 676 BEAVER CREEK ROAD, HANOVER, PA 17331
County: ADAMS **Region:** CENTRAL

Administrator

Name: [REDACTED] **Phone:** 5702861757/717-232-7509 **Email:** [REDACTED]

Legal Entity

Name: KEYSTONE SERVICE SYSTEMS INC
Address: 4391 STURBRIDGE DRIVE, HARRISBURG, PA, 17110
Phone: 5702861757 **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: R-3 **Date:** 12/24/2018 **Issued By:** Berwick Township

Staffing Hours

Re ident Support Staff: 0 **Total Daily Staff:** 8 **Waking Staff:** 6

Inspection

Type: Full **Notice:** Unannounced **BHA Docket #:**
Reason: Renewal **Exit Conference Date:** 04/06/2021

Inspection Dates and Department Representative

04/06/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 8 **Residents Served:** 8

Secured Dementia Care Unit

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

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 7 **Are 60 Years of Age or Older:** 1
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 1
Have Mobility Need: 0 **Have Physical Disability:** 0

Inspections / Reviews

04/06/2021 - Full

Lead Inspector: [REDACTED]

Follow Up Type: *POC Submission*Follow-Up Date: *05/08/2021*

6/15/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *06/22/2021*

6/17/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

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.

Description of Violation

On [redacted], Resident #3 had a [redacted] on the medication administration record (MAR); but the [redacted] was not found on the resident's [redacted]

Plan of Correction

Accept

Keystone Service Systems, Inc. (Keystone) has a process in that all individuals utilizing a [redacted] are monitored by Keystone staff. During use of the [redacted], the monitoring staff will review the [redacted] and document the [redacted], date and time within the electronic medication administration record (eMAR). Through review of this citation it was determined that the [redacted] may not have recorded the [redacted] on [redacted]; however, staff followed the aforementioned outlined process and documented the [redacted] in the eMAR for 4/5/21. Keystone did not have a standardized process to monitor oversight of the reconciliation between the entries made in the eMAR and the [redacted]. Therefore, a new process has been established in which the Program Administrator, Personal Care Specialist (or designee) will reconcile entries within the glucometer to the eMAR on a weekly basis. Documentation of this review will occur using the eMAR. If errors are identified, the staff completing the reconciliation will alert the Program Administrator and appropriate follow-up will occur, inclusive of documenting follow-up actions in the eMAR. On 4/13/21, the Program Administrator and the Personal Care Specialist were trained on the reconciliation oversight process; additionally all staff were re-trained on 4/13/21 as it relates to the [redacted] documentation and reconciliation with the eMAR. Proof of these trainings is found in Attachment #1.

Completion Date: 04/13/2021

Document Submission

Implemented

All steps have been completed

185b - Medication Procedures

1. Requirements

2600.

185.b. At a minimum, the procedures must include:

1. Documentation of the receipt of controlled substances and prescription medications.
2. A process to investigate and account for missing medications and medication errors.

Description of Violation

Resident #2 has a prescription for the controlled medication, [redacted]. The actual count of the medication in the medication cart was 13, but 15 was recorded on the log sheet.

185b - Medication Procedures *(continued)***Plan of Correction****Accept**

Keystone Service Systems, Inc. (Keystone) has a process in which all controlled substance/narcotic medications are counted at the beginning and end of each shift. This count typically occurs with the relieving staff so that two persons are counting the controlled medications at any time lessening the chance for error. On the morning of 4/6/21, the morning staff arriving counted the controlled medications on hand as per Keystone's process. During this count it was determined that the overnight staff did not count or document the correct number of controlled medications on hand leading to a documentation error within the Controlled Substance/ Narcotic Shift Count form. It should be noted that at the time in which the error was noted, all controlled medications on hand were reconciled with the dosages given since the shift change and no medications were deemed missing. The Program Administrator completed a retraining of the medication count process with all staff on 4/13/21; proof of this training can be found in Attachment #2.

Completion Date: 04/13/2021

Document Submission**Implemented**

All steps have been completed