

Department of Human Services
Bureau of Human Service Licensing

September 10, 2021

[REDACTED] CHIEF EXECUTIVE OFFICER
[REDACTED]
[REDACTED]
[REDACTED]

RE: KEYSTONE HUMAN SERVICES
759 CRAWFORD ROAD
PITTSBURGH, PA, 15237
LICENSE/COC#: 44739

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/09/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
[REDACTED]

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: *KEYSTONE HUMAN SERVICES* License #: *44739* License Expiration Date: *01/10/2022*
Address: *759 CRAWFORD ROAD, PITTSBURGH, PA 15237*
County: *ALLEGHENY* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]

Legal Entity

[REDACTED]

Certificate(s) of Occupancy

Type: *R-4* Date: *01/11/2016* Issued By: *Ohio Township*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *8* Waking Staff: *6*

Inspection

Type: *Full* Notice: *Unannounced* BHA Docket #:
Reason: *Renewal* Exit Conference Date: *08/10/2021*

Inspection Dates and Department Representative

08/09/2021 - 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: *8* Are 60 Years of Age or Older: *5*
Diagnosed with Mental Illness: *8* Diagnosed with Intellectual Disability: *1*
Have Mobility Need: *0* Have Physical Disability: *0*

Inspections / Reviews

08/09/2021 - Full

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/02/2021*

Inspections / Reviews (*continued*)

9/3/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *09/07/2021*

9/10/2021 - 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

On August 8, 2021, the Certificate of Compliance for the home's license, posted on the foyer bulletin board indicated effective dates January 10, 2020 to January 10, 2021.

Plan of Correction

Accept

The current Certificate of Compliance was posted while the licensor was on-site on 8/9/21, see Attachment #1. Keystone Service Systems, Inc. (Keystone) has a process wherein the Program Administrator and/or designated person completes a daily check to ensure compliance with 2600 regulations for posting required documents, upon review of this citation it was discovered that this process was not being followed. The Program Administrator was retrained on this expectation on 8/18/21, see Attachment #2 and will be following the outlined process moving forward.

Completion Date: 08/18/2021

Document Submission

Implemented

See attached document-Plan has been implemented

17 - Record Confidentiality

1. Requirements

2600.

17. Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.

Description of Violation

** At approximately 9:15 a.m., the unlocked, unmonitored, and accessible licensing privacy coding document, with the names of resident #1 and resident #2, was attached to the licensing inspection summary dated 9/25/18 on the shelf next to the emergency evacuation plan at the home's front entrance.*

** Two resident records of residents previously discharged from the home were unmonitored, unlocked, and accessible including full names, social security numbers, and personal health information in the basement bifold wooden shelf near the clothes washer and dryer, water heater and multiple freezers to include:*

** Resident #1's record who was discharged from the home on 12/20/2020.*

** Resident #3's record who was discharged from the home in June, 2019.*

17 - Record Confidentiality *(continued)***Plan of Correction****Accept**

The privacy coding document was removed on the date of the inspection, 8/9/21 by the Program Administrator. The Program Administrator reviewed licensing requirement for posting the License Inspection Summary, and reviewed regulation 2600.17 on keeping resident information confidential at the 8/18/2021 staff meeting see Attachment #2. Keystone Service Systems, Inc. (Keystone) has a process wherein the Program Administrator and/or designated person completes a daily check to ensure compliance with 2600 regulations for posting required documents, the Program Administrator was retrained on this expectation on 8/18/21, see Attachment #2 and will be following the outlined process moving forward. The records were removed from the unlocked basement cabinets and locked in the Program Administrators office on the date of the inspection, 8/9/21. Moving forward, all records will be secured in this manner. The Program Administrator, or the Personal Care Specialist, will complete a daily check to ensure no records are unlocked on a daily basis.

Completion Date: 08/18/2021

Document Submission**Implemented**

See attached document-Plan has been implemented

85a - Sanitary Conditions

1. Requirements

2600.

85.a. Sanitary conditions shall be maintained.

Description of Violation

** At approximately 10:00 a.m., there was a soiled, black hairbrush with a thick mat of dark hair, light hair, and debris on the sink counter to the left of the faucet in the shared bathroom between room #7 and room #8.*

** At approximately 10:30 a.m., there was an accumulation of hair and yellow film measuring approximately ¼ inch thick, around the two lower jets of the walk-in bathtub in the shared bathroom near the stacking washer/dryer.*

Plan of Correction**Accept**

The Program Administrator reviewed regulation 2600.85(a) on maintaining sanitary conditions in the home at the 8/18/2021 staff meeting, see Attachment #2. Keystone Service Systems, Inc. (Keystone) has a process wherein the staff complete a cleaning in all bathrooms during each shift to ensure sanitary conditions are maintained. The Program Administrator, or the Personal Care Specialist, will complete a daily check to ensure bathrooms are being cleaned during each shift and sanitary conditions are being maintained.

Completion Date: 08/18/2021

Document Submission**Implemented**

See attached document-Plan has been implemented

103f - Refrigerator/Freezer Temps

1. Requirements

2600.

103.f. Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers are required in refrigerators and freezers.

103f - Refrigerator/Freezer Temps (*continued*)**Description of Violation**

At approximately 10:35 a.m. the temperature of the refrigerator portion of the kitchen side by side refrigerator/freezer measured forty-two degrees Fahrenheit with food items to include eggs, mayonnaise, and beverages.

Plan of Correction**Accept**

The refrigerator temperature was adjusted on the date of the inspection, 8/9/21 and was measured at 40 degrees Fahrenheit by the licenser prior to the exit conference. Keystone Service Systems Inc. (Keystone) has a process in place where the staff monitor the temperatures of the refrigerator on a daily basis to ensure that the temperatures are at or below 40 degrees Fahrenheit. Staff were retrained on this process at the 8/18/2021 staff meeting, see Attachment #2.

Completion Date: 08/18/2021

Document Submission**Implemented**

See attached document-Plan has been implemented

141a 1-10 Medical Evaluation Information

1. Requirements

2600.

141.a. A resident shall have a medical evaluation by a physician, physician's assistant or certified registered nurse practitioner documented on a form specified by the Department, within 60 days prior to admission or within 30 days after admission. The evaluation must include the following:

1. A general physical examination by a physician, physician's assistant or nurse practitioner.
2. Medical diagnosis including physical or mental disabilities of the resident, if any.
3. Medical information pertinent to diagnosis and treatment in case of an emergency.
4. Special health or dietary needs of the resident.
5. Allergies.
6. Immunization history.
7. Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.
8. Body positioning and movement stimulation for residents, if appropriate.
9. Health status.
10. Mobility assessment, updated annually or at the Department's request.

Description of Violation

Resident #4's annual medical evaluation dated [REDACTED] did not indicate the resident's date of birth. The space was blank.

Plan of Correction**Accept**

Keystone Service Systems, Inc. (Keystone) has a process wherein the Program Administrator or Personal Care Specialist will complete a review of all required documentation for admission, inclusive of ensuring the medical exam was/is completed in its entirety and all information is correct prior to uploading into Keystone's electronic healthcare record. All intake documents will be housed in the residents electronic care record, including a scanned copy of the medical exam. This process was reviewed with staff at the 8/18/2021 staff meeting, see Attachment #2. Resident #4 had a new medical evaluation completed in its entirety on 8/18/2021, see Attachment #3.

Completion Date: 08/18/2021

Document Submission**Implemented**

See attached document-Plan has been implemented