


Department of Human Services  
Bureau of Human Service Licensing

December 1, 2021

  
PHOEBE RICHLAND HEALTH CARE CENTER  
108 SOUTH MAIN STREET  
RICHLANDTOWN, PA 18955

RE: MEADOW GLEN AT PHOEBE  
RICHLAND  
108 SOUTH MAIN STREET  
RICHLANDTOWN, PA, 18955  
LICENSE/COCC#: 14225

Dear 

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/02/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Claire Mendez

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: *MEADOW GLEN AT PHOEBE RICHLAND* License #: *14225* License Expiration Date: *02/08/2022*  
Address: *108 SOUTH MAIN STREET, RICHLANDTOWN, PA 18955*  
County: *BUCKS* Region: *SOUTHEAST*

**Administrator**

Name: [REDACTED] Phone: *2673714539* Email: [REDACTED]

**Legal Entity**

Name: *PHOEBE RICHLAND HEALTH CARE CENTER*  
Address: *108 SOUTH MAIN STREET, RICHLANDTOWN, PA, 18955*  
Phone: *2673714539* Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *115* Waking Staff: *86*

**Inspection**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
Reason: *Incident* Exit Conference Date: *11/02/2021*

**Inspection Dates and Department Representative**

*11/02/2021 - On-Site:* [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *100* Residents Served: *76*

**Secured Dementia Care Unit**

In Home: *Yes* Area: *1st floor* Capacity: *38* Residents Served: *35*

**Hospice**

Current Residents: *x*

**Number of Residents Who:**

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *75*  
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*  
Have Mobility Need: *39* Have Physical Disability: *2*

**Inspections / Reviews**

**11/02/2021 - Partial**

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *12/02/2021*

Inspections / Reviews *(continued)*

11/30/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *POC Submission*

Follow-Up Date: *12/05/2021*

12/1/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *12/03/2021*

12/1/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 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, dated [REDACTED], for resident #1 was not signed by the resident. The resident-home contract, dated [REDACTED], for resident #2 was not signed by the payor.

### Plan of Correction

**Do Not Accept**

Sales has implemented Docusign, an electronic signature software for admissions. The home contracts cannot be completed until all signatures are captured. This will include residents and designated persons. This will be audited by Sales coordinator and Administrator.

Additionally all current contracts have been reviewed by the Sales Coordinator - Completed on 11/5/2021

Completion Date: 11/05/2021

### Plan of Correction

**Accept**

Sales has implemented Docusign, an electronic signature software for admissions. The home contracts cannot be completed until all signatures are captured. This will include residents and designated persons. This will be audited by Sales coordinator and Administrator.

At the time of every admission, the Sales Coordinator will confirm all documents are signed. Upon review from the Sales Coordinator, the Administrator will review the chart for correct signatures within 5 days of admission

Additionally all current contracts have been reviewed by the Sales Coordinator - Completed on 11/5/2021

Completion Date: 11/30/2021

### Document Submission

**Implemented**

Docusign is an electronic signature program used for all admissions. This ensures the signatures are captured and saved to in our electronic medical record.

Attached is a copy of the admission checklist for all new admissions as well as the template of the log used for audits.

## 41e - Signed Statement

### 1. Requirements

2600.

- 41.e. A statement signed by the resident and, if applicable, the resident's designated person acknowledging receipt of a copy of the information specified in subsection (d), or documentation of efforts made to obtain signature, shall be kept in the resident's record.

### Description of Violation

Resident #1's record did not contain a statement signed by the resident acknowledging receipt of a copy of the resident rights and complaint procedures.

41e - Signed Statement (continued)

Plan of Correction

Do Not Accept

Sales has implemented DocuSign, an electronic signature software for admissions. The admission process cannot be completed until all signatures are captured. This will include residents and designated persons to be captured on the residents rights to acknowledge receipt. This will be audited by Sales coordinator and Administrator.

All resident rights have been reviewed by the Sales Coordinator to ensure a signature has been obtained by the resident. This was completed on 11/5/2021

Completion Date: 11/05/2021

Plan of Correction

Accept

Sales has implemented DocuSign, an electronic signature software for admissions. The admission process cannot be completed until all signatures are captured. This will include residents and designated persons to be captured on the residents rights to acknowledge receipt. This will be audited by Sales coordinator and Administrator.

At the time of every admission, the Sales Coordinator will confirm all documents are signed. Upon review from the Sales Coordinator, the Administrator will review the chart for correct signatures within 5 days of admission

All resident rights have been reviewed by the Sales Coordinator to ensure a signature has been obtained by the resident. This was completed on 11/5/2021

Completion Date: 11/30/2021

Document Submission

Implemented

DocuSign is an electronic signature program used for all admissions. This ensures the signatures are captured and saved to in our electronic medical record.

Attached is a copy of the admission checklist for all new admissions as well as the template of the log used for audits.

191 - Resident Right to Refuse

1. Requirements

2600.

- 191. Resident Education - The home shall educate the resident of the right to question or refuse a medication if the resident believes there may be a medication error. Documentation of this resident education shall be kept.

Description of Violation

Resident #1, admitted [REDACTED], has not been educated to the resident's right to refuse medication if the resident believes that there may be a medication error.

191 - Resident Right to Refuse (continued)

**Plan of Correction**

**Do Not Accept**

*Sales has implemented Docusign, an electronic signature software for admissions. The admission documentation cannot be completed until all signatures are captured. This will include residents and designated person to acknowledge receipt of the resident rights. This will be audited by Sales coordinator and Administrator.*

*All resident rights have been reviewed by the Sales Coordinator to ensure a signature has been obtained by the resident. This was completed on 11/5/2021*

**Completion Date:** 11/05/2021

**Plan of Correction**

**Accept**

*Sales has implemented Docusign, an electronic signature software for admissions. The admission documentation cannot be completed until all signatures are captured. This will include residents and designated person to acknowledge receipt of the resident rights. This will be audited by Sales coordinator and Administrator.*

*At the time of every admission, the Sales Coordinator will confirm all documents are signed. Upon review from the Sales Coordinator, the Administrator will review the chart for correct signatures within 5 days of admission*

*All resident rights have been reviewed by the Sales Coordinator to ensure a signature has been obtained by the resident. This was completed on 11/5/2021*

**Completion Date:** 11/30/2021

**Document Submission**

**Implemented**

*Docusign is an electronic signature program used for all admissions. This ensures the signatures are captured and saved to in our electronic medical record.*

*Attached is a copy of the admission checklist for all new admissions as well as the template of the log used for audits.*

224a - Preadmission Screen Form

**1. Requirements**

2600.

224.a. A determination shall be made within 30 days prior to admission and documented on the Department's preadmission screening form that the needs of the resident can be met by the services provided by the home.

**Description of Violation**

*Resident #1's preadmission screening form, dated [REDACTED], does not include a determination that the needs of the resident can be met by the services provided by the home nor the resident's level of supervision.*

**Plan of Correction**

**Do Not Accept**

*Preadmission Screening forms are completed per attached policy. This form will be completed by Administrator or designee.*

*All charts will be audited by Administrator by 12/15/2021*

**Completion Date:** 12/15/2021

224a - Preadmission Screen Form (*continued*)**Plan of Correction****Accept**

*Preadmission Screening forms are completed per attached policy. This form will be completed by Administrator or designee.*

*All charts will be audited by Administrator by 12/15/2021*

*New Admission paperwork will be reviewed by the administrator within 5 days of admission. An Audit book is created to track the audits and ensure the regulations are met.*

**Completion Date:** 11/30/2021

**Document Submission****Implemented**

*Attached is a copy of the log that is utilized for audits of charts. There is a specific line for the prescreening form.*

## 231c - Preadmission Screening

**1. Requirements**

2600.

231.c. A written cognitive preadmission screening completed in collaboration with a physician or a geriatric assessment team and documented on the Department's preadmission screening form shall be completed for each resident within 72 hours prior to admission to a secured dementia care unit.

**Description of Violation**

*Resident #1 was admitted to the SDCU on [REDACTED]. However, the resident's written cognitive preadmission screening was completed on [REDACTED].*

**Plan of Correction****Do Not Accept**

*Preadmission Screening forms are completed per attached policy. This form will be completed by Administrator or designee*

*All charts will be audited by Administrator by 12/15/2021*

**Completion Date:** 12/15/2021

**Plan of Correction****Accept**

*Preadmission Screening forms are completed per attached policy. This form will be completed by Administrator or designee*

*All charts will be audited by Administrator by 12/15/2021*

*New Admission paperwork will be reviewed by the administrator within 5 days of admission. Transfers into a memory support unit will be audited at the time of the move or within 5 days. An Audit book is created to track the audits and ensure the regulations are met.*

**Completion Date:** 11/30/2021

231c - Preadmission Screening (continued)

**Document Submission**

**Implemented**

*Attached is a copy of the log that is utilized for audits of charts. There is a specific line for the prescreening form.*

252 - Record Content

**1. Requirements**

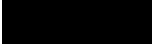
2600.

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

- 13. The preadmission screening, initial intake assessment and the most current version of the annual assessment.

**Description of Violation**

*Resident #2's record does not include the preadmission screening for the resident's initial admission to the home on*



**Plan of Correction**

**Do Not Accept**

*Preadmission Screening forms are completed per attached policy. This form will be completed by Administrator or designee*

*All charts will be audited by Administrator by 12/15/2021*

**Completion Date:** 12/15/2021

**Plan of Correction**

**Accept**

*Preadmission Screening forms are completed per attached policy. This form will be completed by Administrator or designee.*

*New Admission paperwork will be reviewed by the administrator within 5 days of admission. Transfers into a memory support unit will be audited at the time of the move or within 5 days. An Audit book is created to track the audits and ensure the regulations are met. ll charts will be audited by Administrator by 12/15/2021*

**Completion Date:** 11/30/2021

**Document Submission**

**Implemented**

*Attached is a copy of the log that is utilized for audits of charts. There is a specific line for the prescreening form.*