

Department of Human Services
Bureau of Human Service Licensing

November 14, 2022

[REDACTED], [REDACTED]
HSL DOUGLASSVILLE SUBTENANT LLC

[REDACTED]
[REDACTED]

RE: KEYSTONE VILLA AT
DOUGLASSVILLE PERSONAL CARE
1152 BEN FRANKLIN HIGHWAY
EAST
DOUGLASSVILLE, PA, 19518
LICENSE/COC#: 22768

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/17/2022, 02/22/2022, 02/24/2022, 02/25/2022, 02/28/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,
[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

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

Facility Information

Name: *KEYSTONE VILLA AT DOUGLASSVILLE PERSONAL CARE* License #: *22768* License Expiration: *06/13/2022*
Address: *1152 BEN FRANKLIN HIGHWAY EAST, DOUGLASSVILLE, PA 19518*
County: *BERKS* Region: *NORTHEAST*

Administrator

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

Legal Entity

Name: *HSL DOUGLASSVILLE SUBTENANT LLC*
Address: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: *56* Total Daily Staff: *232* Waking Staff: *174*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *02/28/2022*

Inspection Dates and Department Representative

02/17/2022 Off Site [REDACTED]
02/22/2022 Off Site [REDACTED]
02/24/2022 Off Site [REDACTED]
02/25/2022 Off Site [REDACTED]
02/28/2022 Off Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *168* Residents Served: *120*

Secured Dementia Care Unit

In Home: *Yes* Area: *n/a* Capacity: *68* Residents Served: *46*

Hospice

Current Residents: *7*

Number of Residents Who:

Receive Supplemental Security Income: *120* Are 60 Years of Age or Older: *119*
Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *56* Have Physical Disability: *0*

Inspections / Reviews

02/17/2022 - Partial

Lead Inspector: [REDACTED]

Follow Up Type: *POC Submission*Follow Up Date: *04/01/2022*

05/12/2022 POC Submission

Submitted By: [REDACTED]

Date Submitted: *06/06/2022*

Reviewer: [REDACTED]

Follow Up Type: *Document Submission* Follow Up Date: *05/19/2022*

05/30/2022 Document Submission

Submitted By: [REDACTED]

Date Submitted: *06/06/2022*

Reviewer: [REDACTED]

Follow Up Type: *Document Submission* Follow Up Date: *06/06/2022*

11/14/2022 Document Submission

Submitted By: [REDACTED]

Date Submitted: *06/06/2022*

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

183a - Original Containers and Injections

1. Requirements

2600.

183.a. Prescription medications, OTC medications and CAM shall be kept in their original labeled containers and may not be removed more than 2 hours in advance of the scheduled administration. Assistance with insulin and epinephrine injections and sterile liquids shall be provided immediately upon removal of the medication from its container.

Description of Violation

Medication technicians are not completing all steps of medication administration as they are not observing residents take their medications. Upon room inspection, multiple soufflé cups containing the following medications were found in Resident #1's bedroom:

[Redacted] (6 capsules), [Redacted] (6 capsules), [Redacted] 2 capsules), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (1 tablet), [Redacted] 3 tablets), [Redacted] 9 tablets), [Redacted] (1 tablet), and [Redacted] (1 tablet)

It is not known on which exact dates the resident did not take these administered medications.

POC Submission

Accept

What: Medication Technicians are not completing all steps of medication administration as they are not observing residents taking their medications. Upon room inspection, multiple soufflé cups containing the following medications were found in Resident #1's bedroom:

[Redacted] (6 capsules), [Redacted] (6 capsules), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (2), [Redacted] (2 tablets), [Redacted] 1 tablet), [Redacted] 3 tablets), [Redacted] 9 tablets), [Redacted] (1 tablet) and [Redacted] (1 tablet).

Who: The Executive Director/Designee will provide education to all Nurses and Med Techs on medication administration, with a focus on the 5 rights of medication administration: Right Medication, Right Time, Right Dose, Right Person, Right Route, Right Documentation, with additional emphasis on observing the resident actually taking the medication. I will also review medication errors as part of QA. This is conducted on a quarterly basis and will be review regularly as a means to identify any trends or patterns.

When: Training will be completed by April 15, 2022.

How: The Executive Director/Designee will review Medication Administration: Avoiding Common Errors with Nurses and Med Techs, to ensure staff can describe how to prevent common medication errors in accordance with regulations.

Ongoing: The Executive Director will report on status of Medication Administration Training at quarterly Quality Assurance meetings to discuss progress and other opportunities for performance improvement.

Licensee's Proposed Overall Completion Date: 03/31/2022

Document Submission

Implemented

The attached trainings and topics were completed, as noted on the attached Training Sign In Sheet. The next Quarterly Quality Assurance meeting will be held in July 2022, to review the second quarter of the year (April, May,

183a - Original Containers and Injections (continued)

and June). At that time, medication errors will be reviewed for patterns and trends, with each medication error reviewed individually when reported to BHSL.

Licensee's Proposed Overall Completion Date: 05/19/2022

183b - Meds and Syringes Locked

2. Requirements

2600.

183.b. Prescription medications, OTC medications, CAM and syringes shall be kept in an area or container that is locked. This includes medications and syringes kept in the resident's room.

Description of Violation

Upon room inspection, multiple soufflé cups containing the following medications were found unlocked and accessible in Resident #1's bedroom:

[Redacted] (6 capsules), [Redacted] (6 capsules), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (4 tablets), [Redacted] (4 tablets), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (1 tablet), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (1 tablet), [Redacted] (3 tablets), [Redacted] (9 tablets), [Redacted] (1 tablet), and [Redacted] (1 tablet)

POC Submission

Accept

What: Upon room inspection, multiple soufflé cups containing the following medications were found unlocked and accessible in Resident #1's bedroom:

[Redacted] (6 capsules), [Redacted] (6 capsules), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (4 tablets), [Redacted] (4 tablets), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (1 tablet), [Redacted] (3 tablets), [Redacted] (9 tablets), [Redacted] (1 tablet), [Redacted] (1 tablet).

Who: The Executive Director/Designee will provide staff education to Nurses and Med Techs on Medication Administration, with a focus on Guidelines for Assisting with Self-Administration of Medications.

When: Training will be completed by April 30, 2022.

How: The Executive Director/Designee will provide staff education to Nurses and Med Techs on Medication Administration, with a focus on Guidelines for Assisting with Self-Administration of Medications.

Ongoing: The Executive Director/Designee shall maintain records of all trainings, including the staff person trained, the date, source, name of trainer and documentation that the course was successfully completed.

The Resident Care Director/Designee shall conduct monthly Med Pass observations and maintain records of same.

The Executive Director will report on Med Tech/Nurse Training and Med Pass observations at quarterly Quality Assurance meetings to discuss progress and other opportunities for performance improvement.

Licensee's Proposed Overall Completion Date: 03/31/2022

Document Submission

Implemented

The attached trainings and topics were completed, as noted on the Training Sign In Sheet. Monthly medication pass observations will be conducted monthly, beginning in May 2022. In addition, [Redacted] from PharmERICA completed a pharmacy audit of medication carts on May 4, 2022, and we will begin internal medication cart audits

183b - Meds and Syringes Locked (continued)

n June 2022. The next Quarterly Quality Assurance meeting will be held in July 2022, to review the second quarter of the year (April, May, and June). At that time, medication pass observation and review of medication trainings findings and results will be reviewed. Attached are the May pharmacy med care audits as well as our June med cart audits. Any area in need of correction is in process.

Licensee's Proposed Overall Completion Date: 06/06/2022

187b Date/Time of Medication Admin.**3. Requirements**

2600.

187.b. The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.

Description of Violation

Upon room inspection, multiple soufflé cups containing the following medications were found in Resident #1's bedroom:

[REDACTED] (6 capsules), [REDACTED] (6 capsules), [REDACTED] (2 capsules),
 [REDACTED] (2 tablets), [REDACTED] (2 tablets), [REDACTED] (2 tablets), [REDACTED] (2 tablets),
 [REDACTED] (4 tablets), [REDACTED] (2 tablets), [REDACTED] (4 tablets)
 [REDACTED] (2 capsules), [REDACTED] (2 tablets), [REDACTED] (1 tablet), [REDACTED]
 [REDACTED] 3 tablets), [REDACTED] 9 tablets), [REDACTED] (1 tablet), and
 [REDACTED] 1 tablet)

The home's medication technicians initialed the resident's medication record to indicate that Resident #1 took these medications. It is unknown on which exact dates these medications were not taken by the resident.

POC Submission**Accept**

What: Upon room inspection, multiple soufflé cups containing the following medications were found unlocked and accessible in Resident #1's bedroom:

[REDACTED] (6 capsules), [REDACTED] (6 capsules), [REDACTED] (2 capsules),
 [REDACTED] (2 tablets), [REDACTED] (2 tablets), [REDACTED] (2 tablets), [REDACTED] (2 tablets),
 [REDACTED] (4 tablets), [REDACTED] (2 tablets), [REDACTED] (4 tablets), [REDACTED]
 [REDACTED] 2 capsules), [REDACTED] (2 tablets), [REDACTED] 1 tablet),
 [REDACTED] 3 tablets), [REDACTED] 9 tablets), [REDACTED] (1 tablet)
 and [REDACTED] (1 tablet).

Who: The Executive Director/Designee will provide education to Nurses and Medication Technicians on Medication Administration Observation and Documentation.

When: Training will be completed by April 11th, 2022.

How: The Executive Director/Designee will provide training to Nurses and Medication Technicians to define their role in medication administration and documentation. The training will also include best practices for documentation or the administration of medications and their storage, disposal, and destruction.

Ongoing: The Executive Director/Designee will report on a quarterly basis at quarterly Quality Assurance meetings to monitor trends, patterns and concerns, and look for opportunities for performance improvement.

Licensee's Proposed Overall Completion Date: 03/31/2022

187b - Date/Time of Medication Admin. (continued)

Document Submission

Implemented

The attached trainings were completed, as noted on the Training Sign In Sheet. The next Quarterly Quality Assurance meeting will be held in July 2022, to review the second quarter of the year (April, May, and June). At that time, the review of medication-related matters will be used to determine areas of opportunity for improvement.

Licensee's Proposed Overall Completion Date: 05/19/2022

187d - Follow Prescriber's Orders

4. Requirements

2600.

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

Description of Violation

Upon room inspection, multiple soufflé cups containing the following medications were found in Resident #1's bedroom and were not taken as prescribed:

[Redacted] (6 capsules), [Redacted] (6 capsules), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (4 tablets), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (1 tablet), [Redacted] (PRN, 3 tablets), [Redacted] (2 tablets), [Redacted] (PRN, 9 tablets), [Redacted] (1 tablet), and [Redacted] (1 tablet)

It is not known on which exact dates these medications were missed.

POC Submission

Accept

What: Upon room inspection, multiple soufflé cups containing the following medications were found unlocked and accessible in Resident #1's bedroom:

[Redacted] (6 capsules), [Redacted] (6 capsules), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (2 tablets), [Redacted] (4 tablets), [Redacted] (4 tablets), [Redacted] (2 capsules), [Redacted] (2 tablets), [Redacted] (PRN, 1 tablet), [Redacted] (3 tablets), [Redacted] (9 tablets), [Redacted] (1 tablet) and [Redacted] (1 tablet).

The home's Medication Technicians initialed the resident's medication record to indicate that Resident #1 took these medications. It is unknown on which exact dates these medications were not taken by the resident.

Who: The Executive Director/Designee will provide education to Nurses and Medication Technicians on Medication Administration Observation and Documentation.

When: Training will be completed by April 11th, 2022.

How: The Executive Director/Designee will provide training to Nurses and Medication Technicians to define their role in medication administration and documentation. The training will also include best practices for documentation of the administration of medications and their storage, disposal, and destruction.

Ongoing: The Executive Director/Designee will report on a quarterly basis at Quality Assurance meetings to monitor trends, patterns and concerns, and look for opportunities for performance improvement.

Licensee's Proposed Overall Completion Date: 03/31/2022

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

The attached trainings were completed, as noted on the Training Sign In Sheet. The next Quarterly Quality Assurance meeting will be held in July 2022, to review the second quarter of the year (April, May, and June). At that time, the review of medication-related matters will be used to determine areas of opportunity for improvement.

Licensee's Proposed Overall Completion Date: 05/19/2022