

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

March 16, 2023

[REDACTED]
CONCORDIA LUTHERAN MINISTRIES OF PITTSBURGH
[REDACTED]

RE: CONCORDIA AT THE CEDARS
4363 NORTHERN PIKE
MONROEVILLE, PA, 15146
LICENSE/COC#: 44624

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/21/2023 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

Facility Information

Name: *CONCORDIA AT THE CEDARS* License #: *44624* License Expiration: *05/15/2023*
 Address: *4363 NORTHERN PIKE, MONROEVILLE, PA 15146*
 County: *ALLEGHENY* Region: *WESTERN*

Administrator

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

Legal Entity

Name: *CONCORDIA LUTHERAN MINISTRIES OF PITTSBURGH*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *77* Waking Staff: *58*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #: [REDACTED]
 Reason: *Incident* Exit Conference Date: *02/21/2023*

Inspection Dates and Department Representative

02/21/2023 On Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *87* Residents Served: *66*

Secured Dementia Care Unit
 In Home: *No* Area: [REDACTED] Capacity: [REDACTED] Residents Served: [REDACTED]

Hospice
 Current Residents: *13*

Number of Residents Who:
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *66*
 Diagnosed with Mental Illness: *2* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *11* Have Physical Disability: *2*

Inspections / Reviews

02/21/2023 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *03/08/2023*

03/03/2023 - POC Submission

Submitted By: [REDACTED] Date Submitted: *03/16/2023*
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *03/09/2023*

Inspections / Reviews *(continued)*

03/03/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 03/16/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 03/20/2023

03/16/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/16/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On [redacted]/23 at approximately [redacted] pm, staff member A raised [redacted] voice and spoke to resident #1 in a disrespectful manner while discussing how to operate a TV remote; however, this incident was not reported to the local Area Agency on Aging until 2/15/23.

Plan of Correction

Directed ([redacted] - 03/03/2023)

2600- 15.a.

- 1. Facility now reporting allegations and other reportables timely. Administrator immediately reviewed Pennsylvania's RCG and guidelines on reporting allegations of abuse as well as Concordia's abuse policy with staff member on 2/16/2023. Documentation of education to be kept by Administrator.
- 2. Current patients have the potential to be affected. Grievance audits to be completed by Administrator to determine if other patients were affected by Wednesday 3/8/2023. Corrective action will be taken for any identified issues. Outcome of audit documentation to be kept by Administrator.
- 3. The Administrator and/or designee will educate all staff on regulation 260 15.a. by Friday 3/10/2023. Documentation of education to be kept by Administrator. (DIRECTED: Staff person A shall also receive the additional training on 3/10/23. Documentation of staff person A's training shall be kept. [redacted] 3/3/23).
- 4. Resident Care Coordinator and/or designee to review internal incident reports on a daily basis to determine if AAA will need to be contacted in accordance to regulation 260 15.a. (DIRECTED: The daily review of internal incidents shall begin on 3/6/23. LM 3/3/23).
- 5. Administrator and/or designee will conduct audits on filed grievances on a monthly basis to determine if any grievances reveal suspected abuse and if they were reported in a timely manner to comply with requirements. Results of this audit will be shared at the Quality Assessment and Assurance Committee meeting on 3/16/ 2023. (DIRECTED; Documentation of the quality management review shall be kept. The monthly audits shall begin on 3/6/23 and continue monthly thereafter. [redacted] 3/3/23).

Directed Completion Date: 03/16/2023

Implemented ([redacted] - 03/16/2023)

42c - Treatment of Residents

2. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

On [redacted] 23 at approximately [redacted] pm, and again on the afternoon of [redacted]/23, staff member A raised [redacted] voice and spoke to resident #1 in a disrespectful and condescending manner regarding the operation of [redacted] TV remote. On [redacted]/23, resident #1 told staff member A that [redacted] "did not like being yelled at".

42c - Treatment of Residents (continued)

Plan of Correction**Directed (LM 03/03/2023)**

2600- 42.c.

1. Staff member was placed on suspension immediately after report was identified. Staff member was permitted to return to the Skilled Nursing Facility, which is a separate entity than the PCH, after completing an Emotional Intelligence Test, which was completed on 2/16/2023. Staff member permitted to return to Personal Care after DHS investigation completed and Abuse Policy, RCG and guidelines on reporting allegation of abuse are reviewed. This education was completed on [REDACTED] 2023. Resident returned back to work at the PCH on [REDACTED]/2023. Additional residents' rights with emphasis on dignity and respect education to be completed with staff member by Friday 3/10/2023. Documentation to be kept by Administrator and Human Resources. (DIRECTED: Staff person A shall also receive the additional training on 3/10/23. Documentation of staff person A's training shall be kept. [REDACTED] 3/3/23).
2. Current patients have the potential to be affected. The Administrator to conduct 10 interviews with residents to determine if they feel they are being treated with dignity and respect and to determine if any other patients are affected by Monday 3/6/2023. Corrective action will be taken for any identified issues. Documentation of the interviews with the residents will be kept by Administrator.
3. The Administrator and/or designee to educate all staff on regulation 42.c by Friday 3/10/2023. (DIRECTED: Staff person A shall also receive the training on 2600.42c by 3/10/23. Documentation of all staff person training shall be kept. [REDACTED] 3/3/23).
4. The Administrator and/or designee will conduct 3 resident interviews a week beginning 3/13/2023. This audit will be completed weekly for one month and then randomly thereafter. (DIRECTED: After the weekly resident interviews conclude, the administrator shall interview at least 3 residents monthly to ensure resident rights are protected and all residents are treated with dignity and respect. Documentation of the resident interviews shall be kept. [REDACTED] 3/3/23). Documentation of the interview will be kept by the Administrator. Results of this audit will be shared at the Quality Assessment and Assurance Committee meeting on 3/16/2023 then again at the next Quality Assessment and Assurance Committee meeting on 4/20/2023. (DIRECTED: Documentation of the quality management meetings shall be kept. [REDACTED] 3/3/23).

Directed Completion Date: 03/20/2023**Implemented [REDACTED] - 03/16/2023)**