

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

December 13, 2023

[REDACTED], CHIEF OPERATING OFFICER  
YORK HEALTHCARE OPTIONS, LLC  
[REDACTED]  
[REDACTED]

RE: THE RESIDENCE AT FITZ FARM  
2200 SPRINGWOOD ROAD  
YORK, PA, 17403  
LICENSE/COC#: 33902

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/01/2023, 11/02/2023 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: THE RESIDENCE AT FITZ FARM License #: 33902 License Expiration: 08/15/2024  
 Address: 2200 SPRINGWOOD ROAD, YORK, PA 17403  
 County: YORK Region: CENTRAL

**Administrator**

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

**Legal Entity**

Name: YORK HEALTHCARE OPTIONS, LLC  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: Other Date: 03/13/2023 Issued By: York Township

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 41 Waking Staff: 31

**Inspection Information**

Type: Full Notice: Unannounced BHA Docket #:  
 Reason: Renewal, Complaint Exit Conference Date: 11/02/2023

**Inspection Dates and Department Representative**

11/01/2023 - On-Site: [REDACTED]  
 11/02/2023 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 75 Residents Served: 34  
 Secured Dementia Care Unit  
 In Home: Yes Area: Memory Capacity: 24 Residents Served: 7  
 Hospice  
 Current Residents: 0  
 Number of Residents Who:  
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 34  
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 7 Have Physical Disability: 0

**Inspections / Reviews**

11/01/2023 Full  
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 11/17/2023

11/20/2023 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: 12/07/2023  
 Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 11/29/2023

Inspections / Reviews (*continued*)

## 11/30/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/07/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 12/07/2023

## 12/13/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/07/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

85a - Sanitary Conditions

1. Requirements

2600.

85.a. Sanitary conditions shall be maintained.

Description of Violation

On [redacted] at approximately [redacted], Glucometers and Medication Administration Records (MARs) were audited and cross-referenced for Resident 1 and Resident 2. Based on the Glucometer readings and entries on each MAR it was determined Resident 1's Glucometer was used to measure Resident 2's Blood Glucose and Resident 2's Glucometer was used to measure Resident 1's Blood Glucose, on [redacted] and [redacted]

Plan of Correction

Accept ([redacted] - 11/30/2023)

Medication Technician did not utilize medication cart when performing accu checks, resulting in the switching of glucometer machines between the 2 Residents. To verify that glucometers are used for the individual resident, the machines in addition to the machine cases are all labeled by the Director of Nursing with the name of the resident. This was done immediately on 11/2/23.

Staff will perform weekly glucometer audits to ensure that the readings in the machine memory accurately reflect the correct reading for that specific day, date, and time. The audits and readings will be monitored closely by the Director of Nursing and the Executive Director. This will be for the duration of 1 year. See attachment 1.

Medication Technicians will document all blood sugar results immediately in the MAR and verbally communicate the results to the oncoming Medication Tech, using the blood sugar results form. (attachment 2). This will occur daily and be ongoing beginning on 11/13/23. These forms will be monitored by the Director of Nursing.

Medication Technicians were informed by the Director of Nursing and Executive Director that they are not to carry any form of medication as well as glucometers in their pockets. They must utilize the med cart for all medication administration purposes. This was done immediately on 11/2/23 and will be ongoing indefinitely.

All Med Techs were re-educated on the infection control and the blood glucose machine management protocols. This was done on 11/13/23 by the Director of Wellness. See attachment 3.

Licensee's Proposed Overall Completion Date: 11/28/2023

Implemented ([redacted] - 12/11/2023)

187d - Follow Prescriber's Orders

2. Requirements

2600.

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

Description of Violation

Resident 1 is prescribed [redacted] in Addition to Routine Dose [redacted]

- On [redacted] [redacted] Resident 1's Blood Glucose Reading was [redacted] Amount Given noted as [redacted] the sliding scale amount required to be given is [redacted].

Resident 2 is prescribed [redacted]

187d Follow Prescriber's Orders (continued)

- On [REDACTED] Resident 2's Blood Glucose Reading was [REDACTED] Amount Given is [REDACTED], there was no sliding scale amount required to be given.
- On 1 [REDACTED] [REDACTED] Resident 2's Blood Glucose Reading was [REDACTED], Amount Given is [REDACTED] the sliding scale amount required to be given is [REDACTED] Units.
- On [REDACTED] @ [REDACTED] Resident 2's Blood Glucose Reading was [REDACTED], Amount Given is [REDACTED], the sliding scale amount required to be given is [REDACTED].
- On [REDACTED] [REDACTED] Resident 2's Blood Glucose Reading was [REDACTED], Amount Given is [REDACTED] the sliding scale amount required to be given is [REDACTED].
- On [REDACTED] 3 @ [REDACTED] Resident 2's Blood Glucose Reading was [REDACTED] Amount Given [REDACTED], the sliding scale amount required to be given is [REDACTED]

[REDACTED]

Plan of Correction

Accept ([REDACTED] - 11/30/2023)

Staff did not correctly record or administer insulin orders onto MAR. Sliding scale and routine insulin orders were inputted onto MAR as a combined order which caused confusion resulting in error.

187d Follow Prescriber's Orders (continued)

Director of Nursing and Executive Director met with pharmacy to have sliding scale and routine insulin orders separated. This was done on 11/13/23. Going forward, beginning on 11/13/2023, the Director of Nursing will monitor to ensure insulin orders are inputted correctly. Med Technicians were reeducated on 11/6/2023 on how to correctly read a sliding scale and on recording the exact additional unit to be given if needed. Example if you need to give 3 units, it is recorded as 3 units. No decimals will be used. MTs were informed and educated on the importance of reading the MAR and following the orders given by the physician as well as the 5 rights of med administration. The Director of Nursing will meet with all MT's monthly, beginning on 11/14/2023 to review medication administration. This will be ongoing. The Executive Director will review all monthly meeting minutes and assist with education as needed beginning on 11/14/2023. This will be ongoing every month until 11/2024.

Licensee's Proposed Overall Completion Date: 11/28/2023

Implemented ( [REDACTED] - 12/11/2023)