





CERTIFIED MAIL – RETURN RECEIPT REQUESTED  
MAILING DATE: 12/3/2024  
**REVISED NOTICE**

[REDACTED], President & CEO  
Artis Senior Living of Bethel Park LLC

RE: Artis Senior Living of South Hills  
1001 Higbee Drive  
Bethel Park, Pennsylvania 15102  
License/COC #: 449161

Dear [REDACTED]

This letter rescinds the original letter, dated 11/21/2024. If you decide to appeal your PROVISIONAL license, a written request for an appeal must be received within 10 days of the date of this letter.

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) licensing inspections on June 10, 2024, July 29, 2024, and July 30, 2024, of the above facility, the violations specified on the enclosed Licensing Inspection Summary (LIS) were found.

Based on violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes), mistreatment or abuse of residents being cared for in the facility, and failure to comply with the acceptable plan to correct noncompliance items, the Department hereby issues you a FIRST PROVISIONAL license to operate the above facility. A FIRST PROVISIONAL license is being issued based on your acceptable plan to correct the violations as specified on the LIS. This decision is made pursuant to 62 P.S. § 1026 (b)(1); (5) and 55 Pa. Code § 20.71(a)(2); (4); (5) (relating to conditions for denial, nonrenewal or revocation). Your FIRST PROVISIONAL license is enclosed and is valid from November 21, 2024 to May 21, 2025.

If you disagree with the decision to issue a PROVISIONAL license, you have the right to appeal through hearing before the Bureau of Hearings and Appeals, Department of Human Services in accordance with 1 Pa. Code Part II, Chapters 31-35. If you decide to appeal your PROVISIONAL license, a written request for an appeal must be received within 10 days of the date of this letter by:

[REDACTED] Workload Manager  
Pennsylvania Department of Human Services  
Bureau of Human Services Licensing  
Room 631, Health and Welfare Building  
625 Forster Street  
Harrisburg, Pennsylvania 17120  
[REDACTED]

This decision is final 11 days from the date of this letter, or if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

Sincerely,

[REDACTED]

Deputy Secretary  
Office of Long-term Living

Enclosure  
Licensing Inspection Summary

cc: [REDACTED], Office of General Counsel  
[REDACTED], Bureau Director  
[REDACTED], Director of Operations  
[REDACTED], Regional Director

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

**Facility Information**

**Name:** ARTIS SENIOR LIVING OF SOUTH HILLS      **License #:** 44916      **License Expiration:** 05/01/2025  
**Address:** 1001 HIGBEE DRIVE, BETHEL PARK, PA 15102  
**County:** ALLEGHENY      **Region:** WESTERN

**Administrator**

**Name:** [REDACTED]

**Legal Entity**

**Name:** ARTIS SENIOR LIVING OF BETHEL PARK LLC  
**Address:** [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

**Resident Support Staff:**      **Total Daily Staff:** 136      **Waking Staff:** 102

**Inspection Information**

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**  
**Reason:** Complaint, Incident      **Exit Conference Date:** 06/11/2024

**Inspection Dates and Department Representative**

06/10/2024    **On Site:** [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

**License Capacity:** 72      **Residents Served:** 68

**Secured Dementia Care Unit**

**In Home:** Yes      **Area:** Entire Home      **Capacity:** 72      **Residents Served:** 68

**Hospice**

**Current Residents:** 15

**Number of Residents Who:**

**Receive Supplemental Security Income:** 0      **Are 60 Years of Age or Older:** 68  
**Diagnosed with Mental Illness:** 0      **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 68      **Have Physical Disability:** 0

**Inspections / Reviews**

**06/10/2024 - Partial**

**Lead Inspector:** [REDACTED]      **Follow Up Type:** POC Submission      **Follow Up Date:** 06/22/2024

Inspections / Reviews *(continued)*

06/24/2024 POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/25/2024

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 07/26/2024

10/02/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/25/2024

Reviewer: [REDACTED]

Follow Up Type: Enforcement

## 42c Treatment of Residents

## 1. Requirements

2600.

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

## Description of Violation

On [REDACTED] at approximately [REDACTED], 2 staff staff persons overheard staff person A yelling at resident #1 to stop urinating on the floor and to go to the restroom to urinate. The entire home is licensed as a secured dementia care unit (SDCU).

REPEAT VIOLATION: 10/19/2023; 7/6/2023, et. al.

## Plan of Correction

Accept [REDACTED] - 06/24/2024)

Staff person "A" was immediately suspended on [REDACTED] pending investigation. Staff person "A" was terminated on [REDACTED].

Resident #1 had no recollection of the event when interviewed by [REDACTED], Director of Health and Wellness on [REDACTED].

[REDACTED], Director of Health and Wellness notified Adult Protective Services at 12:55 PM on May 30, 2024. Department of Human Services was notified at 4:00 PM on May 30, 2024.

[REDACTED], Executive Director re-educated all associates on abuse and neglect at our ALL-Associate meeting on Tuesday, May 28, 2024. All associates will be educated by June 28, 2024. Documentation of the education shall be kept in accordance with 2600.65i.

Staff person "A" attended the All-Associate meeting that was held on May 28, 2024.

Executive Director / Designee will re-educate all associates on Resident Rights at our All-Associate meeting on Tuesday, June 25, 2024. All associates will be educated by July 26, 2024. Documentation of the education shall be kept in accordance with 2600.65i.

Director of the Artis Way Experience / Designee will continue to interview 1 resident weekly to ensure that residents are not neglected, intimidated, physically, or verbally abused, mistreated, subjected to corporal punishment, or disciplined in any way. This will continue until August 30, 2024. All interviews will be kept in the administrator's office.

A director is currently conducting a daily walk through to monitor associates for signs of frustration, burnout, need for additional training. We will rotate between our 7a-3p and 3p-11p shift and once a week will monitor 11p-7a and will document on attached sheet. This started on Friday, May 31st and I extended the monitoring until July 31, 2024. If any concerns are observed, they will be reported immediately to the Executive Director who will create a plan for additional trainings and support.

The review of this incident along with the walk through monitoring and weekly interviews will be reviewed at our QA meetings on June 26, 2024, and July 24, 2024.

Licensee's Proposed Overall Completion Date: 08/30/2024

Not Implemented ([REDACTED] 10/02/2024)

42c - Treatment of Residents *(continued)*

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

**Facility Information**

**Name:** ARTIS SENIOR LIVING OF SOUTH HILLS      **License #:** 44916      **License Expiration:** 05/01/2025  
**Address:** 1001 HIGBEE DRIVE, BETHEL PARK, PA 15102  
**County:** ALLEGHENY      **Region:** WESTERN

**Administrator**

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

**Legal Entity**

**Name:** ARTIS SENIOR LIVING OF BETHEL PARK LLC  
**Address:** [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

**Resident Support Staff:**      **Total Daily Staff:** 134      **Waking Staff:** 101

**Inspection Information**

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**  
**Reason:** Complaint, Incident      **Exit Conference Date:** 07/31/2024

**Inspection Dates and Department Representative**

07/29/2024 On Site: [REDACTED]  
07/30/2024 On Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

**License Capacity:** 72      **Residents Served:** 67

**Secured Dementia Care Unit**

**In Home:** Yes      **Area:** Entire Home      **Capacity:** 72      **Residents Served:** 67

**Hospice**

**Current Residents:** 15

**Number of Residents Who:**

**Receive Supplemental Security Income:** 0      **Are 60 Years of Age or Older:** 67  
**Diagnosed with Mental Illness:** 0      **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 67      **Have Physical Disability:** 1

**Inspections / Reviews**

**07/29/2024 - Partial**

**Lead Inspector:** [REDACTED]      **Follow Up Type:** POC Submission      **Follow Up Date:** 08/23/2024

Inspections / Reviews *(continued)*

08/26/2024 POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/30/2024

Reviewer: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 08/30/2024

09/03/2024 POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/30/2024

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 09/30/2024

10/02/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/30/2024

Reviewer: [REDACTED]

Follow Up Type: Enforcement

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

On [redacted] at approximately [redacted], residents were being seated in the Kaufmann neighborhood common dining area. During this time, resident #2 did not appear to want to sit in [redacted] dining room seat and kept getting up to walk away. As a result, staff person A observed staff person B forcibly push resident #2 back into her chair by pushing down on both of [redacted] shoulders from behind resident #2.

A few minutes later on [redacted] in the same common dining area, resident #3 requested a larger spoon for [redacted] soup. Staff person A retrieved the larger soup spoon for resident #3 and gave it to [redacted]. Approximately 1-2 minutes later, staff person A observed staff person B say to resident #3, "Here, eat.", then forcibly pushed a spoonful of soup into resident #3's mouth while resident #3 appeared to have fallen asleep during the meal. Resident #3 was surprised, made a gagging noise and soup dripped from both sides of resident #3's mouth. According to resident #3's most recent assessment and support plan, dated 5/8/24, resident #3 requires prompting/cueing with eating and drinking due to resident #3 frequently falling asleep during meals.

On [redacted] at approximately [redacted], staff person C observed resident #4 rubbing resident #5's crotch through [redacted] shorts in the TV room of the Kaufmann neighborhood. The home is licensed entirely as a secured dementia care unit (SDCU) and both residents #4 and #5 have a diagnosis of [redacted] disease.

REPEAT VIOLATION: 5/23/2024; 4/26/2024; 1/18/2024; 10/19/2023

Plan of Correction

Accept ([redacted] - 09/03/2024)

On [redacted] staff person "B" was immediately suspended pending an investigation. On [redacted] staff person "B" was terminated regarding the incident that occurred on [redacted]

On [redacted] resident #4 and resident #5 were immediately separated. Resident #4 was required to have 1 on 1 supervision from 9 AM until 8 PM provided by the family. Resident #4 moved out of the community on [redacted]

Resident #4 did not have any known sexual behaviors prior to being admitted into Artis Senior Living.

All potential move-in's with known behaviors / inappropriate behaviors are reviewed with our support team (Regional VP Operations, Regional Director of Health and Wellness and Regional Director of Sales and Marketing) to ensure that we are able to meet their needs prior to accepting into the community.

Executive Director / Designee will re-educate associates on behaviors / resistiveness and behavior management at the All Associate Meeting on August 27, 2024. All direct staff will be educated by September 27, 2024.

Documentation of the education shall be kept in accordance with 2600.65i.

**42b - Abuse (continued)**

*Executive Director / Designee will re-educate associates on dementia and sexuality at the All Associate Meeting on August 27, 2024. All associates will be educated by September 27, 2024. Documentation of the education shall be kept in accordance with 2600.65i.*

*Beginning the week of August 26, 2024, the Executive Director / Designee and Director of Health and Wellness / Designee will review / monitor clinical documentation 2 times weekly for 6 weeks to identify changes in resident behavior (incident reports and 24 hour book). The findings will be discussed at the monthly Q/A Meeting. This will conclude the week ending on October 4, 2024. After 6 weeks, the Executive Director and Director of Health and Wellness will determine if document monitoring needs to continue 2 times weekly. All necessary interventions for changes in behaviors will be implemented and documented in the resident's RASP. Appropriate interventions for changes in resident behaviors will be discussed / reviewed during morning standup meetings which take place daily Monday - Friday.*

*Director of the Artis Way Experience / Designee will increase resident interviews to 4 residents weekly to ensure that residents are not neglected, intimidated, physically, or verbally abused, mistreated, subjected to corporal punishment, or disciplined in any way. This will start the week of August 26th and will continue until September 30th. The Director of the Artis Way Experience will interview 3 residents weekly during the month of October, 2 interviews weekly during the month of November, and 1 interview weekly during the month of December. All interviews will be kept in the administrator's office.*

*The Director of the Artis Way / Designee will interview 3 associates weekly ensure that residents are not neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way. This will start the week of August 26th and will continue until September 30th. The Director of the Artis Way Experience will interview 2 associates weekly during the month of October, and 1 interview weekly during the month of November. All interviews will be kept in the administrator's office.*

*Quality Management meetings will take place on September 25th and October 17th to review staff training, documentation of changes in resident behaviors and RASP updates. Any concerned reported during resident interviews and any new incidents will also be reviewed at this time.*

*Proposed Overall Completion Date: 10/04/2024*

*Proposed Overall Completion Date: 01/03/2025*

**Licensee's Proposed Overall Completion Date: 01/03/2025**