



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600

April 8, 2016

CERTIFIED MAIL 7007 1490 0003 4196 2010

Administrator
Riverton Retirement & Assisted Living Community
c/o 3425 Boone Road SE
Salem, OR 97317

Assisted Living Facility License #2015
Licensee: Riverton Retirement & Assisted Living Community LLC.

**IMPOSITION OF CONTINUING CONDITIONS ON A LICENSE,
NEW CONDITIONS ON A LICENSE AND
STOP PLACEMENT ORDER PROHIBITING ADMISSIONS**

Dear Administrator:

On March 25, 2016, the Department of Social and Health Services (DSHS), Residential Care Services completed an inspection/investigation at your facility. This letter constitutes formal notice of imposition of conditions on the license and stop placement order prohibiting admissions for your assisted living facility, also known as **Riverton Retirement & Assisted Living Community**, located at **1800 Bellerive Drive, Richland**, by the State of Washington, Department of Social and Health Services. These actions are taken under the authority granted pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190.

The conditions on the license and stop placement order prohibiting admissions are based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **March 25, 2016**.

Stop Placement order prohibiting admissions

WAC 388-78A-2120(1)(2)(a)(b)(3)(a)(b)(4) – Monitoring residents' well-being.

The licensee failed to observe each resident consistent with their assessed needs and negotiated service agreement (NSA).

WAC 388-78A-2130(2)(3)(a)(b)(4) – Service agreement planning.

The licensee failed to develop negotiated service agreements (NSA's), within thirty days of move in and/or update when the negotiated service agreements no longer met the residents' current assessed needs.

WAC 388-78A-2160 – Implementation of negotiated service agreement.

The licensee failed to ensure staff provided care and services as agreed upon in the residents' negotiated service agreement (NSA).

WAC 388-78A-2210(1)(b)(2)(a)(b) – Medication services.

The licensee failed to implement a safe medication system that ensured each resident received their medication as prescribed.

This is a repeat and uncorrected deficiency from May 21, 2013, July 25, 2013, April 16, 2015 and December 29, 2015.

WAC 388-78A-2240 – Nonavailability of medications.

The licensee failed to ensure medication was available in a correct and timely manner for six residents.

This is a repeat and uncorrected deficiency from December 29, 2015.

WAC 388-78A-2290(3)(a)(b)(c)(d)(e) – Family assistance with medications and treatments.

The licensee failed to request the families provide a written plan for the assistance to be provided with the resident's medication.

WAC 388-78A-2320(2)(a)(c)(d)(e)(f) – Intermittent nursing services systems.

The licensee failed to ensure nursing services provided to residents included initial and ongoing assessments, failed to develop the nursing component and implementation of the negotiated service agreement (NSA), and provide availability of the nursing supervisor.

WAC 388-78A-2450(2)(c)(d)(e) – Staff.

The licensee failed to ensure one caregiver (B) maintained a current HCA credential, document and retain staffing schedules as planned and worked for twelve weeks and all resident care and services were provided only by staff persons qualified.

WAC 388-78A-2450(3)(d)(i)(A) – Staff.

WAC 388-112-0035(1)(2)(3)(4)(5)(6)(7) – What documentation is required for facility orientation training?

The licensee failed to include facility orientation documentation in the employee file, number of hours of training, signature of the instructor, employee's date of hire for eight staff.

WAC 388-78A-2450(3)(d)(i)(A)(B) – Staff.

WAC 388-112-0075(5) – Who is required to complete basic training, and when, unless exempt as described in WAC 388-112-0076?

The licensee failed to ensure one staff member (O) completed long-term care worker training within one hundred twenty days of their hire date.

WAC 388-78A-2484(1)(2) – Tuberculosis—Two step skin testing.

The licensee failed to ensure each staff person received an initial TB skin test within three days of employment and a second test one to three weeks later for eight staff.

WAC 388-78A-2490 – Specialized training for developmental disabilities.

The licensee failed to ensure care giving staff completed specialized training for eight staff.

WAC 388-78A-2600(2)(d) – Policies and procedures.

The licensee failed to implement the assisted living policy/procedures for one resident in an emergency, whom staff found unresponsive.

WAC 388-78A-2600(2)(1) – Policies and procedures.

The licensee failed to implement the assisted living policy/procedures and supervise caregivers to safely provide medication services to residents.

This is a repeat and uncorrected deficiency from December 29, 2015.

WAC 388-78A-2700(2)(c)(i)(ii)(iii) – Safety measures and disaster preparedness.

The licensee failed to maintain the premises free of hazards and to ensure an investigation was conducted and documented.

This is a repeat deficiency from April 16, 2015.

WAC 388-78A-2950(4) – Water supply.

The licensee failed to ensure a safe environment for residents when the hot water temperatures exceeded the 120 degrees Fahrenheit in resident use areas.

WAC 388-78A-3090(1)(a)(c)(d)(e)(iii) – Maintenance and housekeeping.

The licensee failed to ensure a safe and sanitary environment for residents.

The stop placement order prohibiting admissions to your assisted living facility is effective immediately upon **verbal** notice to you on **April 8, 2016**, and certified mail receipt of this letter and the attached Statement of Deficiencies report. The stop placement order prohibiting admissions will not be postponed pending an administrative hearing or informal dispute resolution process, as is required by RCW 18.20.190(4). The stop placement applies to all new admissions, re-admissions, and transfer of residents.

During the stop placement, you may not admit any new resident to your assisted living facility. In addition, you may not allow any resident who was absent from the home due to a temporary non-out-patient stay (not including out-patient treatment) at a hospital, nursing home or other treatment center to return during the stop placement unless you obtain advance approval from the department. You may request such approval by contacting Chana White, Field Manager at (509) 225-2823.

Because it may not be possible to reach the Field Manager on a weekend or holiday, any pre-approval requests should be made as soon as possible during the business week. Such exceptions are made at the sole discretion of the department on a case-by-case basis. The department may impose sanctions or take other legal action if you fail to comply with the stop placement of admissions.

The department will terminate the stop placement order prohibiting admissions when the violations necessitating the stop placement have been corrected and you exhibit the capacity to maintain adequate care and service.

Conditions on License

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WAC 388-78A-3090(1)(a)(c)(d)(e)(iii) – Maintenance and housekeeping.

The licensee failed to ensure a safe and sanitary environment for residents.

The department has determined that the following conditions shall be placed on your assisted living facility license:

The license will ensure:

- *Staff training in facility policy and procedures related to investigations, emergency response, medication/narcotic/diabetic management, resident change of conditions, and Assessment/Care Plan Implementation;*
- *Development, implementation and maintenance of an effective system for identifying, reporting and taking actions for residents with a change of condition;*
- *Review all current resident assessments and care plans to identify any assessments and care needs requiring updating for intermittent nursing services and ensure a system for ensuring updates are completed in a timely manner;*
- *Care needs for residents is accurately reflected and included on the care plans; and*
- *Development, implementation and maintenance of an effective system for ensuring care needs identified for residents are provided for and responsibilities are assigned to staff.*
- *The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area.*

These **new** conditions are effective on **April 8, 2016** and remain in effect until lifted by formal Department of Social and Health Services notice.

The conditions on your license imposed on January 12, 2016 and in a notice letter dated January 12, 2016 remain in effect.

NOTE: These are the violations which resulted in the conditions on a license and stop placement order prohibiting admissions; see the attached Statement of Deficiencies for any additional violations.

Attestation (Plan of Correction):

Return the enclosed SOD within 10 calendar days with the following:

- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

Administrator
Riverton Retirement & Assisted Living Community
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Return the signed and dated SOD to:

Chana White, Field Manager
Region 1, Unit C
3611 River Road, Suite 200
Yakima, WA 98902
Phone: (509) 225-2823 / Fax: (509) 574-5597 or (509) 454-7890

Appeal Rights:

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

Informal Dispute Resolution [RCW 18.20.195]

You have an opportunity to challenge the deficiencies and/or enforcement actions through the state's IDR process. **All IDR requests must be in writing and include:**

- The deficiencies you are disputing; and
- The method of review you prefer (face-to-face, telephone conference or documentation review).

The written request must be received by the 10th working day from receipt of this letter.

During the IDR process you will have the opportunity to present written and/or oral evidence to dispute the deficiencies.

Send your written request to:

Informal Dispute Resolution Program Manager
Residential Care Services
PO Box 45600
Olympia, Washington 98504-5600
Fax (360) 725-3225

Formal Administrative Hearing

You may contest the conditions on a license and stop placement order prohibiting admissions by requesting a formal administrative hearing to challenge the deficiencies which resulted in the conditions on a license and stop placement order prohibiting admissions. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.

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The written request must be received within twenty-eight (28) calendar days of receipt of this letter.

Send your **written** request to:

Office of Administrative Hearings
PO Box 42489
Olympia, Washington 98504-2489

If you have any questions, please contact Chana White, Field Manager at (509) 225-2823.

Sincerely,



Bett Schlemmer, RN, MN, MPA
Field Operations Office Chief
Residential Care Services

Enclosure

cc: Field Manager, Region 1, Unit C
RCS Regional Administrator, Region 1
HCS Regional Administrator, Region 1
DDA Regional Administrator, Region 1
WA LTC Ombuds
Office of Financial Recovery, Vendor Program Unit
HQ Central Files
ndl