



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

August 6, 2020

CERTIFIED MAIL #7018 1830 0001 2386 4167

Administrator
Bonaventure of Lacey
3425 Boone Rd SE
Salem, OR 97317

Assisted Living Facility License #2036
Licensee: Bonaventure of Lacey LLC

IMPOSITION OF A CIVIL FINE ON A LICENSE
CONTINUED CONDITIONS IMPOSED ON A LICENSE
ADDITIONAL CONDITIONS IMPOSED ON A LICENSE

Dear Administrator:

On July 23, 2020, the Department of Social and Health Services (DSHS), Residential Care Services completed a complaint investigation and follow-up inspection at your facility. This letter constitutes formal notice of continued conditions imposed on the license for your assisted living facility, also known as **Bonaventure of Lacey**, located at **4528 Intelco Loop SE, Lacey**, 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 additional conditions, continued conditions and civil fine imposed on the license is based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **July 23, 2020**.

WAC 388-78A-2371(2) Investigations.

The licensee failed to identify, investigate, and report two incidents with injury of unknown origin, and a witnessed fall for one of four residents (Resident #1) reviewed for accidents or incidents that affected the health of the resident. This failure allowed Resident #1 to suffer from injuries, which occurred several days prior to discovery by the Department, without interventions. This caused prolonged and untreated pain, and rapid decline of the Resident's health. This failure also prevented the facility from ruling out abuse and neglect, and prevented interventions from being implemented to protect residents from similar situations.

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WAC 388-78A-2320(1)(a)(b)(2)(a)(b)(c)(d)(e) Intermittent nursing services systems.

The licensee failed to ensure safe nursing systems were in place for three residents. This failure caused discomfort to one resident when injuries were not assessed in a timely manner. In addition, this failure resulted in unmet care needs for two residents who did not have an updated assessment and service plan that addressed their needs and personal preferences.

NOTE: These are the violations, which resulted in the conditions on the license; see the attached Statement of Deficiencies for any additional violations.

Continued, Additional Conditions on the License

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

- *Implement a system for timely communication of incidents and conducting investigations.*
- *Implement a system for developing and monitoring action plans to prevent recurrence.*

The conditions imposed on March 16, 2020, are continued and remain in effect as follows:

- *The licensee must hire, at their own expense, by March 31, 2020, a registered nurse consultant (RNC) familiar with assisted living facility regulations, not currently or previously affiliated with the facility, to assist with the following:*
 - *Develop and implement a system to ensure ongoing assessments are completed for all residents with any change of condition and Negotiated Service Agreements are updated to meet resident needs and preferences.*
 - *Assess, plan and develop staffing schedules necessary to meet all residents' assessed needs.*
 - *Develop and implement processes for communicating to staff assessed needs of each resident.*
 - *Train relevant staff on facility expectations for monitoring residents and the completion of alert charting.*
 - *Review, revise as needed, and ensure implementation of a facility policy and procedure for coordination of services with outside providers.*
- *The licensee will provide the RCS Field Manager with the RNC contact information as soon as the RNC is hired.*
- *The RNC will be available to the Department to answer questions.*

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- *The licensee will give the consultant a copy of the Statement of Deficiencies dated March 2, 2020.*
- *The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area.*

The effective date of the conditions on your license is **August 6, 2020**. As provided in RCW 78.20.125(2), WAC 388-78A-3220, the effective date of the conditions on our license will not be postponed pending an administrative hearing or informal dispute resolution review.

Civil Fines

WAC 388-78A2660 – Resident rights **\$1,500.00**

The licensee failed to ensure one of four residents was free from neglect. This failure resulted in unmet care needs and delayed care.

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.

Return the signed and dated SOD to:

Chris Cornell, Field Manager
Region 3, Unit D
PO Box 45819
Olympia, WA 98504
Phone: (360) 664-8421 / Fax: (360) 664-8451

Payment:

If you do not request a formal administrative hearing, the civil fines are due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

Mail a check for **\$1,500.00** payable to the 'Department of Social and Health Services', **and if you have or have had a Medicaid resident(s), please include your ProviderOne ID Number # on the check**, to:

DSHS Office of Financial Recovery
PO Box 9501
Olympia, Washington 98507-9501

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1-800-562-6114

If the Office of Financial Recovery has not received your payment within twenty-eight (28) days after receipt of this letter, interest will begin to accrue immediately on the balance, at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) days, the balance due will be recovered.

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

Formal Administrative Hearing

You may contest the conditions on the license by requesting a formal administrative hearing to challenge the deficiency, which resulted in the conditions on the license. **All hearing requests must be in writing and include:**

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

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

Send your **written** request to:

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

If you have any questions, please contact Chris Cornell, Field Manager, at (360) 664-8421.

Sincerely,

Deyna E. Sagnella, MSN, RN, Compliance Specialist
for

Deyna E. Sagnella, CPHQ, CPPS
Compliance Specialist
Residential Care Services

Enclosure

cc: Field Manager, Region 3, Unit D
RCS Regional Administrator, Region 3
HCS Regional Administrator, Region 3
DDA Regional Administrator, Region 3
WA LTC Ombuds
HQ Central Files
DRW
Cb/sg