Administrator
Christopher House
100 South Cleveland Street
Wenatchee, WA 98801

Assisted Living Facility License #2067
Licensee: CRH The Christopher House LLC.

IMPOSITION OF CIVIL FINES AND
IMPOSITION OF CONDITIONS ON A LICENSE

Dear Administrator:

On March 10, 2015, the Department of Social and Health Services (DSHS), Residential Care Services completed an inspection/investigation at your facility. This letter constitutes formal notice of civil fines and the imposition of conditions on the license for your assisted living facility, also known as Christopher House, located at 100 South Cleveland Street, Wenatchee, 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 civil fines and conditions 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 March 10, 2015.

Civil Fines

RCW 18.20-190(1)(a)(3) – Department response to noncompliance or violations.

$50.00
X 11 Days = $550.00
February 28, 2015 to March 10, 2015

The licensee failed to comply with a Stop Placement order verbally imposed on February 27, 2015.
Conditions on License


The licensee failed to complete and document an assessment prior to move-in for five residents.


The licensee failed to complete a full assessment for two residents.

WAC 388-78A-2100(1) – On-going assessments.

The licensee failed to complete a full assessment at least annually for six residents.

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

The licensee failed to develop and implement a safe medication system for six residents.

This is a repeat deficiency from April 14, 2014.

WAC 388-78A-2230(1)(c)(i)(ii) – Medication refusal.

The licensee failed to ensure staff notified the physician of medication refusals for nine residents.

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

The licensee failed to ensure prescribed medications were obtained in a timely manner for three residents.


The licensee failed to ensure the Administrator provided direction and supervision for the overall operation of the Assisted Living Facility.

WAC 388-78A-2630(1)(a) – Reporting abuse and neglect.

The licensee failed to make a report to the Department’s Complaint Resolution Unit (CRU) Hotline when the staff person had cause to believe abuse had occurred for one resident.

The licensee failed to investigate circumstances of events, institute and document measures to prevent future situations, put a plan in place to protect residents during the course of investigations for four residents.

WAC 388-78A-2930(1)(a)(i)(ii)(iii)(b) – Communication system.

The licensee failed to provide residents and staff with the means to summon on-duty staff for assistance from resident units, common areas and corridors.

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

The licensee will hire a Registered Nurse Consultant to assist the licensee to:

- Assess the current medication system and if necessary, develop a new system or modify the existing system to comply with all applicable medication regulations for assisted living facilities to include WAC 388-78A-2210 through WAC 388-78A-2290 and demonstrate compliance for a period of six months.

- Audit the medication delivery system until such a time as the facility can demonstrate compliance with WAC 388-78A-2210 for a period of six months.

- Develop, implement and maintain an effective system for ensuring resident assessments are completed as described in WAC 388-78A-2060 and WAC 388-78A-2090.

- Review all current resident assessments to identify any assessments requiring updating and assist the facility in the creation of a system for ensuring updates are completed and a system to ensure ongoing compliance with WAC 388-78A-2100.

- Develop a process/procedure for conducting investigations of reported incidents of possible abuse and or neglect using the Boarding Home July 2011 Guidebook found at http://www.aasa.dshs.wa.gov/professional/bh.htm to demonstrate compliance with WAC 388-78A-2630, WAC 388-78A-2700 and 74.34 RCW.

- Train all staff to include management, current and future staff on reporting abuse and neglect per WAC 388-78A-2630 and 74.34 RCW.
The licensee will provide the Registered Nurse Consultant with a copy of the March 10, 2015 Statement of Deficiencies.

The Registered Nurse Consultant must give weekly monitoring reports to the Department until such time the Department agrees with the Consultant that the weekly reports are no longer necessary.

The Registered Nurse Consultant will be available to the Department for questions.

The licensee must contract with a Long Term Care Administrator, not previously associated with the facility, at their own expense, to review the Statements of Deficiencies for the last two years and assist the administrator to review, evaluate and improve facility operations.

The facility administrator must take an approved administrator training course as outlined in WAC 388-78A-2521, and obtain certification, at their own expense by May 20, 2015.

The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area.

These conditions are effective via verbal notification on March 20, 2015 and remain in effect until lifted by formal Department of Social and Health Services notice.

NOTE: These are the violations which resulted in the fines and conditions; 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.

Return the signed and dated SOD to:

Tonjia Jones, Field Manager
Region 1, Unit D
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 civil fines by requesting a formal administrative hearing to challenge the deficiencies which resulted in the civil fines. **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:

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

Payment:

If you do not request a formal administrative hearing, the civil fines is due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.
Mail a check for $550.00 payable to the ‘Department of Social and Health Services’ at:

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

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.

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

Sincerely,

Dina Longen-Grimes, RN, MSN
Compliance Specialist
Residential Care Services

Enclosure

cc:    Dina Longen-Grimes, Compliance Specialist
       Field Manager, Region 1, Unit D
       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
       Valentina Karnafel, HCS
       HQ Central Files
       NDL