



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

September 21, 2015

**CERTIFIED MAIL 7008 1300 0000 7160 4867**

Administrator  
Quail Hollow Memory Care  
221 Torbett Street  
Richland, WA 99352

Assisted Living Facility License #2325  
Licensee: Emeritus Corporation

**IMPOSITION OF CONDITIONS ON A LICENSE AND  
CONTINUED STOP PLACEMENT ORDER PROHIBITING ADMISSIONS**

Dear Administrator:

On September 3, 2015, the Department of Social and Health Services (DSHS), Residential Care Services completed an 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 **Quail Hollow Memory Care**, located at **221 Torbett Street, Richland, WA, 99352**, 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 **September 23, 2015**.

**Stop Placement order prohibiting admissions**

**WAC 388-78A-2630 – Reporting abuse and neglect**

**The facility failed to ensure facility staff members report suspected sexual abuse to the Departments' Complaint Resolution Hotline (CRU) and law enforcement.**

**WAC 388-78A-2700 – Safety measures and disaster preparedness**

**The facility failed to take timely action to promote the safety of residents who are not capable of making consensual decisions.**

**WAC 388-78A-2730 – Licensee’s responsibilities**

**The Licensee failed to ensure the facility was operated in a manner to maintain compliance with assisted living facility regulations.**

The stop placement order prohibiting admissions to your assisted living facility was effective on **August 28, 2015**, and certified mail receipt of the letter dated August 31, 2015 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 Robert Gutierrez, Field Manager at (509) 225-2813.

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**

**WAC 388-78A-2630 – Reporting abuse and neglect**

**The Licensee failed to ensure staff members report suspected sexual abuse to the Departments’ Complaint Resolution Hotline (CRU) and law enforcement.**

**WAC 388-78A-2700 – Safety measures and disaster preparedness**

**The facility failed to take timely action to promote the safety of residents who are not capable of making consensual decisions.**

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

- *The Licensee must hire an outside consultant to provide training regarding abuse and neglect to include recognition of abuse, neglect and actions to take in response to such allegations/incidents. This training must include all facility staff including the Administrator and Director of Nursing and must occur no later than October 21, 2015.*
- *The Licensee will review all policies and procedures related to:*
  - *Abuse and neglect*
  - *Reporting of abuse and neglect per WAC 388-78A-2630*
- *The Licensee will train all staff on the above policies and procedures to ensure consistent implementation for resident safety and well-being.*
- *The facility must give a copy of the cited WAC's from the inspection dated September 3, 2015 to the Consultant. The consultant must contact the Field Manager to review the plan and context of the training prior to implementation.*
- *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 on **September 21, 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 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.

Return the signed and dated SOD to:

Robert Gutierrez, Field Manager  
Region 1  
3611 River Road, Suite 200  
Yakima, WA 98902-7350  
Phone: (509) 225-2813 / Fax: (509) 574-5597

## **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 10<sup>th</sup> 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.

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

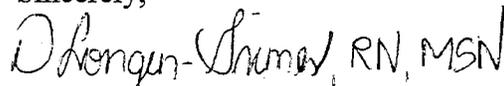
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Send your **written** request to:

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

If you have any questions, please contact Robert Gutierrez, Field Manager at (509) 225-2813.

Sincerely,



Dina Longen-Grimes, RN, MSN  
Compliance Specialist  
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  
Valentina Karnafel, HCS  
HQ Central Files  
SG