



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

April 6, 2015

**CERTIFIED MAIL 7008 1300 0000 7160 6410**

Administrator  
Keystone  
11000 Lake City Way NE  
Seattle, WA 98125

Assisted Living Facility License #939  
Licensee: Community Psychiatric Clinic

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

Dear Administrator:

On **March 31, 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 imposition of conditions on the license and stop placement order prohibiting admissions for your assisted living facility, also known as **Keystone**, located at **3512 Albion Place North, Seattle**, 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 31, 2015**.

**Stop Placement order prohibiting admissions**

**WAC 388-78A-2600(2)(a)(i) – Policies and procedures.**

The licensee failed to ensure the facility's missing resident policy included the requirement to make an immediate report to the department's Complaint Resolution Unit (CRU) and police when a resident is unaccounted for and missing.

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**WAC 388-78A-2630(1)(a)(2) – Reporting abuse and neglect.**

**The licensee failed to ensure reporting by staff to the Complaint Resolution Unit (CRU) when a resident was missing.**

The stop placement order prohibiting admissions to your assisted living facility is effective immediately upon **verbal** notice to you on **April 6, 2015**, 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 Lois Rasmussen, Field Manager at (253) 234-6020.

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-2600(2)(a)(i) – Policies and procedures.**

**The licensee failed to ensure the facility's missing resident policy included the requirement to make an immediate report to the department's Complaint Resolution Unit (CRU) and police when a resident is unaccounted for and missing.**

**WAC 388-78A-2630(1)(a)(2) – Reporting abuse and neglect.**

**The licensee failed to ensure reporting by staff to the Complaint Resolution Unit (CRU) when a resident was missing.**

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

*The licensee will develop policies and procedures based on:*

- *Reporting possible abuse and neglect of vulnerable adults per WAC 388-78A-2630 and 74.34 RCW regulations.*
- *Reporting a missing resident per July, 2011 Boarding Home Guidebook recommendations.*
- *Monitor and supervise residents per alert charting and when leaving the premises with identified high risk safety concerns.*
- *The licensee will train and provide monitoring of all staff on above policies to ensure implementation.*
- *The licensee must post this Notice of Conditions of Operation, with the license, in a visible location accessible to residents and visitors.*

These conditions are effective on **April 6, 2015** via **verbal** notification 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:

Lois Rasmussen, Field Manager  
Region 2, Unit D  
20425 – 72<sup>nd</sup> Avenue South, Suite 400  
Kent, WA 98032-2388  
Phone: (253) 234-6020 / Fax: (253) 395-5071

## **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 Lois Rasmussen, Field Manager at (253) 234-6020.

Sincerely,

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

Enclosure

cc: Dina Longen-Grimes, Compliance Specialist  
Field Manager, Region 2, Unit D  
RCS Regional Administrator, Region 2  
HCS Regional Administrator, Region 2  
DDA Regional Administrator, Region 2  
WA LTC Ombuds  
Office of Financial Recovery, Vendor Program Unit  
Valentina Karnafel, HCS  
HQ Central Files  
NDL