

Department of Human Services
Bureau of Human Service Licensing

June 24, 2021

██████████ ED
SZR HAVERFORD AL OPCO LLC
500 N HURSTBOURNE PKWY,STE 200
LOUISVILLE, KY 40222

RE: SUNRISE OF HAVERFORD
217 WEST MONTGOMERY AVENUE
HAVERFORD, PA, 19041
LICENSE/COC#: 14492

Dear ██████████

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/24/2021, 05/20/2021, 05/18/2021, 05/11/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Sandi Wooters

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

**Department of Human Services
Bureau of Human Service Licensing
LICENSING INSPECTION SUMMARY**

Facility Information

Name: SUNRISE OF HAVERFORD **Licen e #:** 14492 **Licen e Expiration Date:** 01/01/2022
Addr e : 217 WEST MONTGOMERY AVENUE, HAVERFORD, PA 19041
County: DELAWARE **Region:** SOUTHEAST

Administrator

Name: [REDACTED] **Phone:** 6108969777 **Email:** [REDACTED]

Legal Entity

Name: SZR HAVERFORD AL OPCO LLC
Address: 500 N HURSTBOURNE PKWY,STE 200, LOUISVILLE, KY, 40222
Phone: 6108969777 **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: I-2 **Date:** 11/20/1997 **Issued By:** Lower Merion Twp

Staffing Hours

Re ident Support Staff: **Total Daily Staff:** 66 **Waking Staff:** 50

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint **Exit Conference Date:** 05/24/2021

Inspection Dates and Department Representative

05/24/2021 - Off-Site: [REDACTED]
05/20/2021 - Off-Site: [REDACTED]
05/18/2021 Off Site [REDACTED]
05/11/2021 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

Licen e Capacity: 98 **Re ident Served:** 40

Secured Dementia Care Unit

In Home: Yes **Area:** Memory Care **Capacity:** 25 **Residents Served:** 16

Hospice

Current Residents: 9

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 39
Diagnosed with Mental Illness: 1 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 26 **Have Physical Disability:** 0

Inspections / Reviews

05/24/2021 - Partial

Lead Inspector: [REDACTED]

Follow Up Type: *POC Submission*

Follow-Up Date: *06/08/2021*

6/11/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *06/18/2021*

6/24/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

25b - Contract Signatures

1. Requirements

2600.

25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident’s designated person if any, if the resident agrees.

Description of Violation

The resident-home contract, dated [REDACTED] for resident 1 was not signed by the resident.

The resident-home contract, dated [REDACTED] for resident 2 was not signed by the resident.

Plan of Correction

Accept

Resident 1 and Resident 2 no longer reside at Sunrise of Haverford thus contract signatures were not obtained from these residents as part of this POC.

The Business Office Coordinator (BOC) and the ED will complete an audit of all resident records to confirm that all contracts have been signed by the resident. During the audit, if any contract is found to be missing the resident’s signature or a notation indicating the resident was given the opportunity to sign as per the regulatory clarification issued March 2015 , the BOC and the ED will correct this by obtaining the appropriate signature or making a notation indicating the resident was given the opportunity to sign.

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

The ED and Director of Sales will review contracts that have been completed within the last 7 days at their weekly 1-1 meeting to ensure the resident’s signature has been obtained or that there is documentation that the resident refused/is unable to sign and that three attempts were made.

The POC will be discussed and evaluated (for up to 3 months) by the Executive Director and Coordinators at the Quality Management (QAPI) meeting to ensure it is still effective. If not effective, it will be amended and a new POC and training will be implemented and monitored to ensure the violation does not occur again.

Completion Date: 06/14/2021

Document Submission

Implemented

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

25b SOPc - Rent Rebate: Signed Statement

1. Requirements

2600.

25b.c. A statement signed by the resident, and the resident’s designated person if applicable, at the time of admission, informing the resident that the information required in subsection (a) is to be kept in the resident’s record.

25b SOPc - Rent Rebate: Signed Statement (*continued*)**Description of Violation**

The resident-home contract, dated [REDACTED] for Resident 1 does not include a statement signed by the resident and the resident's designated person (if applicable), at the time of admission, that the resident has been informed that information related to rent rebate collection by the home will be kept in the resident's record.

The resident-home contract, dated [REDACTED] for Resident 2 does not include a statement signed by the resident and the resident's designated person (if applicable), at the time of admission, that the resident has been informed that information related to rent rebate collection by the home will be kept in the resident's record.

Plan of Correction**Accept**

Resident 1 and Resident 2 no longer reside at Sunrise of Haverford thus contract signatures specific to the rent rebate section were not obtained from these residents as part of this POC.

The Business Office Coordinator (BOC) and the ED will complete an audit of current resident records to confirm that all contracts have been signed by the resident. During the audit, if any contract is found to be missing the resident's signature or a notation indicating the resident was given the opportunity to sign as per the regulatory clarification issued March 2015, the BOC and the ED will correct this by obtaining the appropriate signature or making a notation indicating the resident was given the opportunity to sign.

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

The ED and Director of Sales will review contracts that have been completed within the last 7 days at their weekly 1-1 meeting to ensure the resident's signature has been obtained or that there is documentation that the resident refused/is unable to sign and that three attempts were made.

The POC will be discussed and evaluated (for up to 3 months) by the Executive Director and Coordinators at the Quality Management (QAPI) meeting to ensure it is still effective. If not effective, it will be amended and a new POC and training will be implemented and monitored to ensure the violation does not occur again.

Completion Date: 06/14/2021

Document Submission**Implemented**

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

41e - Signed Statement

1. Requirements

2600.

- 41.e. A statement signed by the resident and, if applicable, the resident's designated person acknowledging receipt of a copy of the information specified in subsection (d), or documentation of efforts made to obtain signature, shall be kept in the resident's record.

41e - Signed Statement (*continued*)**Description of Violation**

Resident 1's record did not contain a statement signed by the resident acknowledging receipt of a copy of the resident rights and complaint procedures.

Resident 2's record did not contain a statement signed by the resident acknowledging receipt of a copy of the resident rights and complaint procedures.

Plan of Correction**Accept**

Resident 1 and Resident 2 no longer reside at Sunrise of Haverford thus contract signatures specific to the Complaint Procedure and Resident Rights sections were not obtained from these residents as part of this POC.

The Business Office Coordinator (BOC) and the ED will complete an audit of current resident records to confirm that all contracts have been signed by the resident. During the audit, if any contract is found to be missing the resident's signature or a notation indicating the resident was given the opportunity to sign as per the regulatory clarification issued March 2015, the BOC and the ED will correct this by obtaining the appropriate signature or making a notation indicating the resident was given the opportunity to sign.

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

The ED and Director of Sales will review contracts that have been completed within the last 7 days at their weekly 1-1 meeting to ensure the resident's signature has been obtained or that there is documentation that the resident refused/is unable to sign and that three attempts were made.

The POC will be discussed and evaluated (for up to 3 months) by the Executive Director and Coordinators at the Quality Management (QAPI) meeting to ensure it is still effective. If not effective, it will be amended and a new POC and training will be implemented and monitored to ensure the violation does not occur again.

Completion Date: 06/14/2021

Document Submission**Implemented**

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

191 - Resident Right to Refuse

1. Requirements

2600.

191. Resident Education - The home shall educate the resident of the right to question or refuse a medication if the resident believes there may be a medication error. Documentation of this resident education shall be kept.

191 - Resident Right to Refuse (*continued*)**Description of Violation**

Resident 1, admitted [REDACTED] has not been educated to the resident's right to refuse medication if the resident believes that there may be a medication error.

Resident 2, admitted [REDACTED], has not been educated to the resident's right to refuse medication if the resident believes that there may be a medication error.

Plan of Correction**Accept**

Resident 1 and Resident 2 no longer reside at Sunrise of Haverford thus signatures on the Resident Rights section of the contract were not obtained from these residents nor were these residents re-educated on their right to question or refuse a medication as part of this POC.

The Business Office Coordinator (BOC) and the ED will complete an audit of current resident records to confirm that all contracts have been signed by the resident. During the audit, if any contract is found to be missing the resident's signature or a notation indicating the resident was given the opportunity to sign as per the regulatory clarification issued March 2015, the BOC and the ED will correct this by obtaining the appropriate signature or making a notation indicating the resident was given the opportunity to sign.

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

The ED and Director of Sales will review contracts that have been completed within the last 7 days at their weekly 1-1 meeting to ensure the resident's signature has been obtained or that there is documentation that the resident refused/is unable to sign and that three attempts were made.

The POC will be discussed and evaluated (for up to 3 months) by the Executive Director and Coordinators at the Quality Management (QAPI) meeting to ensure it is still effective. If not effective, it will be amended and a new POC and training will be implemented and monitored to ensure the violation does not occur again.

Completion Date: 06/14/2021

Document Submission**Implemented**

The Director of Sales has been trained on requirements for residency contracts and will verify all requirements for obtaining signatures and/or documenting attempt at obtaining signature are completed at time resident file is compiled.

251b - Record Entries Legible

1. Requirements

2600.

251.b. The entries in a resident's record must be permanent, legible, dated and signed by the staff person making the entry.

Description of Violation

The number nine was rewritten in bold over the number three on resident #2 Cognitive Screen dated [REDACTED].

251b - Record Entries Legible (continued)

Plan of Correction

Accept

Resident 2 no longer resides at Sunrise of Haverford thus the Cognitive Screen dated 2/9/2021 was not redone as part of this POC.

The Resident Care Director and Wellness Nurses will complete an audit of current resident cognitive screening forms to confirm that all entries on the resident's records are permanent, legible, dated and signed by the staff person who made the entry.

During the audit, if any contract, admission paperwork or medical record is found to have entries that are not permanent, legible, dated and signed by the staff person who made the entry, the BOC, ED, RCD and Wellness nurses will complete new entries on new forms, where applicable or properly strike out the error with initials and a date and correct.

The RCD and ED provided education to all team members (including, but not limited to: the Business Office Coordinator, the Resident Care Coordinator, all Wellness Nurses, and the Director of Sales) who create entries on official resident contracts or medical records that those entries must be permanent, legible, dated and signed and how to properly strike out the error with initials and a date and correct.

The RCD and ED will routinely monitor that all documentation is permanent, legible, dated and signed by the staff person who made the entry.

The POC will be discussed and evaluated (for up to 3 months) by the Executive Director and Coordinators at the Quality Management (QAPI) meeting to ensure it is still effective. If not effective, it will be amended and a new POC and training will be implemented and monitored to ensure the violation does not occur again.

Completion Date: 06/14/2021

Document Submission

Implemented

The RCD and ED provided education to all team members (including, but not limited to: the Business Office Coordinator, the Resident Care Coordinator, all Wellness Nurses, and the Director of Sales) who create entries on official resident contracts or medical records that those entries must be permanent, legible, dated and signed and how to properly strike out the error with initials and a date and correct.