

**STATE OF TENNESSEE
HEALTH FACILITIES COMMISSION
BEFORE THE BOARD FOR LICENSING HEALTH CARE FACILITIES**

In The Matter of:	)	
	)	
Avenir Memory Care at Knoxville	)	
Assisted Care Living Facility	)	
License No. 348,	)	Case No. 2022031621
	)	
Respondent.	)	
	)	
Farragut, Tennessee	)	

CONSENT ORDER

This matter came to be heard before the Tennessee Board for Licensing Health Care Facilities ("Board"), pursuant to the request of the Tennessee Health Facilities Commission ("Commission"), by and through the Office of Legal Services, and Avenir Memory Care at Knoxville ("Respondent") that the Board adopt this Consent Order, the terms of which have been agreed upon by the parties, as signified by their signatures below.

I. JURISDICTION

1. The Board has the power to license and regulate hospitals, recuperation centers, nursing homes, homes for the aged, residential HIV supportive living facilities, assisted care living facilities, home care organizations, residential hospices, birthing centers, prescribe childcare centers, renal dialysis clinics, ambulatory surgical treatment centers, outpatient diagnostic centers, adult care homes, and traumatic brain injury residential home. T.C.A. § 68-11-202(a)(1).

2. The Commission has the authority to conduct reviews of assisted care living facilities to determine compliance with fire and life safety code regulations promulgated by the Board. T.C.A. § 68-11-202(b)(1)(A).
3. An assisted care living facility ("ACLF") is a facility, building, establishment, complex or distinct part thereof that accepts primarily aged persons for domiciliary care and services. T.C.A. § 68-11-201(4)(A) and Tenn. Comp. R. & Regs. 0720-26-.02(7).
4. "Primarily aged" means at least fifty-one percent (51%) of the population of the facility is at least sixty-two (62) years of age. Tenn. Comp. R. & Regs. 0720-26-.02(34).
5. The ACLF shall provide on-site to its residents' room and board and non-medical living assistance services appropriate to each resident's needs, such as assistance with bathing, dressing, grooming, preparation of meals and other activities of daily living. T.C.A. § 68-11-201(4)(B) and Tenn. Comp. R. & Regs. 0720-26-.02(2).
6. The Commission shall conduct on-site inspections and investigations as may be necessary to safeguard and ensure at all times, the public's health, safety, and welfare. T.C.A. § 68-11-210(c).
7. Upon a finding by the Board that an ACLF has violated any provision of Tenn. Code Ann. §§ 68-11-201, et seq., or the rules promulgated pursuant thereto, action may be taken, upon proper notice to the licensee, to impose a civil penalty, deny, suspend, or revoke its license. T.C.A. § 68-11-207.
8. The Commissioner may suspend admissions pending a prompt hearing before the Board, or an administrative judge if the Board cannot be convened promptly. (Tenn. Code Ann. 68-11-252(b).)

9. Pursuant to Tenn. Code Ann. § 68-11-252(c), the Commissioner shall initiate a suspension of admissions by delivering to the facility or licensee a notice stating the Commissioner's decision to suspend the admissions of new patients. The Commissioner's notice to suspend admissions must:
- (1) Detail what conditions are considered detrimental to the health, safety, or welfare of the patients;
 - (2) Provide an explanation of the specific time frame when and conditions under which the facility or licensee can reasonably expect the suspension to be lifted; and
 - (3) Be received by the facility or licensee within ten (10) business days of the conclusion of the Department's survey.
10. The Commissioner is authorized, at any time prior to a hearing, based on information presented to the Commissioner showing that such conditions have been and will continue to remain corrected, to revoke the suspension of admissions. Tenn. Code Ann. § 68-11-252(i).
11. During a suspension of admissions pursuant to § 68-11-252, the Commissioner shall appoint one (1) or more special monitor, and costs related to the special monitor(s) shall be recoverable in certain circumstances. Tenn. Code Ann. § 68-11-221.

II. STIPULATIONS OF FACT

12. At all times pertinent hereto, Respondent, Avenir Memory Care at Knoxville, 901 Concord Road, Farragut, Tennessee 37934, was licensed by the Board as an ACLF, having been granted license number 348 on April 30, 2013, which currently has an expiration date of April 30, 2023.

13. On or about November 9th, 2022, the State surveyor in reviewing a list of incidents provided by the facility found that on or about May 15th, 2022, Resident #2 " ... had a female resident [reviewed as Resident #4] by the throat and was holding her up against a wall." Redness was noted on the lower portion of her neck, and she was disturbed by the event. In a charting note on May 16, 2022 (noted as a late entry), a nurse documented the caregiver reported the incident to him and stated, "The caregiver managed to get (Resident #2] to release the other resident with some difficulty and direct him away from her ... ". Resident #2 was subsequently transferred to the local hospital, where they stayed for some time and returned in June of 2022. Upon return, Resident #2's plan of care was not updated and no additional interventions to increase supervision/safety were implemented.
14. In reviewing the charting notes on Resident #2 dated July 17th, 2022, at around 2:25 p.m., the State surveyor found that Resident #2 " ... assaulted his neighbor at the start of lunch time ... grabbed him by the collar at the back of his neck and pulled him backwards and off balance then lowered him to the ground ... " Resident #2's physician was notified, and the resident was sent to the local hospital emergency room. Upon return, Resident #2's plan of care was not updated and no additional interventions to increase supervision/safety were implemented.
15. A review by the State surveyor of resident #2's charting note dated August 17, 2022, at around 4:48 a.m., showed Resident #2 " ... knocked over another resident in her wheelchair in the living area and had his foot on her face. He knocked over a table and chairs ... " The physician was notified and ordered Resident #2 be sent by ambulance to the local hospital emergency room. Review of a list of hospitalizations provided by the facility showed

Resident #2 was hospitalized for nearly a month. When the resident returned to the facility no additional interventions to increase supervision/safety were implemented.

16. Observation by the State surveyor of Resident #2 on November 8, 2022, at approximately 11 :30 a.m. with the Director of Nursing, revealed the resident was asleep in a recliner between two other residents in the living room of the facility. In a subsequent interview with the facility's Director of Nursing and the Administrator on November 9, 2022, at approximately 12:00 p.m. in the administrator's office, it was confirmed that the Respondent failed to revise and maintain the plan of care to provide any interventions or increased supervision for the resident who had assaultive behaviors toward other facility residents.

III. GROUNDS FOR DISCIPLINE

The facts in the Section II are sufficient to establish that grounds exist for the discipline of Respondent's ACLF license. Specifically, Respondent has violated the following statutes and/or rules, for which disciplinary action by the Board is authorized.

17. The facts in paragraphs thirteen (13) through sixteen (16) are sufficient to constitute one (1) violations of Tenn. Comp. R. and Reg.0720-26-.07(7)(a)(1), the relevant portion of which reads as follows:

(7) An ACLF shall provide each resident with at least the following personal services:

(a) Each ACLF shall provide each resident with at least the following personal services:

1. Protective care.

18. The facts in paragraphs thirteen (13) through sixteen (16) are sufficient to constitute one (1) violations of Tenn. Comp. R. and Reg. 0720-26-.12(5)(a), the relevant portion of which reads as follows:

(5) Plan of care.

- (a) An ACLF shall develop a plan of care for each resident admitted to the ACLF with input and participation from the resident or the resident's legal representative, treating physician, or other licensed health care professionals or entity delivering patient services within five (5) days of admission. The plan of care shall be reviewed and/or revised as changes in resident needs occur, but not less than semi-annually by the above-appropriate individuals.

IV. REPRESENTATIONS OF RESPONDENT

19. Respondent understands and admits the allegations, charges, and stipulations in this Order.
20. Respondent understands the rights found in the Code, Rules, and the Uniform Administrative Procedures Act, TENN. CODE ANN. §§ 4-5-101 thru 4-5-404, including the right to a hearing, the right to appear personally and by legal counsel, the right to confront and to cross-examine witnesses who would testify against Respondent, the right to testify and to present evidence on Respondent's own behalf, as well as to the issuance of subpoenas to compel the attendance of witnesses and the production of documents, as

well as the right to appeal for judicial review. Respondent voluntarily waives these rights in order to avoid further administrative action.

21. Respondent agrees that presentation of this Order to the Board and the Board's consideration of it and all matters divulged during that process shall not constitute unfair disclosure such that the Board or any of its members become prejudiced requiring their disqualification from hearing this matter should this Order not be ratified. All matters, admissions, and statements disclosed during the attempted ratification process shall not be used against the Respondent in any subsequent proceeding unless independently entered into evidence or introduced as admissions.
22. Respondent agrees that facsimile/PDF copies of this Order, including facsimile/PDF signatures thereto, shall have the same force and effect as originals.
23. Respondent also agrees that the Board may issue this Order without further process. If the Board rejects this Order for any reason, it will be of no force or effect for either party.
24. Respondent agrees that the facility has not received any threats or promises of any kind by the State or any agent or representative thereof, except such as is detailed herein.

V. ORDER

NOW THEREFORE, Respondent, for the purpose of avoiding further administrative action with respect to this cause, agrees to the following:

25. Respondent is hereby assessed **two (2) Civil Monetary Penalties in the total amount of three-thousand dollars (\$3,000.00)**. This CMP is issued for the deficiency of **failure to provide protective care on two of three separate instances**, as cited on November 30th, 2022.

26. Respondent is hereby assessed one (1) Civil Monetary Penalty in the amount of **fifteen-hundred dollars (\$1,500.00)**. This CMP is issued for the deficiency of failure to review and revise the plan of care as changes in resident needs occurred, resulting in harm, as cited on November 30th, 2022.
27. The total amount of all Civil Monetary Penalties assessed in this Order shall not exceed **forty-five** ~~seventy-five~~ hundred (\$4,500) dollars.
28. Payment shall be submitted to the following address within **one-hundred and twenty (120) calendar days** of the effective date of this Order.

**Tennessee Health Facilities Commission
Attention: Licensure and Regulation- Discipline
665 Mainstream Drive, Second Floor
Nashville, Tennessee 37243**

**PLEASE DO NOT REMIT PAYMENT UNTIL THE CONSENT
ORDER HAS BEEN RATIFIED AND APPROVED BY THE BOARD**

29. Each condition of discipline herein is a separate and distinct condition. If any condition of this Order, or any application thereof, is declared unenforceable in whole, in part, or to any extent, the remainder of this Order, and all other applications thereof, shall not be affected. Each condition of this Order shall separately be valid and enforceable to the fullest extent permitted by law.

APPROVED FOR ENTRY:

Please initial all pages.



Avenir Memory Care at Knoxville

License No. 348

Signature of Authorized Representative
Respondent

Laurah Shreve
Printed Name of Authorized Representative

Executive Director
Title of Authorized Representative



Jeremy Gourley (BPR # 022812)
Senior Associate General Counsel
Health Facilities Commission
665 Mainstream Dr. 2nd Floor
Nashville, Tennessee 37243
Office: (615) 741-7221
Fax: (615) 741-7051

THIS ORDER IS NOT VALID AND BINDING UNTIL SIGNED BY THE BOARD

Approval by the Board

Upon the agreement of the parties and the record as a whole, this **CONSENT ORDER** was approved as a **FINAL ORDER** by a majority of a quorum of the Tennessee Board for Licensing Health Care Facilities at a public meeting of the Board and signed this 6th day of June, 2023.

ACCORDINGLY, IT IS ORDERED that the agreement of the parties does hereby become the Final Order of the Board.



Chairperson
Board for Licensing Health Care Facilities

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of this document has been served upon the Respondent, Avenir Memory Care at Knoxville, c/o Administrator, Laurah Meade Shreve, 901 Concord Road, Farragut, Tennessee 37934, and Avenir Memory Care at Knoxville, c/o Registered Agent, Paracorp Incorporated, 992 Davidson Drive, Suite B, Nashville, Tennessee 37205-1051 by delivering same in the United States regular mail and United States certified mail, numbers 7022 3330 0001 2193 4048 and 7022 3330 0001 2193 4055, return receipts requested, with sufficient postage thereon to reach its destination. A copy was sent via electronic mail to: shrevelaurah@avenirseniorliving.com.

This 6th day of June, 2023



Jeremy Gourley
Senior Associate General Counsel