

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

In The Matter of:

**Clover Hill Senior Living
Assisted Care Living Facility
License No. 423,**

Respondent.

Maryville, Tennessee

Case No. 2022032201

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 Clover Hill Senior Living (“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, Clover Hill Senior Living, 2317 US 411 South Maryville, Tennessee 37801, was licensed by the Board as an ACLF, having been granted license number 423 on February 10, 2016, which currently has an expiration date of February 9, 2024.

13. On or about November 8th, 2022, the State surveyor reviewed the facility's self-reported incident report, the facility's incident reports, the medical record review observation report and interviewed the Respondent's Executive Director (ED) and found that the facility failed to provide safety for two (2) residents (Resident #6 and Resident #7) of seven residents reviewed.
14. Resident #6 suffers from dementia and exhibits wandering behaviors but needs no assistance with ambulation. Resident #7 also suffers from dementia and exhibits wandering behaviors but needs no assistance with ambulation. On or about May 16, 2022, Resident #6 and Resident #7 eloped from the facility around 7:28 p.m. Resident #7 held the entrance door open for Resident #6 and they both exited into the parking lot. As a Resident Assistant (RA) had opened the entry door to allow another family and resident to enter, the RA left the door area before the delayed locking mechanism had relocked the door, thus allowing Resident #7 to be able to open the door. In an interview with the State surveyor, the ED stated that they performed a review of the camera footage of the entrance, and they were able to establish the time the residents left the facility. After staff first became aware the residents were missing, around 7:34 p.m., staff found Resident #6 in the front parking lot and returned Resident #6 to the facility approximately two (2) minutes later. Resident #7 was located by staff walking back to the facility from a neighboring business, after purchasing soft drinks, and Resident #7 was returned to the facility around 7:48 p.m., 20 minutes after exiting the building. Both residents were assessed by nursing staff upon return and no injuries were found. As the driveway from the road climbs a hill and turns into the parking lot, the road the facility faces has a busy four-lane highway with a center

turning lane. The business Resident #7 walked to and purchased soft drinks from is on the same side of the road adjacent to the facility.

III. GROUND 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.

15. The facts in paragraphs thirteen (13) through fourteen (14) are sufficient to constitute a single and collective violation of Tenn. Comp. R. and Regs. 0720-26-.07(7)(a)(2), (formerly cited as Tenn. Comp. R. and Regs. 1200-08-25-.07(7)(a)(2)) 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:
 - 2. Safety when in the ACLF.

IV. REPRESENTATIONS OF RESPONDENT

- 16. Respondent understands and admits the allegations, charges, and stipulations in this Order.
- 17. 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.

18. 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.
19. Respondent agrees that facsimile/PDF copies of this Order, including facsimile/PDF signatures thereto, shall have the same force and effect as originals.
20. 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.
21. 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:

22. Respondent is hereby assessed one (1) Civil Monetary Penalty in the amount of **three-thousand dollars (\$3,000.00)**. This CMP is issued for the deficiency cited on November 17th, 2022.

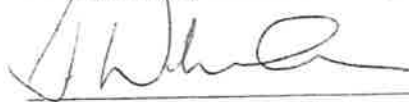
23. Payment shall be submitted to the following address within **thirty (30) calendar days** of the effective date of this Order.

**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**

24. 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:



Clover Hill Senior Living 5/1/23
License No. 423
Signature of Authorized Representative
Respondent



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

Please initial all pages.

FRED S. WHEELER
Printed Name of Authorized Representative

ADMINISTRATOR
Title of Authorized Representative

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.

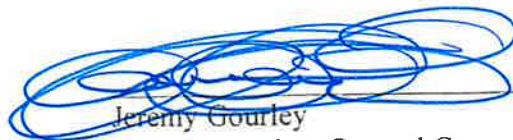


Chairperson
Board for Licensing Health Care Facilities

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of this document has been served upon the Respondent, Clover Hill Senior Living, c/o Administrator, Fred S. Wheeler, 2317 US 411 South Maryville, Tennessee 37801, by delivering same in the United States regular mail and United States certified mail, number **7022 3330 0001 2193 4123**, return receipts requested, with sufficient postage thereon to reach its destination. A copy was sent via electronic mail to: skipw@cloverhillseniorliving.com.

This 6th day of June, 2023.



Jeremy Gourley
Senior Associate General Counsel