



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

10/25/2024

From The Heart AFH Inc
From The Heart AFH Inc
4411 Segovia Dr
Pasco, WA 99301

RE: From The Heart AFH Inc # 752703

Dear Provider:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 48712 (Completion Date 10/25/2024) and 43991 (Completion Date 08/28/2024).

The Department completed a follow-up inspection of your Adult Family Home on 10/25/2024 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:

WAC 388-76-10135 Qualifications Caregiver. The adult family home must ensure each caregiver has the following minimum qualifications:

(4) Has completed the training requirements in effect on the date the caregiver was hired, including the requirements applicable to the caregiver under chapter 388-112A WAC;

WAC 388-112A-0550 Who is required to complete nurse delegation core training and nurse delegation specialized diabetes training and by when?

(3) If nurse delegation is needed to implement a care plan or negotiated service agreement earlier than home care aide certification can be obtained, the long-term care worker must become a nursing assistant registered and complete core competencies (the core basic training) of the 70-hour long-term care worker basic training.

The Department staff who did the On Site verification:
Sarah Clark, Community Complaint Investigator

If you have any questions, please contact me at (509)598-0182.

Sincerely,

Selena Clemons

Selena Clemons, Field Manager
Region 1, Unit C
Residential Care Services



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Statement of Deficiencies	License #: 752703	Compliance Determination # 43991
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 1 of 3	Licensee: From The Heart AFH Inc	08/28/2024

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Adult Family Home license.

The department completed data collection for an unannounced on-site complaint investigation on 07/11/2024 and 07/11/2024 of:

From The Heart AFH Inc
4411 Segovia Dr
Pasco, WA 99301

This document references the following complaint number(s): 136767, 137481

The following sample was selected for review during the unannounced on-site visit: 3 of 6 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Sarah Clark, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1, Unit C
1200 Alder Street
Union Gap, WA 98903

As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

Selena Clemons

Residential Care Services

09/05/2024

Date

I understand that to maintain an Adult Family Home license, I must be in compliance with all the licensing laws and regulations at all times.

This document was prepared by Residential Care Services for the Locator website.

Statement of Deficiencies	License #: 752703	Compliance Determination # 43991
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 2 of 3	Licensee: From The Heart AFH Inc	08/28/2024

Jenna Visher
Provider (or Representative)

9/9/24
Date

WAC 388-76-10135 Qualifications Caregiver. The adult family home must ensure each caregiver has the following minimum qualifications:

(4) Has completed the training requirements in effect on the date the caregiver was hired, including the requirements applicable to the caregiver under chapter 388-112A WAC;

WAC 388-112A-0550 Who is required to complete nurse delegation core training and nurse delegation specialized diabetes training and by when?

(3) If nurse delegation is needed to implement a care plan or negotiated service agreement earlier than home care aide certification can be obtained, the long-term care worker must become a nursing assistant registered and complete core competencies (the core basic training) of the 70-hour long-term care worker basic training.

This requirement was not met as evidenced by:

Based on record review and interview, the Adult Family Home (AFH) failed to ensure 1 of 2 caregivers (Staff C) completed nurse delegation training prior to performing tasks requiring nurse delegation. This failure resulted a resident receiving medication from an unqualified caregiver.

Findings included . . .

During an interview on 7/11/2024 at 02:41 PM, Staff A, Caregiver, stated they did not have a current Nursing Assistant Registered (NAR), and did not complete nurse delegated tasks for residents.

A Department of Health (DOH) credential search on 7/11/2024, showed Staff A did not have a Nursing Assistant Registered (NAR) or other credentials.

Review of Resident 1's negotiated care plan (NCP) dated 07/21/2023 showed that application of a topical (on the skin) powder was a task that required nurse delegation.

During an interview on 8/22/2024 at 12:24 PM, Resident 1 stated Staff A had applied their topical powder at least once. Resident 1 also stated they were not able to apply their powder independently.

Review of Resident 1's Medication Administration Record (MAR), showed Staff A signed off that they had applied the topical powder to Resident 1 six times during the month of

Provider (or Representative)

Date

WAC 388-76-10135 Qualifications Caregiver. The adult family home must ensure each caregiver has the following minimum qualifications:

(4) Has completed the training requirements in effect on the date the caregiver was hired, including the requirements applicable to the caregiver under chapter 388-112A WAC;

WAC 388-112A-0550 Who is required to complete nurse delegation core training and nurse delegation specialized diabetes training and by when?

(3) If nurse delegation is needed to implement a care plan or negotiated service agreement earlier than home care aide certification can be obtained, the long-term care worker must become a nursing assistant registered and complete core competencies (the core basic training) of the 70-hour long-term care worker basic training.

This requirement was not met as evidenced by:

Based on record review and interview, the Adult Family Home (AFH) failed to ensure 1 of 2 caregivers (Staff C) completed nurse delegation training prior to performing tasks requiring nurse delegation. This failure resulted a resident receiving medication from an unqualified caregiver.

Findings included . . .

During an interview on 7/11/2024 at 02:41 PM, Staff A, Caregiver, stated they did not have a current Nursing Assistant Registered (NAR), and did not complete nurse delegated tasks for residents.

A Department of Health (DOH) credential search on 7/11/2024, showed Staff A did not have a Nursing Assistant Registered (NAR) or other credentials.

Review of Resident 1's negotiated care plan (NCP) dated 07/21/2023 showed that application of a topical (on the skin) powder was a task that required nurse delegation.

During an interview on 8/22/2024 at 12:24 PM, Resident 1 stated Staff A had applied their topical powder at least once. Resident 1 also stated they were not able to apply their powder independently.

Review of Resident 1's Medication Administration Record (MAR), showed Staff A signed off that they had applied the topical powder to Resident 1 six times during the month of

Statement of Deficiencies	License #: 752703	Compliance Determination # 43991
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Page 3 of 3	Licensee: From The Heart AFH Inc	08/28/2024

June 2024 and eleven times during the month of July 2024.

During an interview on 7/16/2024 at 01:38 PM, Staff B, Executive Director, stated that Staff A did not have nurse delegation credentials and should not be performing nurse delegated tasks.

Attestation Statement

I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, From The Heart AFH Inc is or will be in compliance with this law and / or regulation on (Date) 9.30.24.

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.

Jenny White
Provider (or Representative)

9/19/24
Date

June 2024 and eleven times during the month of July 2024.

During an interview on 7/16/2024 at 01:38 PM, Staff B, Executive Director, stated that Staff A did not have nurse delegation credentials and should not be performing nurse delegated tasks.

Attestation Statement	
I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, From The Heart AFH Inc is or will be in compliance with this law and / or regulation on (Date)_____ .	
In addition, I will implement a system to monitor and ensure continued compliance with this requirement.	
_____	_____
Provider (or Representative)	Date