



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave, Suite 200, Vancouver, WA 98684

Victoria Loving Care AFH LLC
Victoria Loving Care
15208 NE 11TH CIR
VANCOUVER, WA 98684

RE: Victoria Loving Care # 753481

Dear Provider:

This document references Compliance Determination 36188 (03/01/2024), which included complaint number(s) 108148.

The Department completed a complaint investigation of your Adult Family Home on 03/01/2024 and found that your home does not meet the Adult Family Home Licensing requirements.

The department staff who did the inspection and provided consultation:

Priscilla Changa, Nursing Home Complaint Investigator

A licensor may consult with a provider when a violation of the Washington Administrative Code (WAC) or Revised Code of Washington (RCW) is found, but it is not cited in the Statement of Deficiencies. Violations may not be cited when it is a first-time violation of statute or rule with minimal or no harm to residents. A consult does not require a follow-up visit.

Consultation:

WAC 388-76-10515 Resident rights Exercise of rights. The adult family home must:

(1) Protect each resident's right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the home;

The adult family home failed to protect Resident 1's (R1) right to have their legal representative approve changes to their healthcare insurance that resulted in disruption of R1's health care.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the home to determine if you have corrected all deficiencies.

You May:

- Ask for a informal dispute resolution meeting, according to the attached 'Informal Dispute Resolution' instructions; and
- Ask questions and provide written information to help clarify or dispute the deficiencies.
- Contact me for clarification of the deficiency or deficiencies found.

If You Have Any Questions:

- Please contact me at (360)450-1218.

Sincerely,



Michael Burdick, Field Manager
Region 3, Unit F
Residential Care Services

INFORMAL DISPUTE RESOLUTION [RCW 70.128]

You May:

Request an Informal Dispute Resolution (IDR) meeting within 10 working days after the date you receive this letter. You **must** use an 'IDR Request Form' for **each** citation or enforcement you plan to dispute. You can find this form and directions on the IDR Adult Family Home web page at: <https://www.dshs.wa.gov/altsa/idr>

Provider Process for Choosing a Panel or Traditional IDR:

You may only choose a **Panel IDR** if you are disputing **three or fewer** citations or enforcement actions. You may choose a **Traditional IDR** regardless of the number of citations or enforcement actions you intend to dispute. If you choose a **Panel IDR**, all documents supporting your dispute must be submitted within **20 working days** after the date you receive this letter. For **Panel IDRs** the program will not consider any documents submitted after the **20 working day deadline**. For **Traditional IDRs** you should submit documents supporting your dispute at least **seven** days prior to the date of the IDR meeting.

Send your request and supporting documents to the address below or email to rcsidr@dshs.wa.gov:

Adult Family Home IDR Program
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600



Residential Care Services Investigation Summary Report

Provider/Facility: Victoria Loving Care

Provider Type: Adult Family Home

License/Cert.#: 753481

Compliance Determination #: 36188

Intake ID: 108148

Investigator: Priscilla Changa

Region/Unit #: RCS Region 3 / Unit F

Investigation Date(s): 02/01/2024 through 03/01/2024

Complainant Contact Date(s):

Allegation(s):

Provider changed named residents healthcare insurance carrier without legal representatives approval

Investigation Methods:

Sample:	Total residents: 5 Resident sample size: 2 Closed records sample size: 1
Observations:	Residents Resident rooms Staff to resident interactions General environment
Interviews:	Residents Provider Durable Power Attorney
Record Reviews:	Medical records

Investigation Summary:

Provider stated that they did not obtain approval from named residents legal representative to change the residents insurance carrier. Failed practice was identified and a consultation was written under WAC 388-76-10515(1).

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A