



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
PO Box 99250, Lakewood, WA 98496

Soundview Adult Family Home, LLC
Soundview Adult Family Home, LLC
5917 Soundview Dr
Gig Harbor, WA 98335

RE: Soundview Adult Family Home, LLC License # 753912

Dear Provider:

This letter addresses Compliance Determination(s) 40784 (Completion Date 05/08/2024) and 38788 (Completion Date 04/03/2024).

The Department completed a follow-up inspection of your Adult Family Home on 05/08/2024 and found that you have corrected the violations listed in the Complaint report dated 04/03/2024. Your home is back in compliance as of 04/10/2024 with the cited requirements of the Washington Administrative Code or the Revised Code of Washington or both.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-76-10575-1-b

The Department staff who did the on-site verification:
Angela Conklin, AFH Complaint Investigator

If you have any questions, please contact me at (253)983-3826.

Sincerely,

Lisa Cramer

Lisa Cramer, Field Manager
Region 3, Unit A
Residential Care Services

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



Residential Care Services Investigation Summary Report

Provider/Facility: Soundview Adult Family Home, LLC

License/Cert.#: 753912

Compliance Determination #: 38788

Investigator: Angela Conklin

Investigation Date(s): 03/26/2024 through 04/03/2024

Complainant Contact Date(s):

Provider Type: Adult Family Home

Intake ID: 123908

Region/Unit #: RCS Region 3 / Unit A

Allegation(s):

1. The reporter states that the Identified Resident (IR) was not taken to the hospital by staff at the adult family home (AFH) for a worsening cough in a timely manner.
2. The reporter states that the AFH did not have a completed medication list for the IR, resulting in missed medications.
3. The reporter states that the AFH staff member violated another resident's privacy by sending a picture of the non-related resident to the family member of the IR.

Investigation Methods:

Sample:	Total residents: 6 Resident sample size: 2 Closed records sample size: 3
Observations:	General tour Resident to caregiver interaction
Interviews:	Residents Caregivers Provider Family Case manager
Record Reviews:	Negotiated care plan Incident log Medication administration records

Investigation Summary:

1. Based on interviews and record reviews, the allegation that the Identified Resident (IR) was not taken to the hospital by the adult family home (AFH) is unsubstantiated. The AFH notified family members who took the IR to the hospital for care. No failed practice identified.
2. Based on interviews and record reviews, the allegation that the AFH did not have a completed medication list for the IR is unsubstantiated. There was a medication list and medications were provided. No failed practice identified.
3. Based on interviews and record reviews the allegation that the AFH violated another resident's privacy is substantiated. The AFH sent a video of another resident lying in a

hospital bed to a non-family member. Failed practice identified.

Conclusion / Action:

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



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
PO Box 99250, Lakewood, WA 98496

Statement of Deficiencies	License #: 753912	Compliance Determination # 38788
Plan of Correction	Soundview Adult Family Home, LLC	Completion Date
Page 1 of 3	Licensee: Soundview Adult Family Home, LLC	04/03/2024

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 03/26/2024 and 04/03/2024 of:

Soundview Adult Family Home, LLC
5917 Soundview Dr
Gig Harbor, WA 98335

This document references the following complaint number(s): 123908

The following sample was selected for review during the unannounced on-site visit: 2 of 6 current residents and 3 former residents.

The department staff that investigated the Adult Family Home:

Angela Conklin, AFH Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit A
PO Box 99250
Lakewood, WA 98496

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.

Lisa Cramer

Residential Care Services

04/04/2024

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.

Usha McCollum
Provider (or Representative)

4/10th/2024
Date

WAC 388-76-10575 Resident rights Privacy.

- (1) The adult family home must ensure the right of each resident to personal privacy that includes:
- (b) Medical treatment;

This requirement was not met as evidenced by:

Based on observations, interviews, and record reviews the adult family home (AFH) failed to ensure 1 of 5 residents [Resident 2 (R2)] privacy was protected when medical care was provided. This failure placed R2 at risk for emotional and psychological harm due to private medical information being shared without their consent.

Findings included...

On 03/27/2024 at 1:40 PM during an interview, the Staff A (Provider) acknowledged that they sent a photo of R2 while in the hospital to the daughter of a different resident [(Resident 5 (R5))] who was not related to R2.

On 03/29/2024 at 9:26 AM, during an interview, Collateral Contact 1 (CC1), acknowledged that they received a video from the Provider that included R2 laying in a hospital bed.

On 04/03/2024, a copy of the video was sent to the Department from CC1 and included R2 laying in a hospital bed, talking with a nurse at the bedside.

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, Soundview Adult Family Home, LLC is or will be in compliance with this law and / or regulation on
(Date) 4/10/2024.

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

Usha McCollum
Provider (or Representative)

4/10/2024
Date

Soundview Adult Family Home LLC
Resident Rights Plan of Correction

Soundview Adult Family Home LLC will ensure that the adult family home does not share residents' personal medical information with others. Soundview Adult Family Home will follow resident rights and HIPPA policies and procedures.

The Privacy Rule protects all "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information "protected health information (PHI)."

"Individually identifiable health information" is information, including demographic data, that relates to:

- the individual's past, present or future physical or mental health or condition,
- the provision of health care to the individual, or
- the past, present, or future payment for the provision of health care to the individual,

and that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual.¹³ Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, Social Security Number).

If information is sent to someone in error, Soundview Adult Family Home will ask the receiving party to destroy the information, report to the hotline, file a Health Information Privacy Complaint and document the incident.

Lisha McElum 4/10/2024