



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Health and Community Living Administration
PO Box 45600, Olympia, WA 98504-5600**

June 30, 2025

ELECTRONIC-FACSIMILE

Administrator
North Point Village, Assisted Living & Memory Care
1110 E Westview Ct
Spokane, WA 99218

Assisted Living Facility License # **2479**
Licensee: PSL Associates, LLC

**IMPOSITION OF CIVIL FINES AND
IMPOSITION OF CONDITIONS ON A LICENSE**

Dear Administrator:

On June 16, 2025, the Department of Social and Health Services (DSHS), Residential Care Services completed a follow-up visit at your facility. This letter constitutes formal notice of civil fines and the imposition of conditions on the license for your assisted living facility, also known as **North Point Village, Assisted Living & Memory Care**, located at **1110 E Westview Ct, Spokane**, by the State of Washington, Department of Social and Health Services. These actions are taken under the authority granted pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190 and 18.20.520.

The civil fines and conditions on the license are based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **June 16, 2025**.

Civil Fines

WAC 388-78A-2600 (1)(a)(b) Policies and procedures.

\$500.00

The licensee failed to follow their fall program policy and procedures for six residents sampled for falls. This failure resulted in the residents' falls not being tracked to potentially decrease further risk and placed the residents at risk of harm.

This is an uncorrected deficiency previously cited on April 15, 2025.

WAC 388-78A-2120 (1)(2)(b) Monitoring residents' well-being.

\$500.00

The licensee failed to monitor the need for as needed medications for bowel movements for one resident. This failure placed the resident at risk of health complications.

This is an uncorrected deficiency previously cited on April 15, 2025, and a recurring deficiency previously cited on December 5, 2023, for subsection (1).

WAC 388-78A-2320 (1)(a)(b)(2)(a)(b)(c) Intermittent nursing services systems.

\$500.00

The licensee failed to provide safe intermittent nursing service practices for three residents sampled for nurse delegation. This failure resulted in the residents receiving delegated nursing tasks without the oversight of a registered nurse and placed the residents at risk of serious health complications.

This is an uncorrected deficiency previously cited on April 15, 2025.

Conditions on License

WAC 388-78A-2210 (1)(a)(b)(2)(a)(b) Medication services.

The licensee failed to ensure that residents received their medication as prescribed for two residents and failed to follow health care provider orders related to blood pressure medications for another resident. This failure resulted in delayed medication administration for one resident, two residents not receiving their full course of antibiotics and placed the residents at risk for health complications.

This is an uncorrected deficiency previously cited on April 15, 2025, and a recurring deficiency previously cited on October 4, 2024, for subsections (2)(a), August 27, 2024, for subsections (1)(b), June 4, 2024, for subsections (2)(a), and September 6, 2023, for subsections (2)(a).

The department has determined that the following conditions shall be placed on your assisted living facility license:

- ***The licensee must hire, at their own expense, a Registered Nurse Consultant (RNC) not currently or previously associated with the facility no later than July 22, 2025, who is familiar with assisted living facility regulations, to assist with the following:***
 - ***Assess the current medication system and if necessary, develop a new system or modify the existing system to comply with all applicable medication regulations for assisted living facilities to include but not limited to WAC 388-78A-2210.***
 - ***Train all current staff performing as medication technicians in the new or updated medication system to ensure a clear understanding of safe medication delivery and to ensure residents receive medications as prescribed.***
 - ***Audit the medication delivery system weekly until such a time as the facility can demonstrate sustained compliance with WAC 388-78A-2210.***
- ***The licensee will provide the RNC with a copy of September 6, 2023, June 24, 2024, August 27, 2024, October 4, 2024, April 15, 2025, and June 16, 2025, Statement of Deficiencies reports.***
- ***The licensee will provide the Residential Care Services (RCS) Field Manager with the RNC contact information as soon as the RNC is hired.***
- ***The licensee must coordinate a meeting with the RCS Field Manager and Regional Administrator to discuss continued non-compliance and Department expectations by August 4, 2025.***
- ***The RNC will be available to the Department for questions.***
- ***The RNC will send weekly progress reports to the RCS Field Manager for review.***
- ***The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area accessible to residents and visitors.***

These conditions are effective on **June 30, 2025**, and remain in effect until lifted by formal Department of Social and Health Services notice.

NOTE: These are the violations, which resulted in the fines and conditions; see the attached Statement of Deficiencies for any additional violations.

Attestation (Plan of Correction):

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Return the enclosed SOD within 10 calendar days with the following:

- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

Return the signed and dated SOD to:

Stephanie Jenks, Field Manager
Region 1, Unit B
8517 E Trent Ave, Suite 102
Spokane Valley, WA 99212-2329
Phone: (509) 993-7821/ Fax: 509-921-2426
rcsregion1email@dshs.wa.gov

Appeal Rights:

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

Informal Dispute Resolution [RCW 18.20.195]

You have an opportunity to challenge the deficiencies and/or enforcement actions through the state's IDR process. **All IDR requests must be in writing and include:**

- The deficiencies you are disputing; and
- The method of review you prefer (face-to-face, telephone conference or documentation review).

The written request must be received by the 10th working day from receipt of this letter.

During the IDR process, you will have the opportunity to present written and/or oral evidence to dispute the deficiencies.

Please **email** your request(s) and supporting documentation to:

RCSIDR@dshs.wa.gov

OR

FAX to: 360-725-3225

Formal Administrative Hearing

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You may contest the civil fines and conditions by requesting a formal administrative hearing to challenge the deficiencies, which resulted in the civil fines and conditions. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.

The written request must be received within twenty-eight (28) calendar days of receipt of this letter.

Send your **written** request to:

Office of Administrative Hearings
PO Box 42489
Olympia, Washington 98504-2489

Payment:

If you do not request a formal administrative hearing, the civil fines is due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

Mail a check for **\$1,500.00** payable to the 'Department of Social and Health Services', **and if you have or have had a Medicaid resident(s), please include your ProviderOne ID Number # on the check**, to:

DSHS Office of Financial Recovery
PO Box 9501
Olympia, WA 98507-9501
(360) 664-5919 / FAX: (360) 664-8401
OFRMMISVendor@dshs.wa.gov

If the Office of Financial Recovery has not received your payment within twenty-eight (28) days after receipt of this letter, interest will begin to accrue immediately on the balance, at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) days, the balance due will be recovered.

NOTICE: State and federal law provide protections to defendants who are in military service, and to their dependents. Dependents of a service member are the service member's spouse, the service member's minor child, or and individual for whom the service member provided more than one-half of the individual's support for one hundred eight days immediately preceding an application for relief.

One protection provided is the protection against the entry of a default judgment in certain circumstances. This notice pertains only to a defendant who is a dependent of a member of the National Guard or a military reserve component under a call to active service, or a National Guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days. Other defendants in military service also have protections against default judgments not covered by this notice. If you are the dependent of a member of the national guard or a military reserve component under a call to active service, or a national guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days, you should notify the Department in writing of your status as such within twenty days of the receipt of this notice. If you fail to do so, then a court or an administrative tribunal may presume that you are not a dependent of an active duty member of the national guard or reserves, or a national guard member under a call to service authorized by the governor of the state of Washington, and proceed with the entry of an order of default and/or a default judgment without further proof of your status. Your response to the Department about your status does not constitute an appearance for jurisdictional purposes in any pending litigation nor a waiver of your rights.

If you have any questions, please contact Stephanie Jenks, Field Manager, at (509) 993-7821.

Sincerely,



Matt Hauser
Compliance Specialist
Residential Care Services

Enclosure

cc: Field Manager, Region 1, Unit B
RCS Regional Administrator, Region 1
HCS Regional Administrator, Region 1
DDA Regional Administrator, Region 1
WA LTC Ombuds
Office of Financial Recovery, Vendor Program Unit
HQ Central Files
DRW
HP