



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600

August 30, 2023

ELECTRONIC-FACSIMILE

Administrator
South Hill Village, Assisted Living & Memory Care
c/o 611 S Main St Ste 400
Grapevine, TX 76051

Assisted Living Facility License #2480
Licensee: PSL Associates, LLC

IMPOSITION OF CIVIL FINES

Dear Administrator:

On August 17, 2023, 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 on the license for your assisted living facility, also known as **South Hill Village, Assisted Living & Memory Care**, located at **3117 E Chaser Lane, 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.

The civil fines on the license are based on the following violation of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **August 17, 2023**.

Civil Fines

WAC 388-78A-2120(2)(a)(3)(a)(b)(4) Monitoring residents' well-being. **\$500.00**

The licensee failed to identify, assess, evaluate, and address the changing needs of two residents. This failed practice placed one resident at risk of harm due to changes in their condition and the other resident at risk of health complications due to high blood pressure and unaddressed chronic back pain.

This is an uncorrected deficiency previously cited on June 23, 2023, and a recurring deficiency previously cited on March 22, 2022, for subsections (2)(a)(3)(a)(b)(4).

WAC 388-78A-2620(2)(a) Pets.

\$300.00

The licensee failed to ensure two residents' pets were current with their immunizations. This failed practice placed both residents at risk of illness or injury from unvaccinated animals.

This is an uncorrected deficiency previously cited on June 23, 2023.

WAC 388-78A-2489(1) Tuberculosis—Test records.

\$300.00

The licensee failed to maintain tuberculosis test record results for two staff. This failure resulted in a lack of medically verifiable documentation of tuberculosis results for both staff and placed residents at risk of exposure to tuberculosis.

This is an uncorrected deficiency previously cited on June 23, 2023.

WAC 388-78A-2150(1) Signing negotiated service agreement.

\$300.00

The licensee failed to ensure that negotiated service agreements were signed by the resident or their representative for five residents. This failed practice placed the residents at risk of unmet care needs related to not signing and acknowledging their own plan of care.

This is an uncorrected deficiency previously cited on June 23, 2023.

WAC 388-78A-2090(6)(e) Full assessment topics.

\$300.00

The licensee failed to perform a safety assessment for one resident with medical devices. This failure placed the resident at risk of injury due to having a bed rail on their bed and a transfer assist step stool without a functional assessment to safely use the medical equipment.

This is an uncorrected deficiency cited on June 23, 2023, for subsections (6)(e).

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

\$300.00

The licensee failed to obtain a written consent for one resident sampled for nurse delegation and failed to ensure residents' received insulin administration and blood sugar monitoring by qualified staff (licensed nurse) or through the nurse delegation process for two residents who received nurse delegation services. These failures placed the residents at risk for unsafe diabetic care from caregivers who were not trained and supervised through the nurse delegation process.

This is an uncorrected deficiency cited on June 23, 2023, for subsections (1)(a)(b).

Administrator
South Hill Village, Assisted Living & Memory Care
License #2480
August 30, 2023
Page 3

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

Attestation (Plan of Correction):

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.

Send your **written** request to:

Informal Dispute Resolution Program Manager
Residential Care Services
PO Box 45600
Olympia, Washington 98504-5600

Administrator
South Hill Village, Assisted Living & Memory Care
License #2480
August 30, 2023
Page 4

Formal Administrative Hearing

You may contest the civil fines by requesting a formal administrative hearing to challenge the deficiency, which resulted in the civil fines. **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 are due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

Mail a check for **\$2,000.00** 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, Washington 98507-9501
1-800-562-6114 (extension 45919)
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.

Administrator
South Hill Village, Assisted Living & Memory Care
License #2480
August 30, 2023
Page 5

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