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

Caring Places Management, LLC
Artesian Place
828 McPhee Rd SW
Olympia, WA 98502

RE: Artesian Place License # 2542

Dear Administrator:

This letter addresses Compliance Determination(s) 50300 (Completion Date 11/15/2024) and 43320 (Completion Date 06/27/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 11/15/2024 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2210, WAC 388-78A-2210-1, WAC 388-78A-2210-1-b, WAC 388-78A-2210-2, WAC 388-78A-2210-2-a, WAC 388-78A-2210-2-b

The Department staff who did the on-site verification:
Paul Aube, ALF NCI

If you have any questions, please contact me at (360)397-9556.

Sincerely,

Jody Just

Jody Just, Field Manager
Region 3, Unit E
Residential Care Services

Residential Care Services
Investigation Summary Report

Provider/Facility: Artesian Place
Provider Type: Assisted Living Facility
License/Cert.#: 2542
Compliance Determination #: 43320
Intake ID: 136119
Investigator: Paul Aube
Region/Unit #: RCS Region 3 / Unit E
Investigation Date(s): 06/27/2024 through 06/27/2024
Complainant Contact Date(s):

Allegation(s):

Quality of Care/Treatment: Public report of facility failing to administer medications to resident as prescribed.

Investigation Methods:

Sample:	Total residents: 60 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Dining Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Residents Family members Management
Record Reviews:	Facility policies Incident investigation Negotiated Service Agreements Progress Notes/Alert Charting Resident Medication Administration Records

Investigation Summary:

Quality of Care/Treatment: Facility staff found to not follow policies for safe medication administration, and leaving residents to take their medications while unattended after medication delivery. Medications observed on floor in resident room, and documented as given. Failed practice identified.

Conclusion / Action:

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Failed Provider Practice Identified / Citation(s) Written

☐ Failed Provider Practice Not Identified / No Citation Written

☐ N/A

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

800 NE 136th Ave Ste 200, Vancouver, WA 98684

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Assisted Living Facility license.

The department completed data collection for an unannounced on-site complaint investigation on 06/27/2024 and 06/27/2024 of:

Artesian Place
828 McPhee Rd SW
Olympia, WA 98502

This document references the following complaint number(s): 135451, 136119, 135748

The following sample was selected for review during the unannounced on-site visit: 3 of 60 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Paul Aube, ALF NCI

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

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.

Cory Cisneros
Residential Care Services

07/03/2024
Date

I understand that to maintain an Assisted Living Facility license, the facility must be in compliance with all the licensing laws and regulations at all times.

Administrator (or Representative)

7.9.2024
Date

WAC 388-78A-2210 Medication services.

(1) An assisted living facility providing medication service, either directly or indirectly, must:

(b) Develop and implement systems that support and promote safe medication service for each resident.

(2) The assisted living facility must ensure the following residents receive their medications as prescribed, except as provided for in WAC 388-78A-2230 and 388-78A-2250 :

(a) Each resident who requires medication assistance and his or her negotiated service agreement indicates the assisted living facility will provide medication assistance; and

(b) If the assisted living facility provides medication administration services, each resident who requires medication administration and his or her negotiated service agreement indicates the assisted living facility will provide medication administration.

This requirement was not met as evidenced by:

Based on observation, interview and record review, the Assisted Living Facility (ALF) failed to implement systems that support and promote safe medication services, and ensure residents received their medications as prescribed for 2 of 2 residents reviewed, (Resident 1 [R1], and Resident 2 [R2]). This failure resulted in R2 missing their prescribed medications and placed all residents in the facility who receive medication assistance at risk for adverse reactions due to not receiving their mediations as prescribed.

Findings included...

Review of a facility policy, titled, "Medication Administration," undated, under the section "Procedure for Self-Administration Service: A - Self Administration with Assistance," it stated, "Staff will assist Residents who are on Medication Service A to obtain medication via reminding, coaching or help to prepare a medication for administration. Assistance may include:
1) Opening a container.
2) Using an enabler or placing the medication in the Resident's hand.
3) Assistance with applying or instilling skin, nose, eye and ear preparation.
4) Steady or guide a Resident's hand to assist with medications.
The Resident does not need to know the name of the medication, intended benefit, side effects or other detail, but must be aware that he/she is receiving medications and is able to place the medication in his/her mouth, eyes, ears or on skin. Staff responsible for supervision of medication service under category A must always sign medication log indicating medication was taken appropriately. If medication is refused, the medication log must show the refusal.
PROCEDURE:

1) Inform the Resident of the reason that you're coming.
2) Take out medication (mediset, blister pack, etc.) from the medication cart and, open if needed.
3) Hand container to Resident.
4) Instruct/observe Resident. Check to assure prescribed amount was taken.
5) Provide water and observe client swallow pills/apply medication.
6) Return medication and document."

In an interview on 06/27/2024 at 11:55AM, Staff B, Medication Aide (Med Aide), was asked to explain their process for medication administration of a resident. Staff B stated that they would first open the resident's chart and review the restriction/warning page that pops up. Staff B then stated, "I would read the order, to make sure I know what I am giving. I unlock the [cart] and check the [resident's] card to make sure it matches the order. I would then pull out the pills first and put them into the cup; get the order primed, or ready to be signed off. I would then bring [the resident] the meds, and I wait there with the resident until [they] take it, and then I come back and then click the administration button, which means I actually gave it." Staff B was asked if they have ever seen any Med Aides drop off medications to a resident room, and then leave without watching the resident take the medication. Staff B stated, "I have not seen this personally, but I do not really work with other Med Aides."

Review of R1's Face Sheet, undated, showed that the R1 admitted to the facility on [redacted]/2023. Review of R1's Face Sheet also showed under "medication admin" that R1 was designated as "A-Self with Assistance."

Review of R1's Service Agreement, dated 04/22/2024, showed under "Medication Care Management" that R1 was listed as "Medication Admin: A – Self with Assistance."

In an interview on 06/27/2024 at 11:35AM, R1 was asked if they were ever left unattended to take their medications, after Med Aides delivered medications to their room. R1 nodded and said "Yes." R1 was asked how often this occurred. R1 then was observed to point to the left with their right hand and moved it to the right in an arc-like gesture and mumbled something. R2 was asked if this gesture meant that it has been happening for a long time. R2 nodded their head and stated, "Yes."

During an interview with Staff C, a caregiver, on 06/27/2024 at 12:28PM, Staff C was asked if they have ever seen a Med Aide deliver medications to a resident room and leave the room before the resident takes the medications. Staff C stated, "I do not see the Med Aides, but yes, I see the medications in the rooms, a lot of times when I go in to do trash, I see the pills sitting in the little cup, and I remind the residents to take their medications. This is nothing new. It is an ongoing thing for 3 years. [Staff A, the Administrator] tells these [Med Aides] do not leave the medications at the bedside frequently, but it is still happening."

Review of R2's Face Sheet, undated, showed that the R2 admitted to the facility on [redacted]/2021and showed under "medication admin" that R2 was designated as "A-Self with

Assistance."

Review of R2's Service Agreement, dated 04/14/2024, under "Medication Care Management" showed that R2 was listed as "Medication Admin: A – Self with Assistance."

During an interview and observation on 06/27/2024 at 11:40AM, there were two pills observed on R2's apartment floor. Upon closer observation of the pills, it was noted that one pill was small, orange, and oval shaped, while the other pill was noted to be small, white and oval shaped, but was cut in half. R2 was asked if the Med Aides, when administering their medications, waited in the room for them to take their medications before leaving the room. R2 stated, "Not always. There are some that do." R2 was asked how often Med Aides left the room without waiting for them to take their medication. R2 stated, "Not that often." R2 was asked if they thought it was at least once a week, or if they could give me a more specific answer. R2 stated, "A couple times a day. I take a lot of pills, they come in about 4 or 5 times a day." R2 was asked how many times, out of those 4 or 5 administration times, the Med Aides leave the room before they took their medications. R2 stated, "Probably 1 or 2 times." R2 was shown the pills that were observed to be found on the floor. R2 was asked if they knew what these medications were. R2 stated that they did not recognize the small, halved white pill. After examining the orange pill, R2 stated "That orange one is medication for my Alzheimer's [a brain disorder that gets worse over time. It's characterized by changes in the brain that lead to deposits of certain proteins. Alzheimer's disease causes the brain to shrink and brain cells to eventually die. Alzheimer's Disease is the most common cause of dementia — a gradual decline in memory, thinking, behavior and social skills. These changes affect a person's ability to function.]" R2 was asked how leaving them unattended with their medications made them feel, also with knowing that they have been missing some of their medications. R2 stated, "It has been happening for so long that it is normal." R2 was asked if they sometimes dropped the pills after the Med Aides left the room. R2 stated that sometimes their hands are sweaty, and the pills stick to them, causing them to fall onto the ground. R2 also stated that other times they have seen Med Aides exiting their room and have seen them drop medications on their floor as well. R2 stated that they understood the importance of taking their medications as prescribed to ensure they are effective. R2 stated, "They [Med Aides] are under a lot of pressure to get in and out and they are in a big hurry."

In an interview on 06/27/2024 at 12:08PM, Staff D, Med Aide, was asked to explain their process for medication administration for a resident. Staff D stated, "I would open the EMAR (Electronic Medication Administration Record) and click on the resident. Open the drawer and get out their salad pack (a pharmacy-prepared pack with all resident medications scheduled to be given during that administration time). I would look at the name and dose and compare that to the order on the computer. I would tear them off and poor them into a cup. Get a glass of water. I go into room and watch them take medication." Staff D was asked, if they have ever seen any Med Aides drop off medications to a resident room, and then leave without watching the resident take the medication. Staff D stated, "I haven't seen any Med Aides do that, but I have seen [medication] cups in resident rooms, like just sitting on their bedside table, that still have pills in there that were from before my shift." Staff D was asked if they were responsible for R2's medications today. Staff D confirmed that they were. Staff D was then asked to help identify the pills that were observed to be on R2's floor. After examining the medications, Staff D was able to determine that the orange pill was in fact Mementine HCL 5mg tab, which was

prescribed to treat R2's Alzheimer's Disease. After examining the small, white, halved pill, Staff D stated that they could not identify it, and did not believe this to be part of R2's normal pill/medication regimen. Staff D was asked when the Mementine HCL 5mg medication was due to be administered. Staff D stated, "It looks like it is scheduled to be given during the overnight shift. In the MAR (Medication Administration Record) it says its due 5AM to 6:15AM."

Review of R2's MAR for June 2024 showed that R2 had an active Physician Order for Mementine HCL, 5mg Tab. Instructions were for R2 to take "1 tablet by mouth daily," with an administration time of early morning (overnight shift) between 5:00AM and 6:15AM. Further review of R2's MAR for June 2024, showed that although the Mementine HCL, 5mg tab was observed to be on R2's floor, that there were no missed doses documented in the resident record. All doses for the medication were documented as administered/given.

In an interview on 06/27/2024 at 1:28PM, Staff A was asked about residents who received medication assistance from the facility staff. Staff A was asked if it was expected of Med Aides to stay with the resident until the medications were taken. Staff A stated, "Yes. At all times." Staff A was notified of the medications observed and found on the floor of R2's room. Staff A stated that they have educated staff on this issue multiple times and was concerned it was still occurring in the facility.

Plan/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, Artesian Place is or will be in compliance with this law and / or regulation on (Date) 8-19-2024 .

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

Administrator (or Representative) 7.9.2024 Date