



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

April 23, 2024

ELECTRONIC-FACSIMILE

Administrator
Royal Columbian Senior Living
5615 W Umatilla Ave
Kennewick, WA 99336

Assisted Living Facility License # **2581**
Licensee: Greenlake Management Columbian, LLC

IMPOSITION OF CIVIL FINES

Dear Administrator:

On April 10, 2024, the Department of Social and Health Services (DSHS), Residential Care Services completed a Complaint Investigation at your facility. This letter constitutes formal notice of civil fines on the license for your assisted living facility, also known as **Royal Columbian Senior Living**, located at **5615 W Umatilla Ave, Kennewick**, 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 April 10, 2024.

Civil Fines

<u>WAC 388-78A-2120(3)(a)(b)(4) Monitoring residents' well-being.</u>	<u>\$3,000.00</u>
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The licensee failed to evaluate and take action regarding one resident's changes of condition regarding hyperglycemia (high blood sugars), urinary tract infection, and alter skin integrity for one resident. These failures resulted in a delay in treatment for the resident's ongoing high blood sugar readings, skin condition, and urinary tract infection, which contributed to an eight-day hospitalization, and 25 days of extensive physical therapy.

This is a recurring deficiency previously cited on October 31, 2023, June 9, 2023, and April 4, 2022, for subsections (3)(a)(b)(4).

WAC 388-78A-2350(1)(7)(b) Coordination of health care services.

\$500.00

The licensee failed to coordinate outside health care services regarding changes in the residents physical functioning for one resident. This failure resulted in a delay in obtaining an ordered laboratory test (procedure in which a sample of blood, urine, other bodily fluid, or tissue is examined to get information about a person's health) and contributed to the resident's delay in receiving medical treatment.

WAC 388-78A-2130(3)(a)(b) Service agreement planning.

\$300.00

The licensee failed to ensure the Negotiated Service Agreement (NSA) was updated to reflect a resident's change of condition and care needs for one resident with declining physical and cognitive conditions. These failures resulted in staff not having instructions; on how to monitor for signs and symptoms of hyperglycemia (high blood sugar), what to do if the blood sugars were high or low, how to address the resident's skin condition, and how to provide assistance to the resident with their declining physical and cognitive condition change.

This is a recurring deficiency previously cited on March 8, 2023.

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:

Gwin Kaercher, Field Manager
Region 1, Unit G
1200 Alder Street
Union Gap, WA 98903
Phone: (509) 225-2823/ Fax: (509) 454-4160
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.

Administrator
Royal Columbian Senior Living
License # 2581
April 23, 2024
Page 3

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

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.

Administrator
Royal Columbian Senior Living
License # 2581
April 23, 2024
Page 4

Mail a check for **\$3,800.00** 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.

If you have any questions, please contact Gwin Kaercher, Field Manager, at (509) 225-2823.

Sincerely,



Matt Hauser
Compliance Specialist
Residential Care Services

Enclosure

cc: Field Manager, Region 1, Unit G
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