

Department of Human Services
Bureau of Human Service Licensing
LICENSING INSPECTION SUMMARY - PUBLIC

December 16, 2022

[REDACTED]
PROVIDENCE PLACE OF HAZLETON ASSOCIATES
[REDACTED]

RE: PROVIDENCE PLACE OF HAZLETON
149 SOUTH HUNTER HIGHWAY
DRUMS, PA, 18222
LICENSE/COC#: 22760

Dear Ms. Kimberly Perchak,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/03/2022, 11/16/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,

[REDACTED]
Human Services Licensing Supervisor

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: *PROVIDENCE PLACE OF HAZLETON* License #: *22760* License Expiration: *04/01/2023*
 Address: *149 SOUTH HUNTER HIGHWAY, DRUMS, PA 18222*
 County: *LUZERNE* Region: *NORTHEAST*

Administrator

Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]

Legal Entity

Name: *PROVIDENCE PLACE OF HAZLETON ASSOCIATES*
 Address: *1528 SANDHILL ROAD, HUMMELSTOWN, PA, 17036*
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *I-2* Date: *08/13/2010* Issued By: *Butler Twp*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *137* Waking Staff: *103*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *11/16/2022*

Inspection Dates and Department Representative

11/03/2022 - On-Site: [REDACTED]
 11/16/2022 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *155* Residents Served: *96*

Special Care Unit
 In Home: *Yes* Area: *Connections* Capacity: *42* Residents Served: *28*

Hospice
 Current Residents: *7*

Number of Residents Who:
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *95*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *41* Have Physical Disability: *0*

Inspections / Reviews

11/03/2022 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *12/09/2022*

12/08/2022 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *12/16/2022*
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *12/13/2022*

Inspections / Reviews (*continued*)

12/16/2022 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/16/2022

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

23a ADL assistance

1. Requirements

2800.

23.a. A residence shall provide each resident with assistance with ADLs as indicated in the resident's assessment and support plan.

Description of Violation

5 Residents interviewed expressed concerns regarding their wait times for assistance. They stated that the staff on multiple occasions has taken 30 to 60 minutes to answer their call bell and assist them with their ADLs.

Plan of Correction**Accept (MM - 12/08/2022)**

At Providence Place we acknowledge 30-60 minute call bells are unacceptable. We believe an approach to call bell response times involves all departments working at the community which improves the ability to attend to our residents in a timely manner. We have encouraged the caregivers to check on all residents call bells to be sure that there is not an emergency. We currently have our call bell system set up on phones that staff members carry and the bells will go over immediately. If the caregiver does not accept the call bell timely it will then ring to the nurses phone, All call bells show on the kiosks on each floor and also tablets that the nurses carry in their pocket. On 11/3/2022 and 11/4/2022 Director of Wellness had verbal conversations with teams reminding them about the importance of completing ADL's in a timely manner. Executive Director will monitor the call bell system to assure the proper procedures are being executed for three times a week x 4 weeks then once weekly x 4 weeks. The Executive Director will interview residents once a week x 6 weeks. Executive Director will continue to communicate the importance of answering call bells timely

Licensee's Proposed Overall Completion Date: 12/02/2022

Implemented (MM - 12/16/2022)