



BUREAU OF HUMAN SERVICES LICENSING 2017 UPDATES

- **2016 Top 10 Citations for Personal Care Homes**

1. 187(a) Medication records
2. 187(d) Medication records
3. 141(a) Resident medical evaluation and health care
4. 185(a) Accountability of medication and controlled substances
5. 85(a) Sanitation
6. 103(f) Food service
7. 17 Confidentiality of records
8. 16(c) Reportable incidents and conditions
9. 224(a) Preadmission screening
10. 225(c) Initial and annual assessment

- **Stakeholder Workgroup Outcomes**

Completed:

- Inspection Entrance Conference Guide – formalized steps
- BHSL Website Streamlined
- Application Process Survey, Inspection Survey – to measure performance and where we can improve
- Training, BHSL Staff – changed subject matter and added additional subject requirements
- Restraints, Exclusion, Seclusion – sub-workgroup established to look at best practices for reduction
- Stakeholder Quarterly Meetings – Review progress and brain-storm on initiatives

In Progress:

- Document Repository – upload documents (policies, procedures, etc.) to a DHS portal to reduce printing copies
- Multi-year licensing duration – being researched
- Training – polling provider associations for subjects BHSL can offer to providers
- Quality Rating System – being researched

- **Stay Up to Date**

- BHSL Operator Support Hotline at 866-503-3926 is available from 9 a.m. – 4 p.m. each business day for human service providers.
- BHSL Complaint Hotline at 877-401-8835
- DHS-BHSL Website at <http://www.dhs.pa.gov/provider/longtermcareservices/>
- Subscribe to the ListServe at <http://listserv.dpw.state.pa.us/Scripts/wa.exe?A0=DPW-LICENSED-PROVIDERS-PCH>