

# 2019 QUALITY SYMPOSIUM

**Jacqueline Rowe, Director, DHS  
Bureau of Human Services Licensing**



## Updates:

- **ALR Regulations – Delivered to the Governor’s Office**
- **Provider POC Training – Late Summer**
- **Top 10 PCH Violations**



## Top 10 Violations:

185(a) Meds: Procedures for safe storage ...

187(a) Med Records: For residents who are administered meds

187(d) Med Records: Following prescriber's orders

141(a) Resident Health: Medical Evaluation

85(a) Physical Site: Sanitation

225(c) Services: Additional resident assessments

141(b)(1) Resident Health: Annual medical evaluation

227(d) Services: Support plan (medical, dental, vision, etc.)

183(d) Meds: Only current prescribed, OTC & CAM meds

18 General: Applicable health and safety laws



## **Quality > Vision, Initiatives, Expectations**

- **Provider compliance with regulations and other applicable laws**
- **Health, safety, and well-being of individuals served**
- **Provider POC training**
- **BHSL's Lean approach to licensing processes**
- **Best practices**
  - **Be prepared, entrance conference guides, mock surveys, transparency, ask questions, partner with your regional office**



# QUESTIONS

**Jacqueline Rowe, Bureau Director  
Human Services Licensing**

**<http://www.dhs.pa.gov/provider/longtermcareservices/>**

**BHSL Operator Support Hotline 866-503-3926**

**BHSL Complaint Hotline 877-401-8835**