


Bureau of Human Services Licensing Updates

9/25/2019

Jeanne Parisi, Bureau Director
Sheila Page, Director of Operations

9/30/2019 www.dhs.pa.gov 1

1



BHSL Transition

- Bureau of Human Services Licensing has moved from the Office of Administration to the Office of Long Term Living effective 7/29/19
- OLTL's overarching goal is to provide long-term services and support to participants in the most integrated, least restrictive setting of their choice.

9/30/2019 www.dhs.pa.gov 2

2

Personal Care Home Annual Report 2018



- Total Number of Licensed Personal Care Homes
 - 1149
 - 68% Profit/32% Non-Profit

- Total Licensed Capacity of all Personal Care Homes
 - 65,000
 - Approximately 44,000 persons served
 - 68% Occupancy Rate

- Maximum Capacity
 - 268
- Average Capacity
 - 56

9/30/2019

www.dhs.pa.gov

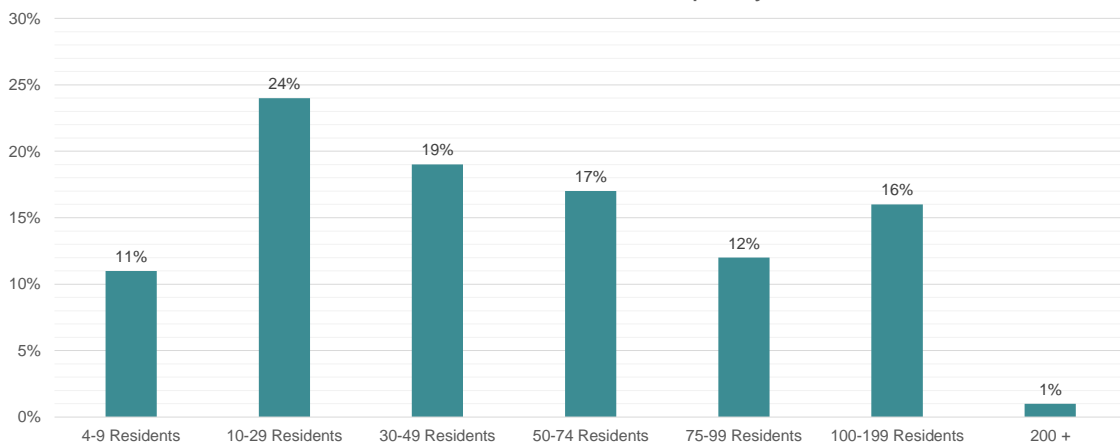
3

3

Personal Care Home Capacity



Personal Care Home Capacity



9/30/2019

www.dhs.pa.gov

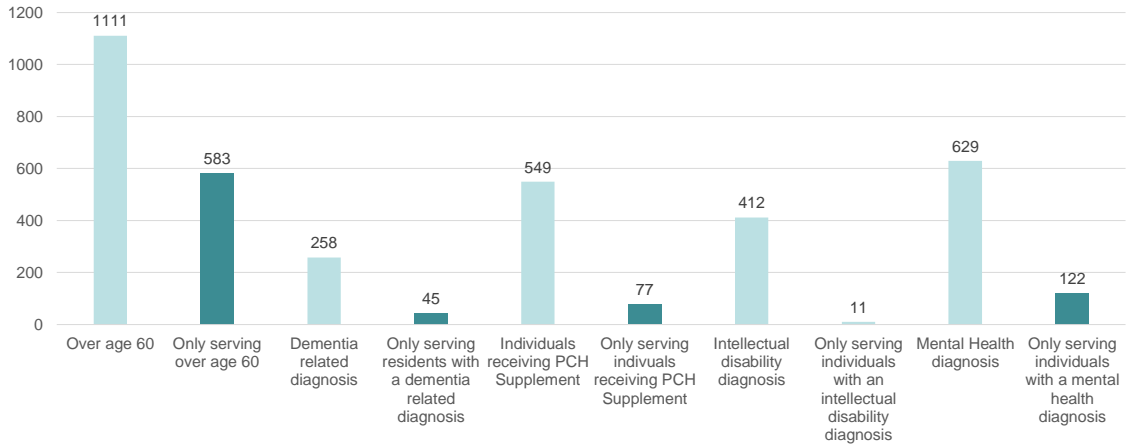
4

4

Populations Served By Personal Care Homes



Number of Personal Care Homes



9/30/2019

www.dhs.pa.gov

5

5

Residents Served in Personal Care Homes



Resident Description	Number Served	Percent of Total Served
Residents 60 years of age or older	40,497	92%
Residents with a dementia-related diagnosis	6,196	14%
Residents who received the state Supplemental Security Income PCH supplement	5,398	12%
Residents with mental health diagnosis	5,808	13%
Residents with an intellectual disability diagnosis	1,356	3%
Total Residents	44,082	N/A – multiple values

9/30/2019

www.dhs.pa.gov

6

6

Enforcement Actions



Enforcement History, January 2014 - December 2018

Type of Enforcement Action	2014	2015	2016	2017	2018
Emergency Relocations	1	2	0	0	1
License Revocations	5	5	0	4	5
Nonrenewal of License	2	10	3	4	4
Denial of Initial License	2	5	0	1	0
Illegal Operations	5	2	2	1	1
Court Filings	0	0	0	0	0
Orders to Limit Access	0	0	0	0	0
Provisional Licenses Due to Enforcement (not new PCHs)	55	46	39	62	49
Fines	20	17	26	11	8
Court Appointment of Master	0	0	0	0	0
Total Enforcement Actions	90	87	70	83	68
Average Per Month	8 / month	7 / month	6 / month	7 / month	6 / month

9/30/2019

www.dhs.pa.gov

7

7

Regulations



Top 5 citations in 2018

- Storage and security of medications
- Accurate MARs
- Fulfilling doctor's orders
- Annual Medical Evaluations
- Sanitary conditions

9/30/2019

www.dhs.pa.gov

8

8

BHSL Annual Report 2018



Full report will be available at the following website:

<http://www.dhs.pa.gov/publications/forproviders/personalcarehomereports/index.htm>

9/30/2019

www.dhs.pa.gov

9

9

Licensing Timelines



DHS Bulletin: Effective October 1, 2019

Timelines for Issuance of Licensing Inspection Summary,
Plan of Correction and Verification

http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_290950.pdf

9/30/2019

www.dhs.pa.gov

10

10

Licensing Inspections



- BHSL is expected to complete all Licensing Inspections at least 3 months before license expiration.
 - Over the next year, BHSL will be working towards this requirement with the expectation that all inspections will be completed at least 3 months prior to license expiration by January 2021.
 - For some providers, licensing expirations may occur earlier in the year than they have in the past.
- BHSL is expected to issue the Licensing Inspection Summary (LIS) within 15 business days of the final exit conference.

9/30/2019

www.dhs.pa.gov

11

11

Plans of Correction



- Provider is expected to return a Plan of Correction within 10 calendar days.
- BHSL will accept or reject the Plan of Correction within 10 business days.
- If rejected, the Provider will return a revised Plan of Correction within 5 business days.
- BHSL will accept or reject the revised plan of correction within 5 business days.
- If revised Plan of Correction is rejected, BHSL may direct a Plan of Correction or initiate enforcement activities. BHSL will notify the provider within 10 business day.

9/30/2019

www.dhs.pa.gov

12

12

Plans of Correction



- An acceptable Plan of Correction must address the following:
 - Implement **immediate measures** to address health and safety issues and/or serious violations
 - Include **quality plan** to address the violation systemically to avoid future occurrences
 - Needs to include the **date** the correction will be implemented, **who** is responsible and the specific **action** to be taken
 - All actions are to be concrete and measurable within a specified timeframe

9/30/2019

www.dhs.pa.gov

13

13

Implementation Status



Effective October 1, the four Plan of Correction implementation status determinations will be reduced to the following 2:

IMPLEMENTED

NOT IMPLEMENTED

All corrective measures identified on the approved or directed Plan of Correction will require verification that they are fully implemented before a license renewal will be processed.

Provisional licenses and/or additional enforcement actions will be implemented for Plan of Correction that are not fully implemented.

9/30/2019

www.dhs.pa.gov

14

14

BHSL Verification



- On-site inspections are required within 5 days of the date specified in the POC for serious violations
- Document verification or on-site inspections are required within 30 days of the date specified in the POC for all other violations.
- Failure to complete all corrective actions within the specified timeframe will result in a provisional license.

9/30/2019

www.dhs.pa.gov

15

15

Plan of Correction Training and Resources



POC training is available at

<http://www.dhs.pa.gov/provider/human-services-licensing/personal-care-home/index.htm>

Includes "Quick Reference Guide" and FAQs

BHSL Main Office: 866-503-3926

Email: RA-PWARLHEADQUARTERS@PA.GOV

Western Regional Office: 412-565-5614

Email: RA-PWARLWEST@PA.GOV

9/30/2019

www.dhs.pa.gov

16

16

BHSL Preparation



- New staff have been hired in the Southeast.
- Statewide tracking database implemented in 2018.
- Licensing Representatives and Supervisors have been provided the option to work from home or the office effective August 2018.
- Paperless inspections
- Sanswrite will be updated December 2019 to accept Plan of Corrections electronically

9/30/2019

www.dhs.pa.gov

17

17

ELS



- Enterprise licensing system (ELS) to include DHS, DOH, Aging and DDAP
 - Licensing
 - Incident Reporting
 - Complaint Tracking
- To increase collaboration and communication across offices
- Streamline business processes
- Improve communication between offices and providers

9/30/2019

www.dhs.pa.gov

18

18

Medical Marijuana



Bulletin: Medical Marijuana and State Licensure of Facilities and Agencies issued July 17, 2019

- http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_2_90966.pdf

Revised bulletin will be issued to include 2600 and 2800 residences

Detailed communication regarding implementation of these requirements is under development.

Medical Marijuana must be stored and administered as a prescription drug

9/30/2019

www.dhs.pa.gov

19

19

Medical Marijuana



- Providers should update their description of services to reflect their policies regarding medical marijuana
- Medical marijuana cannot be pre-poured, must be dispensed in the form specified by the practitioner or dispensary
- Employers are not required to make any accommodations for the use of medical marijuana on their premises for employees.
- Employees may not provide care to residents if impaired.

Additional information is available at: www.Medicalmarijuana.pa.gov

9/30/2019

www.dhs.pa.gov

20

20

Other Updates



Assisted Living Regulations

Regional Compliance Guide revision expected early spring 2020.

Medication Administration Program expected early 2020.

Trainings available are listed on the BHSL website and through ListServ announcements.

Tuberculin skin test antigens shortage notice issued:

If every effort has been made to obtain a tuberculin skin test as required by Chapter 2800 but the test could not be obtained due to the shortage of testing materials, BHSL will not cite a regulatory violation provided you are able to document your attempts to obtain the required testing.

9/30/2019

www.dhs.pa.gov

21

21

Contacts



BHSL Website:

Personal Care Homes

<http://dhs.pa.gov/provider/human-services-licensing/personal-care-home/index.htm>

Assisted Living

<http://dhs.pa.gov/provider/human-services-licensing/assisted-living/index.htm>

BHSL Main Office: 866-503-3926

Email: RA-PWARLHEADQUARTERS@PA.GOV

9/30/2019

www.dhs.pa.gov

22

22