STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: Hawaii Loa Care Services LLC	CHAPTER 100.1
Address: 272 Panio Street, Honolulu, Hawaii 96821	Inspection Date: February 5, 2021 Annual

THIS PAGE MUST BE SUBMITTED WITH YOUR PLAN OF CORRECTION. IF IT IS NOT, YOUR PLAN OF CORRECTION WILL BE RETURNED TO YOU, UNREVIEWED.

RECEIVED WITHIN TEN (10) DAYS, YOUR STATEMENT OF DEFICIENCIES WILL BE POSTED ONLINE, YOUR PLAN OF CORRECTION MUST BE SUBMITTED WITHIN TEN (10) WORKING DAYS. IF IT IS NOT WITHOUT YOUR RESPONSE.

STATE OF HAWAII OOH-OHCA STATE LICENSING

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	(a) All individuals who either reside or provide care or services to residents in the Type I ARCH, shall have documented evidence that they have been examined by a physician prior to their first contact with the residents of the Type I ARCH, and thereafter shall be examined by a physician annually, to certify that they are free of infectious diseases. FINDINGS Substitute care giver (SCG) #1 - No examination by a physician prior to first contact with residents. The SCG is no longer a care giver.	
STATE OF HAMAII DOH-OHOA STATE LICENSING	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	PLAN OF CORRECTION
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to residents in the Type I ARCH, shall have documented evidence that they have been examined by a physician prior to their first contact with the residents of the Type I ARCH, and thereafter shall be examined by a physician annually, to certify that they are free of infectious diseases. FINDINGS Substitute care giver (SCG) #1 - No examination by a physician prior to first contact with residents. The SCG is no longer a care giver.	§11-100.1-9 Personnel, staffing and family requirements. (a) All individuals who either reside or provide one or coming to the company of t	RULES (CRITERIA)
USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? I had given forms to the Interested applicant (SCG#1) to be completed by MD/APRN for examination collect her forms. Collect her forms. Any Potential hire, volunteer, SCC4 will be required to submit forms to PCG being scheduled to conserve, train, before being scheduled to conserve, train, or have any contact w/residents. Or have any contact w/residents. Or have any contact w/residents. APCH IR 19A form.	PART 2	PLAN OF CORRECTION
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	All individuals who either reside or provide care or services to residents in the Type I ARCH shall have documented evidence of an initial and annual tuberculosis clearance. FINDINGS SCG #1 - No initial tuberculosis clearance. The SCG is no longer a care giver.	§11-100.1-9 Personnel, stafting and family requirements. (b)	
MAWAH JO STATS A SHO-HOU BHISHSSIL STATS	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	PART 1	PLAN OF CORRECTION
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	The SCG is no longer a care giver.	FINDINGS SCG #1 - No initial tuberculosis clearance.	All individuals who either reside or provide care or services to residents in the Type I ARCH shall have documented evidence of an initial and annual tuberculosis clearance.	§11-100.1-9 Personnel, staffing and family requirements. (b)	KULES (CRITERIA)
Any Potential hire, Voluntour, Scctwill be required to Swamit TB clearance to PCG before being Schedulal to observe, train, or have any contact with residents. PCG will not assign any person for training who has not Swamitted the ARCHIR35 form or Tweerculosis clearance.		PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	FUTURE PLAN	PART 2	PLAN OF CORRECTION
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Junteer	PCG is not allowing any interested individuals who want to learn to be caregivers to volunteer to be shown what caregiving entails at all-		
	difficult time following directions (possibly due to english being her second language) and was not hired. SCG #2 mistakenly allowed her to write in the chart thinking She was this has been corrected and all SCG will be trained by the PCG before any mediantons, documentation, care is initiated.		
	cluties are. "SCG # 1" lacked sufficient Skills in the english language and had a	SCG #2 - No documentation of training to make prescribed medication available to residents.	
	"SCG#1" is not a care giver but was	The SCG #1 is no longer a care giver.	
	SCG #2 documentation/training form was placed into the ARCH follow	FINDINGS SCG #1 - No documentation of training to make prescribed medication available to residents. Progress notes indicated that SCG #1 made prescribed medication available to the resident.	
12 holi	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	Be trained by the primary care giver to make prescribed medications available to residents and properly record such action.	
100/mol	DID YOU CORRECT THE DEFICIENCY?	The substitute care giver who provides coverage for a period less than four hours shall:	
2000	PART 1	§11-100.1-9 Personnel, staffing and family requirements. (e)(4)	\boxtimes
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SCG #2 - No documentation of training to make prescribed medication available to residents.	FINDINGS SCG #1 - No documentation of training to make prescribed medication available to residents. Progress notes indicated that SCG #1 made prescribed medication available to the resident.	Be trained by the primary care giver to make prescribed medications available to residents and properly record such action.	The substitute care giver who provides coverage for a period less than four hours shall:	\$11-100.1-9 Personnel, staffing and family requirements. (e)(4)	RULES (CRITERIA)
the SCG files. All SCG will be trained to make medications available to first week.	The PCG has started to include training and testural the first Week of a new hire with training document kept a part of	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	FUTURE PLAN	PART 2	PLAN OF CORRECTION
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		Resident #1 - No documentation that the resident and resident's family were informed of all facility policies and procedures.	The resident and the resident's family, legal guardian, surrogate or representative shall be informed at the time of admission of all facility policies and procedures.	
8	Jes the action for the bodies. Mark mas pleased in the bodies. Mark mas pleased in the bodies.	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	DID YOU CORRECT THE DEFICIENCY?	1 []
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	Resident #1 - No documentation that the resident and resident's family were informed of all facility policies and procedures.	\$11-100.1-10 Admission policies. (f) The resident and the resident's family, legal guardian, surrogate or representative shall be informed at the time of admission of all facility policies and procedures.	RULES (CRITERIA)
A copy of the Speratural Agreement which includes all facility policies of proceeding the placed in the pedents of resident family member indicating they were informed of all facility policies of resident family policies of all facility policies	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	PART 2 FUTURE PLAN	PLAN OF CORRECTION
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	yes, it was corrected with a notation that the NID gave a verbal order and followed up with a written order from the MD which has been placed in the Resident file.	
	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	FINDINGS Resident #1 - "Resource 2.0 every day and evening shift for poor intake 120 ml with med pass" ordered 12/28/20; however, Ensure was made available without a physician order.
	PART 1 DID YOU CORRECT THE DEFICIENCY?	\$11-100.1-13 Nutrition. (k) Physician or APRN orders for nutritional supplements including vitamins, minerals, formula meals and thickening agents shall be updated annually or sooner as specified.
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	FINDINGS Resident #1 - "Resource 2.0 every day and evening shift for poor intake 120 ml with med pass" ordered 12/28/20; however, Ensure was made available without a physician order.	§11-100.1-13 Nutrition. (k) Physician or APRN orders for nutritional supplements including vitamins, minerals, formula meals and thickening agents shall be updated annually or sooner as specified.	KULES (CRITERIA)
Yes, It was corrected with a notator the the MD gave a verbal order and followed up with a written order from the MD which has been placed in the pesident file. To ensure it does not happen again of a certain nutritional suppliment ordered is not available, the MD will be contacted immediately and informed. The PCG will inquire it MD recommends any similar suppliment, it so change in MD order will be requested and faxed to PCG. Modalad Order will be placed in the Resident's file.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	PART 2 FUTURE PLAN	PLAN OF CORRECTION
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		FINDINGS Medication cabinet was unlocked upon arrival for the annual inspection.	security. Medications that require storage in a refrigerator shall be properly labeled and kept in a separate locked container.	\(\) \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	RULES (CRITERIA)
STATE OF HAWAII DOH-OHCA STATE LICENSING	the keys. Teminded SCG hars that the medication cabinet must be locked when not in use. SCG understands medication calound must be locked.	Ves. Medication Cabinet	USE THIS SPACE TO TELL US HOW YOU		PLAN OF CORRECTION C
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	FINDINGS Medication cabinet was unlocked upon arrival for the annual inspection.	Drugs shall be stored under proper conditions of sanitation, temperature, light, moisture, ventilation, segregation, and security. Medications that require storage in a refrigerator shall be properly labeled and kept in a separate locked container.	KULES (CRIEKIA)
The #Substitute caregiver stated that the medication cabinet was in use at the time. Medication cabinet is also used to store charts. Frequently used forms such as Activity Record (ARCHIR 22R) have been placed in a removable folder in the chart for easur access to care givers and to limit unlocking of the medication/chart cabinet. A reminder (abel were placed or the Caloinet "Medication abinet must the Caloinet will also include importance to residents will also include importance of locking the medication calcinet has been added to the charge of shift meeting about the predication calcinet has been added to the charge of shift has been added to the Charge of shift meeting about it be fregord in person or	PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	FUTURE PLAN FUTURE PLAN	PLAN OF CORRECTION
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	Resident #1 - "Increase Bumex to 1 mg daily, change hold parameter to weight \(\leq 88 \) lbs (no BP hold parameter)" ordered 1/11/21. The medication label read "0.5 mg tablet Take 1 tabletone time per day." The medication record read: "Bumex .5 mg tab 2 tabs (1 mg) Hold weigh \(\leq 88 \) lbs."	§11-100.1-15 <u>Medications.</u> (e) All medications and supplements, such as vitamins, minerals, and formulas, shall be made available as ordered by a physician or APRN.	RULES (CRITERIA)
ATRE OF HAWAH ADHO-HOO STATE LICENSING	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY Medication Label has been changed to correct dosage.	PART 1 DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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	Take I tabletone time per day." The medication record read: "Bumex .5 mg tab 2 tabs (1 mg) Hold weigh ≤ 88 lbs."	property	\$11-100.1-15 <u>Medications.</u> (e) All medications and supplements, such as vitamins, minerals, and formulas, shall be made available as ordered by a physician or APRN.	RULES (CRITERIA)
NAWA 40 11 478 AOHO-HOD STATE LIC ENSING	Each Medication Change Order will be accompanied by a label change Medication label will reflect current med dosage & date of Medication Order Change.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	PART 2 FUTURE PLAN	PLAN OF CORRECTION
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	Cocumonation of the medications that are crushed.	Resident #1 - "May crush medications and mix with not more than 30 cc of adjunct such as applesauce if unable to swallow tablet" ordered 12/22/20; however, no documentation of the medications that are crushed	§11-100.1-13 Medications. (e) All medications and supplements, such as vitamins, minerals, and formulas, shall be made available as ordered by a physician or APRN.	MODES (CINTERNA)
6 - 6 5 5 + +	Medications are not being crushed. Theolication Orders Stated "may chush" If unable to swallow tablet. Pertunt is able to swallow madications who be.	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	PART 1 DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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	documentation of the medications that are crushed.	Resident #1 - "May crush medications and mix with not more than 30 cc of adjunct such as applesauce if unable to swallow tablet" ordered 12/22/20; however, no	\$11-100.1-15 <u>Medications.</u> (e) All medications and supplements, such as vitamins, minerals, and formulas, shall be made available as ordered by a physician or APRN.	
STARE OF HAWAII STATE OF HAWAII STATE LICENSING	Whenever there is an order that medications may be crushed that The medications record will provide a space to document crushed medica. The PCG/SCG WILL document dument. Whenever medications are crushed.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	PART 2 FUTURE PLAN	PLAN OF CORRECTION Completion Date

	Resident #1 - "Omeprazole" was not initialed by the care giver(s) on the following days: 1/24/21, 1/29/21, 1/30/21 and 1/31/21.	FINDINGS Resident #1 - "Atorvastatin" was not initialed by the care giver(s) on the following days: 1/21/21, 1/22/21, 1/23/21, 1/24/21, 1/28/21, 1/29/21, 1/30/21 and 1/31/21.	§11-100.1-15 <u>Medications.</u> (m) All medications and supplements, such as vitamins, minerals, and formulas, when taken by the resident, shall be recorded on the resident's medication record, with date, time, name of drug, and dosage initialed by the care giver.	RULES (CRITERIA)
STATE OF HAWAN ONG-OHO-NO STATE LICENSING	practical/appropriate. For this deficiency, only a future plan is required.	Correcting the deficiency	PART 1	PLAN OF CORRECTION
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giver(s) on the following days: 1/24/21, 1/29/21, 1/30/21 and 1/31/21.	Resident #1 - "Atorvastatin" was not initialed by the care giver(s) on the following days: 1/21/21, 1/22/21, 1/23/21, 1/24/21, 1/28/21, 1/29/21, 1/30/21 and 1/31/21. Resident #1 - "Omeprazole" was not initialed by the care	All medications and supplements, such as vitamins, minerals, and formulas, when taken by the resident, shall be recorded on the residents medication record, with date, time, name of drug, and dosage initialed by the care giver.	RULES (CRITERIA)
are including Medication Documentation as part of Report \$500 change of Shift meeting agenda. Each Case given will show that completed MARE for each resident to the incoming care giver will be responsible. Frimary care giver will be responsible and present in person or virtually during change of shift meeting.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? To prevent a similar deficiency, PCG/SCG	PART 2 <u>FUTURE PLAN</u>	PLAN OF CORRECTION
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	FINDINGS Resident #1 - No admission assessment.	Documentation of primary care giver's assessment of resident upon admission;	transfer of a resident there shall be made available by the licensee or primary care giver for the department's review:	\(\) \(\	RULES (CRITERIA)
STATE OF HAWAH DOH-OHCA STATE LICENSING	Yes, Admission assessment is filed in legitlents file.	CORRECTED THE DEFICIENCY	DID YOU CORRECT THE DEFICIENCY?		PLAN OF CORRECTION
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	FINDINGS Resident #1 - No admission assessment.	Documentation of primary care giver's assessment of resident upon admission;	records for each resident. On admission, readmission, or transfer of a resident there shall be made available by the licensee or primary care giver for the department's review:	\$11-100.1-17 Records and reports. (a)(1)	MOLES (CMIEMA)
73. 7 6 17 7 9	In this situation, the Admission Assessment	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	FUTURE PLAN	PART 2	PLAN OF CORRECTION
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	Progress notes that shall be written on a monthly basis, or more often as appropriate, shall include observations of the resident's response to medication, treatments, diet, care plan, any changes in condition, indications of illness or injury, behavior patterns including the date, time, and any and all action taken. Documentation shall be completed immediately when any incident occurs; FINDINGS Resident #1 - Progress notes did not include observations of the resident's tolerance to nutritional supplement (Ensure), compliance with the fluid restriction, need for crushed medication or the presence of a pressure sore on admission (hydrophilic wound dress paste ordered 12/28/20).	§11-100.1-17 Records and reports. (b)(3) During residence, records shall include:	RULES (CRITERIA)
STATE OF HAWAII BOH-OHCA STATE LICENSING	DID YOU CORRECT THE DEFICIENCY? The USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY Yes. Progress Notes that highlight observations of Reed & Compliance of Preserve one need & Compliance of Reeded to levance of the tension was been documented. The tension was been documented.	PART	PLAN OF CORRECTION
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	During residence, records and reports. (b)(3) During residence, records shall include: Progress notes that shall be written on a monthly basis, or more often as appropriate, shall include observations of the resident's response to medication, treatments, diet, care plan, any changes in condition, indications of illness or injury, behavior patterns including the date, time, and any and all action taken. Documentation shall be completed immediately when any incident occurs; FINDINGS Resident #1 - Progress notes did not include observations of the resident's tolerance to nutritional supplement (Ensure), compliance with the fluid restriction, need for crushed medication or the presence of a pressure sore on admission (hydrophilic wound dress paste ordered 12/28/20).	RULES (CRITERIA)
STATE LICENSING DON-ONCA STATE LICENSING	PART 2 FUTURE PLAN USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? Admission propress note will fromess notes will include lesidents to lerance to ensure lesidents to lerance to medication beard or any other nutritional supplement or any other nutritional supplement or my other nutritional supplement or my other nutritional supplement or my other nutritional supplement of progress notes to medication beard only note compliance w/fund restrictors Will note compliance w/fund restrictors	PLAN OF CORRECTION
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	Entries describing treatments and services rendered; FINDINGS Resident #1 - Fluid restriction of 1800 ml/day ordered 12/28/20; however, no documentation that the fluid restriction was followed.	\$11-100.1-17 <u>Records and reports.</u> (b)(4) During residence, records shall include:	RULES (CRITERIA)
A DHO-HOO BHICHSOLL STATE	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	PART I	PLAN OF CORRECTION
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	FINDINGS Resident #1 - Fluid restriction of 1800 ml/day ordered 12/28/20; however, no documentation that the fluid restriction was followed.	Entries describing treatments and services rendered;	\(\) \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	RULES (CRITERIA)
Documentation is noted daily on the MAR with any Individual Recident that has a fluid respection order. The Total daily amount of fluid is recorded. In addition to documentation, a complete in account of liquids for the day is organized. This account takes into consideration all required liquids such as ensure 1202 daily or other medications that require 1202 daily or other medications that require 1202 daily or other medications where the total ordered fluid rethresh such rectand pitcher specifically be with 802 water them and pitcher specifically for the fluid is measured and placed in a cetor codied pitcher specifically for the fluid is measured and placed to the resident will be all fluids sorted and from this personalized measured and from this personalized measured and the NAR— nightly.	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	FUTURE PLAN	PART 2	PLAN OF CORRECTION
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	Resident #1 - Blue and green ink used in the resident record.	All entries in the resident's record shall be written in black ink, or typewritten, shall be legible, dated, and signed by the individual making the entry;	§11-100.1-17 <u>Records and reports.</u> (f)(1) General rules regarding records:	RULES (CRITERIA)
STATE OF HAWAII DON-OHCA STATE LICENSING	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.		PART 1	PLAN OF CORRECTION
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		FINDINGS Resident #1 - Blue and green ink used in the resident record.	All entries in the resident's record shall be written in black ink, or typewritten, shall be legible, dated, and signed by the individual making the entry;	§11-100.1-17 <u>Records and reports.</u> (f)(1) General rules regarding records:	RULES (CRITERIA)
STATE OF HAWAII OOH-OHCA STATE LICENSING	All Colored pers were thrown away. Black pens have been Jestocked. Reminders will be placed next to office supplies. and weithermorn	PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	USE THIS SPACE TO EXPLAIN YOUR FUTURE	PART 2	PLAN OF CORRECTION
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	all admissions and discharges of residents; FINDINGS Two (2) resident admissions were not recorded on the permanent general register.	§11-100.1-17 Records and reports. (h)(1) Miscellaneous records: A permanent general register shall be maintained to record	RULES (CRITERIA)
STATE OF HAWHI ACHO-HOU STATE LICENSING	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY Resident almos sions when updated to the legister.	PART 1 DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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	A permanent general register shall be maintained to record all admissions and discharges of residents; FINDINGS Two (2) resident admissions were not recorded on the permanent general register.	RULES (CRITERIA) \$11-100.1-17 Records and reports (b)(1)
	EUTURE PLAN USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? PCG will be responsible to note (exclow's admission on the permanent general register. PCG will be passed for all admissions & will record. on register at the time of admission	PLAN OF CORRECTION
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of	The conditions under which the primary care giver agrees to be responsible for the resident's funds or property shall be explained to the resident and the resident's family, legal	RULES (CRITERIA)
USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY SIGNED GENERAL OPERATIONAL Agreement have been placed In residents file as previously Lescus seed on pg 9. In clueling timeneral agreement. I currently do not handle any residents funds and do not allow any resident property of significant value. The sident property of significant value. The sident property of significant and resident The sident property of significant and resident propert	PART I DID YOU CORRECT THE DEFICIENCY?	PLAN OF CORRECTION
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Resident #1	The cor be respe explaine guardian resident one hun signed b resident represen	
- No financial agreement.	The conditions under which the primary care giver agrees to be responsible for the resident's funds or property shall be explained to the resident and the resident's family, legal guardian, surrogate or representative and documented in the resident's file. All single transfers with a value in excess of one hundred dollars shall be supported by an agreement signed by the primary care giver and the resident and the resident's family, legal guardian, surrogate or representative.	
Although we have not handled any residents funds, a financial agreement will be placed in the residents file. PCG will make form available during admission for signature to be included with other admission documents.	FUTURE PLAN USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	DADE A
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Licensee's/Administrator's Signature:

Licensee's/Administrator's Signature:

Print Name:

Susan Halvirsen

Date:

4/8/21

Print Name:

Date:

susan Halvorsen

07/02/2021

NAME OF HAWAII AJHO-HOD STATE LICENSING

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