

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: Pacific Quest – Olena	CHAPTER 98
Address: 15-1903 26 th Avenue, Keaau, Hawaii 96749	Inspection Date: December 9, 2021 – Initial

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

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

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-98-10 <u>Minimum standards for licensure; administrative and organizational plan.</u> (e) Each facility shall develop written policies and procedures, and criteria governing its management and operations. These shall include but are not limited to the following:</p> <p><u>FINDINGS</u> Pacific Quest policy and procedures read, "2. All personnel involved in the direct administration of seclusion or restraint receive documented, competency based training that is provided by persons or entities qualified to conduct such training: a. At orientation." Staff #1 (date of hire 07-27-21) – no CPI training. Staff #2 (date of hire 09-15-21) – no CPI training.</p>	<p>PART 1</p> <p><u>DID YOU CORRECT THE DEFICIENCY?</u></p> <p>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</p> <p>Staff #1 & #2 completed their CPI trainings on 12/13/2021 & 12/11/2021 respectively and the certificates of completion are attached.</p>	12/17/2021


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<input checked="" type="checkbox"/>	<p>§11-98-10 <u>Minimum standards for licensure; administrative and organizational plan.</u> (e) Each facility shall develop written policies and procedures, and criteria governing its management and operations. These shall include but are not limited to the following:</p> <p><u>FINDINGS</u> Pacific Quest policy and procedures read, "2. All personnel involved in the direct administration of seclusion or restraint receive documented, competency based training that is provided by persons or entities qualified to conduct such training: a. At orientation." Staff #1 (date of hire 07-27-21) – no CPI training. Staff #2 (date of hire 09-15-21) – no CPI training.</p>	<p>PART 2</p> <p><u>FUTURE PLAN</u></p> <p>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</p> <p>Pacific Quest amended their Policy to read, "All personnel involved in the direct administration of restraint, receive documented, competency based training that is provided by persons or entities qualified to conduct such training: a. During orientation period." Pacific Quest's orientation period is 90 days for all direct care staff during which period new staff are in training and have limited support roles until they demonstrate competency for their position duties.</p>	12/17/2021

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-98-11 <u>Minimum standards for licensure: personnel.</u> (e) There shall be documented evidence that every employee has a pre-employment and an annual health evaluation by a physician. These evaluations shall be specifically oriented to determine the presence of any infectious disease liable to harm a resident. Each health evaluation shall include a tuberculin skin test or a chest x-ray.</p> <p>FINDINGS Staff #2 – one (1) negative tuberculosis (TB) skin test 11-06-19 and 09-15-21. No documented two (2) step TB skin test.</p>	<p>PART 1</p> <p><u>DID YOU CORRECT THE DEFICIENCY?</u></p> <p>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</p> <p>Yes. We secured proof of Staff #2's two (2) step TB skin test from 11/20/2019 and updated his employee file. See attached TB test result.</p>	12/17/2021

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<input checked="" type="checkbox"/>	<p>§11-98-11 <u>Minimum standards for licensure; personnel.</u> (c) There shall be documented evidence that every employee has a pre-employment and an annual health evaluation by a physician. These evaluations shall be specifically oriented to determine the presence of any infectious disease liable to harm a resident. Each health evaluation shall include a tuberculin skin test or a chest x-ray.</p> <p><u>FINDINGS</u> Staff #2 – one (1) negative tuberculosis (TB) skin test 11-06-19 and 09-15-21. No documented two (2) step TB skin test.</p>	<p>PART 2</p> <p><u>FUTURE PLAN</u></p> <p>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</p> <p>Pacific Quest has recently transitioned to a new HR platform with more robust tracking for employee documentation. We have set the tracking system to notify both the Human Resource Director and the Program Director with the monthly report of expiring clearances 90 days prior to expiration for ample lead time.</p>	12/17/2021

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-98-11 <u>Minimum standards for licensure; personnel.</u> (1) The administrator shall see that at least one staff member on each shift possesses a current First Aid certificate and CPR training. Recertification of training shall be required by all staff at least every two years.</p> <p><u>FINDINGS</u> Staff #2 – cardiopulmonary resuscitation (CPR) and first aid training expired 10-23-21.</p>	<p>PART 1</p> <p><u>DID YOU CORRECT THE DEFICIENCY?</u></p> <p>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</p> <p>Staff #2 was scheduled for their CPR/1st Aid re-certification for 12/28/2021, the earliest available class in Hilo. Due to Covid issues with the Instructor, it was then rescheduled to 1/18/2022 and was just completed. Attached is a photocopy of the certification card for staff #2.</p>	1/18/2022

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-98-11 <u>Minimum standards for licensure; personnel.</u> (l) The administrator shall see that at least one staff member on each shift possesses a current First Aid certificate and CPR training. Recertification of training shall be required by all staff at least every two years.</p> <p><u>FINDINGS</u> Staff #2 – cardiopulmonary resuscitation (CPR) and first aid training expired 10-23-21.</p>	<p>PART 2</p> <p><u>FUTURE PLAN</u></p> <p>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</p> <p>Pacific Quest has recently transitioned to a new HR platform with more robust tracking for employee documentation. We have set the tracking system to notify both the Human Resource Director and the Program Director with the monthly report of expiring clearances 90 days prior to expiration for ample lead time.</p>	12/17/2021

Licensee's/Administrator's Signature: 

Print Name: Christopher Kaiser

Date: 1/18/2022

RECEIVED

JAN 25 2022