

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: Pacific Quest Corp.	CHAPTER 98
Address: 301 Kalaniana'ole Avenue, Hilo, Hawaii 96720	Inspection Date: August 26, 2022 – 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.

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>§11-98-06 <u>Disaster preparedness.</u> (a)(4) The facility shall have a written plan for staff and residents to follow in case of fire, explosion, or other emergency. The plan shall be posted in conspicuous places throughout the facility. This plan shall include, but not be limited to:</p> <p><u>FINDINGS</u> Pacific Quest Policy and Procedures entitled, "Disaster Preparedness and Emergency Plan 301 Kalaniana'ole Street Hilo, HI. - Reed's Bay" read, "Policy: Quarterly, unannounced drills for all shifts, Daylight and Overnight, will be held for Fire and other Emergencies."</p> <p>However, "Evacuation/Disaster Preparedness Training Drills" indicated the following:</p> <ul style="list-style-type: none"> • November 2021 -- Natural Disaster for daylight shift (7am to 7 pm) • March 2022 -- Violent or other threatening situations for overnight (7pm to 7am) • April 2022 -- Fire for both daylight and overnight • May 2022 -- Violent or other threatening situations for daylight (7am to 7pm) • May 2022 -- Medical Emergency for overnight (7pm to 7am) • June 2022 -- Medical Emergency for daylight (7am to 7pm) • June 2022 -- Natural Disaster for overnight (7pm to 7am) • August 2022 - Violent or other threatening situations for overnight (7pm to 7am) 	<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>Pacific Quest has clarified its Drill Schedule to ensure Drill are occurring for both Day and Night Shifts. Pacific Quest has completed its 3rd Quarter Drills for both Day and Night shift per the attached Drill Log.</p>	<p>9/26/2022</p>

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☒	<p>§11-98-06 <u>Disaster preparedness.</u> (a)(4) The facility shall have a written plan for staff and residents to follow in case of fire, explosion, or other emergency. The plan shall be posted in conspicuous places throughout the facility. This plan shall include, but not be limited to:</p> <p><u>FINDINGS</u> Pacific Quest Policy and Procedures entitled, “Disaster Preparedness and Emergency Plan 301 Kalanianaʻole Street Hilo, HI. – Reed’s Bay” read, “Policy: Quarterly, unannounced drills for all shifts, Daylight and Overnight, will be held for Fire and other Emergencies.”</p> <p>However, “Evacuation/Disaster Preparedness Training Drills” indicated the following:</p> <ul style="list-style-type: none"> • November 2021 – Natural Disaster for daylight shift (7am to 7 pm) • March 2022 – Violent or other threatening situations for overnight (7pm to 7am) • April 2022 – Fire for both daylight and overnight • May 2022 – Violent or other threatening situations for daylight (7am to 7pm) • May 2022 – Medical Emergency for overnight (7pm to 7am) • June 2022 – Medical Emergency for daylight (7am to 7pm) • June 2022 – Natural Disaster for overnight (7pm to 7am) • August 2022 - Violent or other threatening situations for overnight (7pm to 7am) 	<p style="text-align: center;">PART 2</p> <p style="text-align: center;"><u>FUTURE PLAN</u></p> <p style="text-align: center;">USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</p> <p>Pacific Quest will clarify the drill schedule and ensure quarterly drills are occurring for day and night shifts. Pacific Quest will fulfill drills for current Q3 and on.</p> <p>Pacific Quest has updated policy to reflect oversight for checks and balances of drill schedule completion.</p> <p>Please see attached updated policy.</p>	<p>9/15/2022</p>

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<input checked="" type="checkbox"/>	<p>§11-98-10 <u>Minimum standards for licensure; administrative and organizational plan. (e)</u> 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 Medication Policies" did not address the use of daily pill minders for resident self-administration. Pill minders are prepared once weekly by the registered nurse.</p>	<p style="text-align: center;">PART 1</p> <p style="text-align: center;"><u>DID YOU CORRECT THE DEFICIENCY?</u></p> <p style="text-align: center;">USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</p> <p>Section 2. C of Medication Control Policy was edited to include detailed instructions on how to prepare pill minders once weekly by the registered nurse.</p>	<p>8/29/22</p>

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	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
☒	<p>§11-98-10 <u>Minimum standards for licensure; administrative and organizational plan. (e)</u> 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 Medication Policies" did not address the use of daily pill minders for resident self-administration. Pill minders are prepared once weekly by the registered nurse.</p>	<p style="text-align: center;">PART 2</p> <p style="text-align: center;"><u>FUTURE PLAN</u></p> <p style="text-align: center;">USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</p> <p>Section 2. C of Medication Control Policy will be followed. This policy was edited to include the following:</p> <p style="margin-left: 40px;">v. OTC Nutritional Supplements will be distributed and stored in plastic daily supplement containers for weekly administration.</p> <p style="margin-left: 80px;">1. How to Prepare Supplement Containers for Residents:</p> <ul style="list-style-type: none"> a. Supplement Containers are cleaned prior to filling/refilling b. Supplement Containers are properly labeled with Student's First Name and Last Initial, and Medication Time Stickers (AM/NOON/PM/BEDTIME) c. Supplement original containers are checked for expiration dates and condition of supplement, no abnormal visual appearance/smells/etc. d. Program Nurse systematically fills one supplement for each day of the week before moving on to the next supplement. e. Program Nurse is utilizing both Find Wellness Plan and Consolidated Medication Page to account for any now changes f. Now Changes (Additional or Subtraction) will occur 1x weekly at the end of the pill cycle g. Refills are requested when Original Supplement Bottles are full. Team is notified and container is clearly labeled if a supplement is out of stock. h. Upon administration, the individual administering ensures all supplements are safely transferred to medication cup (some supplements can be sticky or ProOrtega, Student's Personal Gummies, etc.) i. Discontinued supplements will be pill identified based on visual appearance compared to original bottle or manufacture website. If supplement is too similar in appearance during changes, discard and fill container appropriately. 	<p>8/29/22</p>

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<input checked="" type="checkbox"/>	<p>§11-98-14 <u>Physical facility</u>. (a)(3) The design and construction of each building or buildings comprising the facility shall meet the minimum requirements of the following codes:</p> <p>Applicable rules of the department relating to sanitation.</p> <p><u>FINDINGS</u> Pacific Quest at Reed's Bay staff are preparing lunch for all Pacific Quest locations. However, no food establishment permit on site.</p>	<p style="text-align: center;">PART 1</p> <p style="text-align: center;"><u>DID YOU CORRECT THE DEFICIENCY?</u></p> <p style="text-align: center;">USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</p> <p>Pacific Quest applied for and was granted our Food Establishment permit/placard by DOH Food Safety Branch.</p>	<p>9/14/2022</p>

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	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§ 11-98-14 <u>Physical facility.</u> (a)(3) The design and construction of each building or buildings comprising the facility shall meet the minimum requirements of the following codes:</p> <p>Applicable rules of the department relating to sanitation.</p> <p><u>FINDINGS</u> Pacific Quest at Reed's Bay staff are preparing lunch for all Pacific Quest locations. However, no food establishment permit on site.</p>	<p style="text-align: center;">PART 2</p> <p style="text-align: center;"><u>FUTURE PLAN</u></p> <p style="text-align: center;">USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</p> <p>Pacific Quest will maintain our Food Establishment permit/placard with DOH Food Safety Branch.</p>	<p style="text-align: center;">9/14/2022</p>

Licensee's/Administrator's Signature: 

Print Name: Christopher F. Kaiser

Date: 9/18/2022

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Licensee's/Administrator's Signature: 

Print Name: Christopher F. Kaiser

Date: 10/7/2022

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