



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Aegis Senior Communities LLC
AEGIS OF MADISON
2200 E Madison St
Seattle, WA 98112

RE: AEGIS OF MADISON License # 2241

Dear Administrator:

This letter addresses Compliance Determination(s) 25622 (Completion Date 06/21/2023) and 22788 (Completion Date 04/20/2023).

The Department completed a follow-up inspection of your Assisted Living Facility on 06/21/2023 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2230-1-c, WAC 388-78A-2230-1-c-i, WAC 388-78A-2230-1-c-ii

The Department staff who did the on-site verification:
Cathy Prentice, Complaint Investigator

If you have any questions, please contact me at (425)670-6070.

Sincerely,

Jamie Singer

Jamie Singer, Field Manager
Region 2, Unit J
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: AEGIS OF MADISON **Provider Type:** Assisted Living Facility
License/Cert.#: 2241
Compliance Determination #: 22788 **Intake ID:** 77536
Investigator: Cathy Prentice **Region/Unit #:** RCS Region 2 / Unit J
Investigation Date(s): 04/20/2023 through 04/20/2023
Complainant Contact Date(s): 04/11/2023, 04/12/2023, 04/13/2023, 04/20/2023

Allegation(s):

It was stated the resident needs Latanoprost eye drops and facility did not give them eve of 04/06/2023.

Investigation Methods:

Sample:	Total residents: 84 Resident sample size: 3 Closed records sample size: 0
Observations:	Delivery of care and services; staff interactions with residents; residents' appearance; environment.
Interviews:	Named resident and legal representative, other residents, staff, administration
Record Reviews:	Resident care records, assessment, service agreement, medication records, facility policies and other pertinent records.

Investigation Summary:

According to observation, interview and record review, the facility provided care according to the assessment and negotiated service agreement,. The facility offered the named resident's eye medication on 04/06/2023 and other days as ordered by the physician but the named resident refused on multiple occasions in March and April 2023 because he wanted to keep the medications at bedside and give them himself. The facility assessed the named resident unsafe for self medication and the resident needed assist. The facility failed to notify the physician as required, when the named resident had a pattern of refusal of medication for his eyes.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



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Statement of Deficiencies License #: 2241 Compliance Determination # 22788
Plan of Correction AEGIS OF MADISON Completion Date
Page 1 of 3 Licensee: Aegis Senior Communities LLC 04/20/2023

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Assisted Living Facility license.

The department completed data collection for an unannounced on-site complaint investigation on 04/20/2023 and 04/20/2023 of:

AEGIS OF MADISON
2200 E Madison St
Seattle, WA 98112

This document references the following complaint number(s): 78733, 77536

The following sample was selected for review during the unannounced on-site visit: 3 of 84 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Cathy Prentice, Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2, Unit J
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

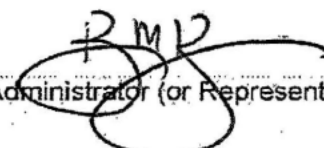
As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

A handwritten signature in cursive script that reads "Jamie Singer".
Residential Care Services

5/3/2023
Date

I understand that to maintain an Assisted Living Facility license, the facility must be in compliance with all the licensing laws and regulations at all times.

Statement of Deficiencies	License #: 2241	Compliance Determination # 22788
Plan of Correction	AEGIS OF MADISON	Completion Date
Page 2 of 3	Licensee: Aegis Senior Communities LLC	04/20/2023


Administrator (or Representative)

5/3/2023
Date

WAC 388-78A-2230 Medication refusal.

(1) When a resident who is receiving medication assistance or medication administration services from the assisted living facility chooses to not take his or her medications, the assisted living facility must:

(c) Notify the physician of the refusal and follow any instructions provided, unless there is a staff person available who, acting within his or her scope of practice, is able to evaluate the significance of the resident not getting his or her medication, and such staff person;

(i) Conducts an evaluation; and

(ii) Takes the appropriate action, including notifying the prescriber or primary care practitioner when there is a consistent pattern of the resident choosing to not take his or her medications.

This requirement was not met as evidenced by:

Based on interview and record review, the Assisted Living Facility (ALF) failed to notify the physician of medication refusals for 1 of 3 residents sampled (Resident 1). This failure placed Resident 1 at risk for a decline in health status.

Findings included...

Review of the ALF's Resident Refusal of Medication policy, dated 04/12/2021, showed The Health Services Director (HSD) or Wellness Nurse would follow-up determining a pattern of refusal (e.g., every other day). The HSD or Wellness Nurse would contact the resident's prescribing practitioner if the medication refusal was repetitive. This would be documented in the Health Record.

Record review showed the ALF admitted Resident 1 on [REDACTED]/2022 with [REDACTED]. The Negotiated Service Agreement, dated [REDACTED] 2022, showed staff were to assist Resident 1 with medications including special medicated eye drops.

Review of the Medication Administration Record (MAR), dated March and April 2023, showed Resident 1 was to receive Latanoprost solution 0.005% eye drops daily at 9:00 PM for glaucoma (a group of eye diseases that can cause vision loss and blindness by damaging a nerve in the back of your eye called the optic nerve). Review of the MAR showed Resident 1 refused these eye drops 11 times in March 2023 and 8 times in April 2023.

Statement of Deficiencies	License #: 2241	Compliance Determination # 22788
Plan of Correction	AEGIS OF MADISON	Completion Date
Page 3 of 3	Licensee: Aegis Senior Communities LLC	04/20/2023

Review of Progress Notes, dated March 2023 and April 2023, as well as a physician note dated 03/23/2023, showed no documentation of notification to the physician about Resident 1's pattern of refusals of the medication.

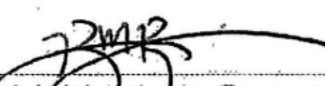
In an interview, on 04/20/2023 at 11:20 AM, Staff A (Medication Technician) stated Resident 1 repeatedly refused eye drops. Staff A stated and she typed the refusals in a report for the nurse. Staff A stated she did not do or know about any physician notification for the refusals.

In an interview, on 04/20/2023 at 11:35 AM, the Director of Nursing (DNS) stated he didn't have any documentation that showed that the ALF discussed or notified Resident 1's eye drop refusals to the physician.

Plan/Attestation Statement

I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, AEGIS OF MADISON is or will be in compliance with this law and / or regulation on (Date) 6/4/2023.

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.


Administrator (or Representative)

5/3/2023
Date