

**Civil Fines:** Monetary penalties for instances of noncompliance with state law.

**A Complaint Investigation Report** is the written report for complaint investigations that result in a citation. A complaint investigation is typically initiated by a report to the state hotline (see Complaint Resolution Unit) by either a facility making a mandatory report or a member of the public with concern about care or services.

**Complaint Resolution Unit (CRU):** Also known as the state hotline, the CRU receives reports anytime there are concerns about the care and services provided, including suspected abuse or neglect of residents who live in licensed or certified long-term care settings in Washington state.

**Conditions:** Requirements placed on the license that limit or prevent or direct specific facility actions until deficiencies are corrected.

**A Deficiency** is a finding that a facility failed to meet one or more regulatory requirements during a yearly visit or a complaint investigation.

**Deficiency Citation:** Documentation of a deficiency, including reference to the corresponding rule number.

**Deficiency Corrected:** When the Department determines provider is back to meeting the required rules and regulations.

**Deficiency-Free:** During the yearly visit or a complaint investigation, the provider met all required rules and regulations.

**Deficient Practice:** The actual errors or lack of action by the facility to meet the required rules and regulations.

**Department:** Department of Social & Health Services (DSHS), with Residential Care Services acting as the regulatory division.

**A Disclosure of Services Form** is a form required by the Department to enable consumers to compare the scope of care, services and activities provided by facilities they may be considering.

**Enforcement Letters:** Written summary of the action the Department has taken as a result of a deficient practice and to get the provider back in compliance with the rules.

**Follow-up Inspection /Revisit** – A Department review or visit focusing on the areas cited to determine if the facility is back in compliance. This can be in the form of telephone call, review of documents, or an on-site visit to confirm.

**A Full Inspection is** a visit to a facility by Department staff to determine the health, safety, and well-being of residents and the facility's compliance with laws and rules.

**In Compliance:** The provider meets the requirements of state regulations, which are found in Chapter 388-76 Washington Administrative Code (WAC).

**Informal Dispute Resolution (or IDR):** The provider's right to request an opportunity to present information that might allow the department to change a finding that the facility did not meet a rule or requirement.

**Initial Inspection:** The first full inspection after a facility has been licensed.

**Inspections:** Review by Department staff to determine the health, safety, and well-being of residents, and the facility's compliance with all required rules and regulations. The department's review may include an on-site visit.

An **Investigation Summary Report (or ISR):** Provides a brief summary of investigative activities conducted by RCS staff in response to a complaint.

A **Plan of Correction (or POC)** is a facility's written response to citations that explains how it will address and correct each and every cited deficiency listed and action taken to minimize the risk of reoccurrence.

A **Statement of Deficiencies (or SOD)** is the official document communicating the determination of the facility not meeting required rules and regulations. .

The SOD:

- Communicates to the facility what was out of compliance during the complaint or licensing visit.
- Is the document that tells the facility what they need to correct with a document called a Plan of Correction.

A **Plan of Care Attestation** is a statement of correction included in the SOD that the provider signs and dates and indicates when they will correct the failure to meet required rules and regulations..

**Revocation:** The legal action of taking away the facility's license.

**Stop Placement:** An order that temporarily prevents the facility from admitting any additional resident(s) until deficiencies identified are corrected.

**Substantiated:** Evidence supports the likelihood that the alleged activity occurred.

**Summary Suspension:** The legal action that immediately suspends the provider's license.