

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  157653	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  09/14/2015
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NAME OF PROVIDER OR SUPPLIER  RN2U INC	STREET ADDRESS, CITY, STATE, ZIP CODE 635 S STATE RD 67 MOORESVILLE, IN 46158
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G 0000  Bldg. 00	<p>This was a home health agency Federal complaint investigation.</p> <p>Complaint #: IN00179430: Substantiated: Related deficiencies are cited.</p> <p>Survey dates: 09/14/15</p> <p>Facility number 012905</p> <p>Medicaid Vendor #: 201075310</p> <p>Census: 74</p> <p>Clinical records reviewed 4</p> <p>RN2U, Inc. is precluded from providing its own training and competency evaluation program for a period of 2 years beginning September 14, 2015, to September 14, 2017, for being found out of compliance with the Conditions of Participation 42 CFR 484.10 Patient Rights, 484.14 Organization, Services &amp; Administration, 484.32 Therapy Services, and 484.48 Clinical Records.</p>	G 0000		
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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G 0100  Bldg. 00	Based on record review and interview, the agency failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed (See G 107) and failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would and / or would not be provided prior to the start of care for 1 of 1 record reviewed (See G 108).  The cumulative effect of this systemic problem resulted in the agency being out of compliance with the Condition of Participation 484.10 Patient Rights.	G 0100	<b>G100</b> 1. Administrator/designee will complete a patient complaint form when receiving a complaint. (On-going) 2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going) 3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going) 4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going) 5. DON/designee will notify MD same day it is determined agencycannot provide a discipline. (On-going) 6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)	10/16/2015
G 0107  Bldg. 00	484.10(b)(5) EXERCISE OF RIGHTS AND RESPECT FOR PROP The HHA must investigate complaints made by a patient or the patient's family or guardian regarding treatment or care that is (or fails to be) furnished, or regarding the			

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	<p>lack of respect for the patient's property by anyone furnishing services on behalf of the HHA, and must document both the existence of the complaint and the resolution of the complaint.</p> <p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p> <p>Findings included:</p> <ol style="list-style-type: none"> <li>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15.</li> <li>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she has had no complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request medical records and the medical records were mailed to the requestor for patient #16.</li> <li>3. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and</li> </ol>	G 0107	<ol style="list-style-type: none"> <li>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</li> <li>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</li> <li>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</li> <li>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</li> <li>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</li> <li>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</li> <li>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</li> <li>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will</li> </ol>	10/16/2015

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G 0108 Bldg. 00	<p>requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records.</p> <p>484.10(c)(1) RIGHT TO BE INFORMED AND PARTICIPATE The patient has the right to be informed, in advance about the care to be furnished, and of any changes in the care to be furnished.</p> <p>The HHA must advise the patient in advance of the disciplines that will furnish care, and the frequency of visits proposed to be furnished.</p> <p>The HHA must advise the patient in advance of any change in the plan of care before the change is made.</p>		<p>bedocumented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in appropriatepatient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirementto contact all disciplines involved in patient's care and document name ofperson spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p>	

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	<p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would and / or would not be provided in relation to speech therapy prior to the start of care for 1 of 1 record reviewed.</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p>	G 0108	<ol style="list-style-type: none"> <li>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</li> <li>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</li> <li>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</li> <li>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</li> <li>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</li> <li>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</li> <li>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</li> <li>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (On-going)</li> <li>9. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than</li> </ol>	10/16/2015

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	<p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The</p>		<p>next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>	

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	<p>Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed</p>			

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	<p>themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ...</p>			



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G 0122 Bldg. 00	<p>Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified .... "</p> <p>484.14 ORGANIZATION, SERVICES &amp; ADMINISTRATION</p> <p>(A) Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (B) failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be and / or would not</p>	G 0122	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail</p>	10/16/2015

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	<p>be provided prior to the start of care for 1 of 1 record reviewed. (C) failed to ensure the clinical staff efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services (See G 133); failed to ensure their efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services (See G 143); and failed to ensure their efforts were coordinated and documented effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving services (See G 144).</p> <p>The cumulative effect of this systemic problem resulted in the agency being out of compliance with the Condition of Participation 484.14 Organization, Services, &amp; Administration.</p>		<p>return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p>	

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G 0133 Bldg. 00	<p>484.14(c) ADMINISTRATOR</p> <p>The administrator, who may also be the supervising physician or registered nurse required under paragraph (d) of this section, organizes and directs the agency's ongoing functions; maintains ongoing liaison among the governing body, the group of professional personnel, and the staff.</p> <p>A. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p> <p>Findings included:</p> <p>1A. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15.</p> <p>2A. The Administrator was interviewed on 09/14/15 at 2:15 PM. The</p>	G 0133	<p>11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p> <p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation and sign/dateform. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all</p>	10/16/2015

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	<p>Administrator stated she has had no complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request medical records and the medical records was mailed to the requestor for patient #16.</p> <p>3A. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records.</p> <p>B. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be and / or would not be provided prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1B. Clinical record number 16 SOC (start of care) 03/19/15, included a plan</p>		<p>admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		

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	<p>of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2B. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The</p>				

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	<p>Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3B. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was</p>			

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	<p>interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4B. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5B. Upon returning inside the agency at</p>				

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	<p>2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6B. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting</p>			



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	<p>Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified .... "</p> <p>C. Based on observation, clinical record and policy review and interview, the Administrator failed to ensure the clinical staff efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1C. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk</p>			

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	<p>secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage</p>			

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	<p>patient to tuck in chin when swallowing and using thickening with liquids .... "</p> <p>The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p>			
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	<p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to</p>			

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	<p>evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and</p>			

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	<p>taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5</p>			

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	<p>at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			



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	<p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note</p>			

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	<p>failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>2. 05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in</p>			

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	<p>kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... "</p> <p>The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to</p>			

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	<p>choking ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech</p>			

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	<p>therapist.</p> <p>2C. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3C. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know</p>				

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	<p>who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4C. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The</p>			

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	<p>complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>4D. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>4E. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes.</p>			



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G 0143  Bldg. 00	<p>The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>5C. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>6C. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... "</p> <p>484.14(g) COORDINATION OF PATIENT SERVICES All personnel furnishing services maintain liaison to ensure that their efforts are coordinated effectively and support the objectives outlined in the plan of care. Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients</p>	G 0143	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint,</p>	10/16/2015	

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	<p>receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p>		<p>document conversation and sign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a discipline DON/designee will track all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to</p>	

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	<p>1. 04/08/15: "... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were</p>		<p>contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p>				

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	<p>coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did</p>			

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	<p>not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to</p>			

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	<p>evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the physician and case manager had been</p>			

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	<p>notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking</p>			

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	<p>ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but</p>			



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	<p>he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated</p>			

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	<p>the following:</p> <ol style="list-style-type: none"> <li>05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the physician and case manager had been</li> </ol>			

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	<p>notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking ...." The visit note failed to</p>			

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	<p>evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [difficulty] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>f. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit:</p>			

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	<p>"Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down .... "</p> <p>The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this</p>				

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	<p>time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p>			

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	<p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p>			

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	<p>6. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>7. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>8. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the</p>			



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	<p>Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>9. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress .... "</p> <p>10. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p>				

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G 0144 Bldg. 00	<p>484.14(g) COORDINATION OF PATIENT SERVICES The clinical record or minutes of case conferences establish that effective interchange, reporting, and coordination of patient care does occur. Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated and documented effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient /</p>	G 0144	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</p>	10/16/2015

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	<p>caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p>		<p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		

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	<p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health</p>			

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	<p>care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ..." The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] /</p>			

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	<p>Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician and</p>			

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	<p>case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the physician and case manager had been notified and</p>			

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	<p>patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t ' finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			



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	<p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing</p>			

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	<p>difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> <li>05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed</li> </ol>			

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	<p>to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician and case manager had been</p>			

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	<p>notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [difficulty] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement.</p>			

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	<p>Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>f. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all .... " The visit note failed to evidence that the</p>						

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	<p>physician had been notified.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know</p>			

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	<p>who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The</p>			

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	<p>complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is</p>			



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	<p>necessary and to alert physician to changes in client condition.</p> <p>7. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>8. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p>			

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G 0157 Bldg. 00	<p>9. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress .... "</p> <p>10. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p> <p>484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER Patients are accepted for treatment on the basis of a reasonable expectation that the patient's medical, nursing, and social needs can be met adequately by the agency in the patient's place of residence. Based on record review and interview, the agency failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be provided prior to the start of care for 1 of 1 record reviewed.  Findings included:</p>	G 0157	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail</p>	10/16/2015

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	<p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to</p>		<p>return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p>	

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	<p>review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech</p>		<p>11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p>	

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	<p>therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility</p>			

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	<p>receiving speech therapy.</p> <p>5. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source</p>				

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G 0164 Bldg. 00	<p>will be notified .... "</p> <p>484.18(b) PERIODIC REVIEW OF PLAN OF CARE Agency professional staff promptly alert the physician to any changes that suggest a need to alter the plan of care. Based on record review and interview, the agency failed to ensure that the physician was promptly notified of the lack of speech therapy services at the start of care and notified of the patient's difficulty with swallowing and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. This discharge summary had indicated the patient was to be discharged home with speech therapy services. A signed prescription dated 03/17/15 indicated the</p>	G 0164	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact</p>	10/16/2015

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	<p>patient was to have speech therapy at home. The agency failed to notify the physician of the inability to provide speech therapy services.</p> <p>b. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 04/17/15: " ... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... " The visit note failed to evidence that the physician had been notified.</p> <p>3. 04/20/15: " ... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to</p>		<p>will bedocumented in the appropriate patient's chart. (On-going)9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		



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	<p>evidence that the physician had been notified.</p> <p>4. 05/04/15: " ... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note failed to evidence that the physician had been notified.</p> <p>5. 06/30/15: " ... SN had pt eat banana, glass of OJ [orange juice] and ate approx ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat .... " The visit note failed to evidence that the physician had been notified.</p> <p>6. Skilled nursing discharge summary indicated " ... Summary of Care Provided to Date by Discharging Discipline: SN for eval and assess CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even</p>			

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	<p>ghough using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont to use thickening. Eat sm [small] freq [frequent]meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been notified.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: " ... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 04/25/15: " ... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or</p>			

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	<p>pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "</p> <p>The visit note failed to evidence that the physician had been notified.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician had been notified.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the physician had been notified.</p> <p>5. 05/19/15: " ... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician had been notified.</p> <p>6. 05/21/15: " ... Pt continues to</p>			

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	<p>complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day .... " The visit note failed to evidence that the physician had been notified.</p> <p>7. 05/25/15: " ... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 .... " The visit note failed to evidence that the physician had been notified.</p> <p>8. 05/26/15: " ... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his / her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician had been notified.</p>			

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	<p>9. 6/11/15: " ... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... The visit note failed to evidence that the physician had been notified.</p> <p>10. 06/14/15: " ... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician had been notified.</p> <p>11. 06/19/15: " ... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician had been notified.</p>			

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	<p>d. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> <li>05/05/15: " .. Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the physician had been notified.</li> <li>05/07/15: " ... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician had been notified.</li> <li>05/11/15: " ... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician had been notified.</li> <li>05/14/15: " ... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the physician had been notified.</li> </ol>			

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	<p>5. 05/25/15: " ... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the physician had been notified.</p> <p>6. 06/16/15: " ... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician had been notified.</p> <p>7. 06/18/15: " ... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician had been notified.</p> <p>8. 06/22/15: " ... Reports not feeling well and not eating due to choking .... " The visit note failed to evidence that the physician had been notified.</p>			

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	<p>9. 06/25/15: " ... Pt reports not feeling well with diff to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician had been notified.</p> <p>10. 06/30/15: " ... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician had been notified.</p> <p>e. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He /</p>			



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	<p>she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down .... "</p> <p>The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p>			

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	<p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any</p>			

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G 0176 Bldg. 00	<p>changes that suggest a need to alter the Plan of Care ... "</p> <p>5. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p> <p>484.30(a) DUTIES OF THE REGISTERED NURSE The registered nurse prepares clinical and progress notes, coordinates services, informs the physician and other personnel of changes in the patient's condition and needs. Based on record review and interview, the agency failed to ensure that the Registered Nurse had notified the physician and coordinated services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16) Findings include: 1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services. a. The patient's clinical record was reviewed on 09/14/15. The discharge</p>	G 0176	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)6. DON/designee will review all admissions to ensure</p>	10/16/2015

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	<p>summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. The summary also indicated that the patient was being discharged from home with speech therapy as a physician order dated 03/17/15 indicated as such.</p> <p>b. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... "</p>		<p>agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)12. DON/designee will ensure all disciplines involved in inpatient's care will participate in case conference. (On-going)</p>		

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	<p>The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification</p>			

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	<p>reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx 1/2 bowl of cream of wheat then started to have coughing spell, unable to</p>			

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	<p>finish all of cream of wheat ... pt to warm in microwave in about an hour and try to finish ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p>			

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NAME OF PROVIDER OR SUPPLIER  RN2U INC	STREET ADDRESS, CITY, STATE, ZIP CODE 635 S STATE RD 67 MOORESVILLE, IN 46158
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	<p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency.</p> <p>3. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to</p>			



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G 0184 Bldg. 00	<p>caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>4. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>484.32 THERAPY SERVICES</p> <p>Based on record review and interview, the agency failed to ensure that a qualified therapist was providing services within their scope of practice for 1 of 4 records reviewed (See G 185); failed to ensure that physical and occupational therapy had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed (See G 186); and failed to ensure that a patient needs were met by coordinating services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed (See G 187).</p>	G 0184	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency</p>	10/16/2015

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	The cumulative effect of this systemic problem resulted in the agency being out of compliance with the Condition of Participation 484.32 Therapy Services.		cannot provide a discipline. (On-going) 6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going) 7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going) 8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going) 9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going) 10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going) 11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going) 12. DON/designee will ensure all disciplines involved in patient's care	

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G 0185  Bldg. 00	<p>484.32 THERAPY SERVICES</p> <p>Any therapy services offered by the HHA directly or under arrangement are given by a qualified therapist or by a qualified therapy assistant under the supervision of a qualified therapist and in accordance with the plan of care.</p> <p>Based on record review and interview, the agency failed to ensure that a qualified therapist was providing services within their scope of practice for 1 of 4 records reviewed.</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the</p>	G 0185	<p>will participate in case conference. (On-going)</p> <p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all</p>	10/16/2015

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	<p>patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... "</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and</p>		<p>communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>	

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	<p>coughing it back up the next day .... "</p> <p>3. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...."</p> <p>4. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn't finish food .... "</p> <p>5. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... "</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c</p>			

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	<p>[sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... "</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... "</p> <p>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator indicated she vaguely remembers the patient and proceeded to look through the patient's record. The Administrator notified the therapy company several times and spoke to an agent at the therapy company. According to the Administrator, the agent had indicated that a speech therapist had attempted to contact the home but was unsuccessful in reaching the family. Then at 2:30 PM, the Administrator indicated she had remembered that the speech therapist was with another company she had contracted with but doesn't explain the lack of notes and communication.</p> <p>3. An undated policy titled Occupational Therapy indicated, "... Performs occupational therapy assessments, diagnostic tests, skilled treatments, and</p>			

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G 0186  Bldg. 00	<p>ongoing evaluation of clients who are receiving services under a medically approved Plan of Care .... "</p> <p>484.32 THERAPY SERVICES</p> <p>The qualified therapist assists the physician in evaluating the patient's level of function, and helps develop the plan of care (revising it as necessary.)</p> <p>Based on record review and interview, the agency failed to ensure that physical and occupational therapy had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with</p>	G 0186	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all</p>	10/16/2015

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	<p>nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>		<p>communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		



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	<p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note</p>			

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	<p>failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt</p>			

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	<p>drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and</p>			

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	<p>patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to</p>			

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	<p>evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the physician and case manager had been</p>			

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	<p>notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were</p>			

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	<p>coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and</p>			

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	<p>fatigue .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the</p>			



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	<p>patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy</p>			

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	<p>for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care .... "</p> <p>7. An undated policy titled Coordination of Client Services indicated, "... The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client</p>				

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G 0188  Bldg. 00	<p>condition .... "</p> <p>484.32 THERAPY SERVICES The qualified therapist advises and consults with the family and other agency personnel. Based on record review and interview, physical and occupational therapy failed to ensure that a patient needs were met by coordinating services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened</p>	G 0188	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</p> <p>8. When a staffing agency is used,</p>	10/16/2015

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	<p>liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up</p>		<p>DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>	

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	<p>meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the patient needs were</p>			

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	<p>coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down</p>			

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	<p>this day .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress</p>			

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	<p>as well .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>d. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> <li>05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</li> <li>05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</li> <li>05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</li> <li>05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical</li> </ol>			



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	<p>therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the patient</p>			

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	<p>needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking ...." The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p>			

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	<p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A</p>				

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	<p>communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she</p>			

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NAME OF PROVIDER OR SUPPLIER  RN2U INC			STREET ADDRESS, CITY, STATE, ZIP CODE 635 S STATE RD 67 MOORESVILLE, IN 46158		
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G 0195	<p>discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, " ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition .... "</p>				

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Bldg. 00	<p><b>MEDICAL SOCIAL SERVICES</b> If the agency furnishes medical social services, those services are given by a qualified social worker or by a qualified social work assistant under the supervision of a qualified social worker, and in accordance with the plan of care. The social worker assists the physician and other team members in understanding the significant social and emotional factors related to the health problems.</p> <p>Based on record review, the agency failed to ensure that the social worker had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</li> <li>2. The clinical record was reviewed on 09/14/15. <ol style="list-style-type: none"> <li>a. A social worker visit note dated 06/03/15 indicated the reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [*secondary] swallowing difficulties. He /</li> </ol> </li> </ol>	G 0195	<ol style="list-style-type: none"> <li>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</li> <li>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</li> <li>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</li> <li>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</li> <li>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</li> <li>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</li> <li>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing</li> </ol>	10/16/2015	

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G 0235	<p>she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down .... "</p> <p>The visit note failed to evidence that the physician and case manager had been notified.</p> <p>b. A social worker visit note dated 06/24/15 indicated the reason for visit: "Assisting with g/tube placement concerns ... Pt [patient] is visibly smaller since last visit on 6/3. States his / her energy level is poor and not eating well at all .... " The visit note failed to evidence that the physician and case manager had been notified.</p> <p>3. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care ... "</p> <p>4. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p>	484.48	<p>agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		

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Bldg. 00	<p><b>CLINICAL RECORDS</b></p> <p>Based on record review and interview, the agency failed to ensure that a patient's clinical record was complete and contained all accurate and pertinent information in the patient's care in relation to speech therapy communication notes with the agency, physician, and with the patient / family members.</p> <p>The cumulative effect of this systemic problem resulted in the agency being out of compliance with the Condition of Participation 484.48 Clinical Records.</p>	G 0235	<ol style="list-style-type: none"> <li>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</li> <li>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</li> <li>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</li> <li>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</li> <li>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</li> <li>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</li> <li>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</li> <li>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (On-going)</li> <li>9. If patient/caregiver declines</li> </ol>	10/16/2015	



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G 0236  Bldg. 00	484.48 CLINICAL RECORDS A clinical record containing pertinent past and current findings in accordance with accepted professional standards is maintained for every patient receiving home health services. In addition to the plan of care, the record contains appropriate identifying information; name of physician; drug, dietary, treatment, and activity orders; signed and dated clinical and progress notes; copies of summary reports sent to the attending physician; and a discharge summary.  Based on record review and interview, the agency failed to ensure that a patient's clinical record was complete and	G 0236	therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in appropriatepatient's chart. (On-going) 10. DON/designee will in-service professional on requirementto contact all disciplines involved in patient's care and document name ofperson spoke with along with date and time. (On-going) 11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going) 12. DON/designee will ensure all disciplinesinvolved in patient's care will participate in case conference. (On-going)  1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)	10/16/2015	

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	<p>contained all accurate and pertinent information in the patient's care in relation to speech therapy communication notes with the agency, physician, and with the patient / family members.</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</li> <li>2. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. This discharge summary had indicated the patient was to be discharged home with speech therapy services. A signed prescription dated 03/17/15 indicated the patient was to have speech therapy at home.</li> <li>3. A recertification assessment dated 05/15/15, indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that ... physical and occupational therapy was on hold for re-evaluation after speech therapist was to help with swallowing, increase</li> </ol>		<ol style="list-style-type: none"> <li>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</li> <li>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</li> <li>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</li> <li>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</li> <li>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</li> <li>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</li> <li>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (On-going)</li> <li>9. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in appropriatepatient's chart.</li> </ol>	

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	<p>nutrition, and increase strength ... Recert patient to HHC [home health care] with SN, aide and speech therapy. SN instructed and reviewed with patient ways to help decrease aspiration ... SN educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids ... " Recertification Summary indicated " Pt appetite has been decreased. ST in to see pt for swallowing concerns. SN indicated she had coordinated with MD [physician], PT [physical therapy], OT [occupational therapy], ST [speech therapy], and HHA [home health aide] but did not specify who the clinicians were.</p> <p>4. Employee N was interviewed 09/14/15 at 2:45 PM. Employee N indicated she did not know who she had spoken with and thought she had included the dates and times that she had spoken with the speech therapist. Employee N indicated she would get notification from therapy by email and evaluations would be sent to the office by fax. Employee N indicated if there was communication needed, she would type it up.</p> <p>5. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely</p>		<p>(On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p>	

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	<p>remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name</p>			

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	<p>of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he /</p>				

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N 0000  Bldg. 00	<p>she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6 An undated policy titled Therapy Services indicated, " ... Documentation shall be completed within twenty - four [24] hours of visit."</p> <p>This was a home health agency State complaint investigation.</p> <p>Complaint #: IN00179430: Substantiated: Related deficiencies are cited.</p> <p>Survey dates: 09/14/15</p> <p>Facility number 012905</p> <p>Medicaid Vendor #: 201075310</p>	N 0000			

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N 0444 Bldg. 00	<p>Census: 74</p> <p>Clinical records reviewed 4</p> <p>410 IAC 17-12-1(c)(1) Home health agency administration/management Rule 12 Sec. 1(c) An individual need not be a home health agency employee or be present full time at the home health agency in order to qualify as its administrator. The administrator, who may also be the supervising physician or registered nurse required by subsection (d), shall do the following: (1) Organize and direct the home health agency's ongoing functions. A. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p> <p>Findings included:</p> <p>1A. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15.</p> <p>2A. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she has had no</p>	N 0444	<ol style="list-style-type: none"> <li>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</li> <li>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</li> <li>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</li> <li>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</li> <li>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</li> <li>6. DON/designee will review all admissions to ensure agencycan</li> </ol>	10/16/2015

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	<p>complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request medical records and the medical records was mailed to the requestor for patient #16.</p> <p>3A. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records.</p> <p>B. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be and / or would not be provided prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1B. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for</p>		<p>provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		



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	<p>the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2B. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor</p>			

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	<p>explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3B. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she</p>			

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	<p>did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4B. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5B. Upon returning inside the agency at 2:55 PM, the Administrator stated that</p>			

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	<p>the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6B. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign</p>				

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	<p>the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified .... "</p> <p>C. Based on observation, clinical record and policy review and interview, the Administrator failed to ensure the clinical staff efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1C. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at</p>				

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	<p>discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing</p>			

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	<p>and using thickening with liquids .... "</p> <p>The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p>			



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	<p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been</p>			

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	<p>notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt</p>			

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	<p>reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease</p>			

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	<p>endurance .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician and</p>			

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	<p>case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>2. 05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is</p>			

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	<p>coughing and spitting in trash can .... "</p> <p>The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking ...." The visit note failed to</p>			



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	<p>evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>2C. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3C. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was</p>			

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	<p>provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4C. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that</p>			

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	<p>came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>4D. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>4E. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his</p>			

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N 0484 Bldg. 00	<p>/ her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>5C. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>6C. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... "</p> <p>410 IAC 17-12-2(g) Q A and performance improvement Rule 12 Sec. 2(g) All personnel providing services shall maintain effective communications to assure that their efforts appropriately complement one another and support the objectives of the patient's care. The means of communication and the results shall be documented in the clinical record or minutes of case conferences. Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the physician and contracted therapy</p>	N 0484	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p>	10/16/2015	

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	<p>agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing</p>		<p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in appropriatepatient's chart.</p>	

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	<p>notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note</p>		<p>(On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of personspoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>	

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	<p>failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had</p>			



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	<p>coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ..." The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment] CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day.</p>			

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	<p>Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The</p>				

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	<p>visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to</p>			

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	<p>complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>e. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> <li>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>2. 05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</li> <li>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition</li> </ol>			

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	<p>.... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not</p>						

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	<p>feeling well and not eating due to choking ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [difficulty] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>f. Social work visit notes indicated the following:</p>			



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NAME OF PROVIDER OR SUPPLIER  RN2U INC	STREET ADDRESS, CITY, STATE, ZIP CODE 635 S STATE RD 67 MOORESVILLE, IN 46158
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	<p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case</p>			

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	<p>retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified</p>			

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	<p>the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided</p>				

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	<p>through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>7. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>8. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the</p>			

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	<p>findings of the initial visit with the Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>9. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress .... "</p> <p>10. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p>			

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N 0504 Bldg. 00	<p>410 IAC 17-12-3(b)(2)(D)(i) Patient Rights</p> <p>Rule 12 (b) The patient has the right to exercise his or her rights as a patient of the home health agency as follows: (2) The patient has the right to the following: (D) Be informed about the care to be furnished, and of any changes in the care to be furnished as follows: (i) The home health agency shall advise the patient in advance of the: (AA) disciplines that will furnish care; and (BB) frequency of visits proposed to be furnished.</p> <p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would and / or would not be provided in relation to speech therapy prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, home health aide, physical and occupational therapy.</p>	N 0504	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going) 2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going) 3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going) 4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going) 5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going) 6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled.</p>	10/16/2015

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	<p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case</p>		<p>(On-going) 7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going) 8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going) 9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going) 10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going) 11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going) 12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>	

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	<p>retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified</p>			



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	<p>the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided</p>				

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	<p>through another therapy company.</p> <p>6. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source</p>			

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N 0510  Bldg. 00	<p>will be notified .... "</p> <p>410 IAC 17-12-3(b)(3) Patient Rights Rule 12 Sec. 3(b)(3) (b) The patient has the right to exercise his or her rights as a patient of the home health agency as follows: (3) The patient or patient's legal representative has the right under Indiana law to access the patient's clinical records unless certain exceptions apply. The home health agency shall advise the patient or the patient's legal representative of its policies and procedures regarding the accessibility of clinical records. Based on record review and interview, the agency failed to ensure that medical records were provided upon a caregiver's request. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15.</p> <p>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she had only one family member request medical records and the medical records were mailed to the requestor for patient #16.</p>	N 0510	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan</p>	10/16/2015	

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N 0514	3. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records.		provide ordered disciplines and that all ordered disciplines are scheduled. (On-going) 7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going) 8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going) 9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going) 10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going) 11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going) 12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)	
	410 IAC 17-12-3(c)			

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Bldg. 00	<p><b>Patient Rights</b> Rule 12 Sec. 3(c) (c) The home health agency shall do the following: (1) Investigate complaints made by a patient or the patient's family or legal representative regarding either of the following: (A) Treatment or care that is (or fails to be) furnished. (B) The lack of respect for the patient's property by anyone furnishing services on behalf of the home health agency. (2) Document both the existence of the complaint and the resolution of the complaint.</p> <p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15.</p> <p>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she has had no complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request</p>	N 0514	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p>	10/16/2015			

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N 0520 Bldg. 00	<p>medical records and the medical records were mailed to the requestor for patient #16.</p> <p>3. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records.</p> <p>410 IAC 17-13-1(a) Patient Care Rule 13 Sec. 1(a) Patients shall be accepted for care on the basis of a</p>		<p>7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		

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	<p>reasonable expectation that the patient's health needs can be adequately met by the home health agency in the patient's place of residence.</p> <p>Based on record review and interview, the agency failed to ensure that the patient's needs were met in relation to speech therapy services, prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p>	N 0520	<ol style="list-style-type: none"> <li>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</li> <li>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</li> <li>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</li> <li>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</li> <li>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</li> <li>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</li> <li>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</li> <li>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate</li> </ol>	10/16/2015

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	<p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The</p>		<p>patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>	



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	<p>Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed</p>			

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	<p>themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for</p>			

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N 0527 Bldg. 00	<p>services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified .... "</p> <p>410 IAC 17-13-1(a)(2) Patient Care Rule 13 Sec. 1.(a)(2) The health care professional staff of the home health agency shall promptly alert the person responsible for the medical component of the patient's care to any changes that suggest a need to alter the medical plan of care. Based on record review and interview, the agency failed to ensure that the physician was promptly notified of the lack of speech therapy services at the start of care and notified of the patient's difficulty with swallowing and weight loss for 1 of 4 records reviewed.</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p>	N 0527	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going) 2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going) 3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going) 4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going) 5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline.</p>	10/16/2015

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	<p>a. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. This discharge summary had indicated the patient was to be discharged home with speech therapy services. A signed prescription dated 03/17/15 indicated the patient was to have speech therapy at home. The agency failed to notify the physician of the inability to provide speech therapy services.</p> <p>b. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 04/17/15: " ... Instructed pt</p>		<p>(On-going)6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled.</p> <p>(On-going)7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart.</p> <p>(On-going)9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart.</p> <p>(On-going)10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart.</p> <p>(On-going)12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>		

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	<p>on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... " The visit note failed to evidence that the physician had been notified.</p> <p>3. 04/20/15: " ... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified.</p> <p>4. 05/04/15: " ... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note failed to evidence that the physician had been notified.</p> <p>5. 06/30/15: " ... SN had pt eat banana, glass of OJ [orange juice] and ate approx 1/2 bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat .... " The visit note failed to evidence that the physician had been notified.</p> <p>6. Skilled nursing discharge</p>			

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	<p>summary indicated " ... Summary of Care Provided to Date by Discharging Discipline: SN for eval and assess CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even ghough using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont to use thickening. Eat sm [small] freq [frequent]meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been notified.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: " ... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened</p>			

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	<p>liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 04/25/15: " ... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... " The visit note failed to evidence that the physician had been notified.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician had been notified.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note</p>			

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	<p>failed to evidence that the physician had been notified.</p> <p>5. 05/19/15: " ... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician had been notified.</p> <p>6. 05/21/15: " ... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day .... " The visit note failed to evidence that the physician had been notified.</p> <p>7. 05/25/15: " ... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 .... " The visit note failed to evidence that the physician had been notified.</p>			



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	<p>8. 05/26/15: " ... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his / her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician had been notified.</p> <p>9. 6/11/15: " ... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... The visit note failed to evidence that the physician had been notified.</p> <p>10. 06/14/15: " ... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician had been notified.</p> <p>11. 06/19/15: " ... Swallowing difficulty ... Speech slow, garbled (wet),</p>			

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	<p>Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician had been notified.</p> <p>d. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: " .. Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 05/07/15: " ... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician had been notified.</p> <p>3. 05/11/15: " ... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician had been notified.</p>				

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	<p>4. 05/14/15: " ... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the physician had been notified.</p> <p>5. 05/25/15: " ... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the physician had been notified.</p> <p>6. 06/16/15: " ... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician had been notified.</p> <p>7. 06/18/15: " ... Pt drank thickened orange juice and had difficulty</p>			

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	<p>with aspiration / coughing .... " The visit note failed to evidence that the physician had been notified.</p> <p>8. 06/22/15: " ... Reports not feeling well and not eating due to choking .... " The visit note failed to evidence that the physician had been notified.</p> <p>9. 06/25/15: " ... Pt reports not feeling well with diff to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician had been notified.</p> <p>10. 06/30/15: " ... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician had been notified.</p>			

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	<p>e. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all .... " The visit note failed to evidence that the physician had been notified.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed</p>			

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	<p>the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr.</p>			

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N 0545 Bldg. 00	<p>[doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care ... "</p> <p>5. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p> <p>410 IAC 17-14-1(a)(1)(F) Scope of Services Rule 14 Sec. 1(a) (1)(F) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (F) Coordinate services. Based on observation, record review, and interview, the Registered Nurse failed to ensure their efforts were coordinated and documented effectively with the physician and contracted therapy agency</p>	N 0545	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going) 2. All complaint forms will be given to Administrator sameday to review,</p>	10/16/2015

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	<p>that were furnishing services for 1 of 4 records reviewed of patients receiving services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing</p>		<p>contact person(s) making complaint, document conversation and sign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service</p>	



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	<p>notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note</p>		<p>professional on requirementto contact all disciplines involved in patient's care and document name ofperson spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p>	

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	<p>failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had</p>			

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	<p>coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ..." The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment] CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day.</p>			

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	<p>Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The</p>			

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	<p>Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed</p>			

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	<p>themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to</p>			

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	<p>caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>7. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>8. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician</p>			

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N 0546  Bldg. 00	<p>will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>9. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress .... "</p> <p>10. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p> <p>410 IAC 17-14-1(a)(1)(G) Scope of Services Rule 14 Sec. 1(a) (1)(G) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (G) Inform the physician and other appropriate medical personnel of changes in the patient's condition and needs, counsel the patient and family in meeting nursing and related needs, participate in inservice programs, and supervise and teach other nursing personnel. Based on record review and interview, the agency failed to ensure that the</p>	N 0546	1. Administrator/designee will	10/16/2015	



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	<p>Registered Nurse had notified the physician and coordinated services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. The summary also indicated that the patient was being discharged from home with speech therapy as a physician order dated 03/17/15 indicated as such.</p> <p>b. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating</p>		<p>complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm</p>	

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	<p>and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids .... " The visit note</p>		<p>theydeclined therapy. Conversation will be documented in appropriate patient'schart. (On-going)</p> <p>10. DON/designee will in-service professional on requirementto contact all disciplines involved in patient's care and document name ofperson spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplinesinvolved in patient's care will participate in case conference. (On-going)</p>	

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	<p>failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed</p>			

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	<p>in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... pt to warm in microwave in about an hour and try to finish ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to</p>			

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	<p>thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener .... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency.</p>			

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N 0560 Bldg. 00	<p>3. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>4. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care .... "</p> <p>410 IAC 17-14-1(b) Scope of Services Rule 14 Sec. 1(b) Any therapy services furnished by the home health agency shall</p>			

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	<p>be provided by:</p> <p>(1) a physical therapist or physical therapist assistant supervised by a licensed physical therapist in accordance with IC 25-27-1; or</p> <p>(2) an occupational therapist or occupational therapist assistant supervised by an occupational therapist in accordance with IC 25-23.5.</p> <p>(3) a speech-language pathologist or audiologist in accordance with IC 25-35.6.</p> <p>Based on record review and interview, the agency failed to ensure that a qualified therapist was providing services within their scope of practice for 1 of 4 records reviewed.</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the</p>	N 0560	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing</p>	10/16/2015

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	<p>patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... "</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and</p>		<p>agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p>	



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	<p>coughing it back up the next day .... "</p> <p>3. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...."</p> <p>4. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn't finish food .... "</p> <p>5. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... "</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c</p>			

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	<p>[sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... "</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... "</p> <p>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator indicated she vaguely remembers the patient and proceeded to look through the patient's record. The Administrator notified the therapy company several times and spoke to an agent at the therapy company. According to the Administrator, the agent had indicated that a speech therapist had attempted to contact the home but was unsuccessful in reaching the family. Then at 2:30 PM, the Administrator indicated she had remembered that the speech therapist was with another company she had contracted with but doesn't explain the lack of notes and communication.</p> <p>3. An undated policy titled Occupational Therapy indicated, "... Performs occupational therapy assessments, diagnostic tests, skilled treatments, and</p>			

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N 0564 Bldg. 00	<p>ongoing evaluation of clients who are receiving services under a medically approved Plan of Care .... "</p> <p>410 IAC 17-14-1(c)(3) Scope of Services Rule 14 Sec. 1(c) The appropriate therapist listed in subsection (b) of this rule shall: (3) assist the physician, chiropractor, podiatrist, dentist, or optometrist in evaluating level of function; Based on record review and interview, the agency failed to ensure that physical and occupational therapy had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at</p>	N 0564	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a</p>	10/16/2015

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	<p>discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a</p>		<p>disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in appropriatepatient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirementto contact all disciplines involved in patient's care and document name ofperson spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p>	

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	<p>speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and</p>			

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	<p>thick congestion .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and</p>			

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	<p>wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the physician and</p>			

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	<p>case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on</p>			



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	<p>food / meds .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that</p>				

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	<p>the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing .... " The visit note failed to evidence that the physician and case manager had been</p>			

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	<p>notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking ...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room]</p>			

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	<p>visit. Pt still increase weakness and fatigue .... " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July</p>				

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	<p>but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that</p>			

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	<p>the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care .... "</p> <p>7. An undated policy titled Coordination of Client Services indicated, "... The physician will be contacted when his / her approval for that change is necessary and</p>			

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N 0567 Bldg. 00	<p>to alert physician to changes in client condition .... "</p> <p>410 IAC 17-14-1(c)(6) Scope of Services Rule 14 Sec. 1(c) The appropriate therapist listed in subsection (b) of this rule shall: (6) advise and consult with the family and other home health agency personnel; Based on record review and interview, physical and occupational therapy failed to ensure that a patient needs were met by coordinating services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient /</p>	N 0567	<p>going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a disciplineDON/designee will tract all communications with the staffing agency to ensurethere is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contactstaffing</p>	10/16/2015

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	<p>caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck &amp; [and] thickener needs .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing.</p>		<p>agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in appropriatepatient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirementto contact all disciplines involved in patient's care and document name ofperson spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement tonotify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved inpatient's care will participate in case conference. (On-going)</p>	



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	<p>Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day .... "The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease</p>			

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	<p>endurance .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day ...." The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5 ...." The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c</p>			

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	<p>[sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn</p>						

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	<p>out with what little he currently does. Pt has nutritional deficits affecting progress as well .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>d. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> <li>05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</li> <li>05/07/15: "... Pt reports have lost weight and not eating well .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</li> <li>05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</li> <li>05/14/15: "... Pt reports confusion over preparation of food with</li> </ol>			

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	<p>thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty</p>			

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	<p>with aspiration / coughing .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking ...." The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time .... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue .... " The visit note failed to</p>			

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	<p>evidence that the patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make</p>			

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	<p>that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and</p>			
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	<p>left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, " ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The physician will be contacted when his / her approval for that change is necessary and to alert physician to</p>			

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N 0579 Bldg. 00	<p>changes in client condition .... "</p> <p>410 IAC 17-14-1(e)(7) Scope of Services Rule 14 Sec. 1(e) The social worker shall do the following: (7) Act as a consultant to other home health agency personnel. Based on record review, the agency failed to ensure that the social worker had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</li> <li>2. The clinical record was reviewed on 09/14/15. <ul style="list-style-type: none"> <li>a. A social worker visit note dated 06/03/15 indicated the reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble</li> </ul> </li> </ol>	N 0579	<ol style="list-style-type: none"> <li>1. DON/designee will in-service professional staff on requirement to notify DON/designee and MD of changes in patient condition. Communication to be documented in patient's chart. (On-going)</li> <li>2. DON/deisgnee will audit 10% of documentation weekly to ensure any documented changes in patient's condition has been reported to MD. (On-going)</li> </ol>	10/16/2015

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N 0608	<p>swallowing and then laying down .... "</p> <p>The visit note failed to evidence that the physician and case manager had been notified.</p> <p>b. A social worker visit note dated 06/24/15 indicated the reason for visit: "Assisting with g/tube placement concerns ... Pt [patient] is visibly smaller since last visit on 6/3. States his / her energy level is poor and not eating well at all .... " The visit note failed to evidence that the physician and case manager had been notified.</p> <p>3. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care ... "</p> <p>4. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences .... "</p> <p>410 IAC 17-15-1(a)(1-6) Clinical Records</p>				

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Bldg. 00	<p>Rule 15 Sec. 1(a) Clinical records containing pertinent past and current findings in accordance with accepted professional standards shall be maintained for every patient as follows:</p> <p>(1) The medical plan of care and appropriate identifying information.                      (2) Name of the physician, dentist, chiropractor, podiatrist, or optometrist.                      (3) Drug, dietary, treatment, and activity orders.                      (4) Signed and dated clinical notes contributed to by all assigned personnel. Clinical notes shall be written the day service is rendered and incorporated within fourteen (14) days.                      (5) Copies of summary reports sent to the person responsible for the medical component of the patient's care.                      (6) A discharge summary.</p> <p>Based on record review and interview, the agency failed to ensure that a patient's clinical record was complete and contained all accurate and pertinent information in the patient's care in relation to speech therapy communication notes with the agency, physician, and with the patient / family members.</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</p> <p>2. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility</p>	N 0608	<p>1. Administrator/designee will complete a patient complaintform when receiving a complaint. (On-going)</p> <p>2. All complaint forms will be given to Administrator sameday to review, contact person(s) making complaint, document conversation andsign/date form. (On-going)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (On-going)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (On-going)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (On-going)</p> <p>6. DON/designee will review all</p>	10/16/2015

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	<p>dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. This discharge summary had indicated the patient was to be discharged home with speech therapy services. A signed prescription dated 03/17/15 indicated the patient was to have speech therapy at home.</p> <p>3. A recertification assessment dated 05/15/15, indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that ... physical and occupational therapy was on hold for re-evaluation after speech therapist was to help with swallowing, increase nutrition, and increase strength ... Recert patient to HHC [home health care] with SN, aide and speech therapy. SN instructed and reviewed with patient ways to help decrease aspiration ... SN educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids ... " Recertification Summary indicated " Pt appetite has been decreased. ST in to see pt for swallowing concerns. SN indicated she had coordinated with MD [physician], PT [physical therapy], OT [occupational therapy], ST [speech therapy], and HHA</p>		<p>admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (On-going)</p> <p>7. When agency uses a staffing agency to cover a discipline DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. (On-going)</p> <p>8. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (On-going)</p> <p>9. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in appropriate patient's chart. (On-going)</p> <p>10. DON/designee will in-service professional on requirement to contact all disciplines involved in patient's care and document name of person spoke with along with date and time. (On-going)</p> <p>11. DON/designee will in-service staff on requirement to notify MD of changes in patient's condition and document in patient's chart. (On-going)</p> <p>12. DON/designee will ensure all disciplines involved in patient's care will participate in case conference. (On-going)</p> <p>13. DON/designee will in-service professional on requirement to</p>	

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	<p>[home health aide] but did not specify who the clinicians were.</p> <p>4. Employee N was interviewed 09/14/15 at 2:45 PM. Employee N indicated she did not know who she had spoken with and thought she had included the dates and times that she had spoken with the speech therapist. Employee N indicated she would get notification from therapy by email and evaluations would be sent to the office by fax. Employee N indicated if there was communication needed, she would type it up.</p> <p>5. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p>		<p>notify DON when patient cannot be evaluated within 48 hours of order. (On-going)</p>		

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	<p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family</p>			

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	<p>caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6 An undated policy titled Therapy Services indicated, " ... Documentation shall be completed within twenty - four</p>				



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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	[24] hours of visit."				