

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157630	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/06/2014
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NAME OF PROVIDER OR SUPPLIER DIVINE HOME HEALTHCARE INC	STREET ADDRESS, CITY, STATE, ZIP CODE 5215 N BEND DR FORT WAYNE, IN 46804
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N000000	<p>This was a state home health complaint investigation.</p> <p>Complaint #: IN00143942 - Substantiated: State deficiencies related to the allegation are cited.</p> <p>Survey Date: March 6, 2014</p> <p>Facility Number: 012100</p> <p>Medicaid Number: 200984210</p> <p>Surveyor: Miriam Bennett, RN, BSN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 7, 2014</p>	N000000		
N000596	<p>410 IAC 17-14-1(l)(A) Scope of Services Rule 14 Sec. 1(l) The home health agency shall be responsible for ensuring that, prior to patient contact, the individuals who furnish home health aide services on its behalf meet the requirements of this section as follows: (1) The home health aide shall: (A) have successfully completed a competency evaluation program that addresses each of the subjects listed in subsection (h) of this rule; and Based on employee record review, policy review, and interview, the agency</p>	N000596	All existing, active agency home health aides will attend an	04/18/2014

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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	<p>failed to ensure skills competency evaluation was completed using observation of the aide's performance with a patient for the tasks that must be done with a patient for 2 of 6 Home Health Aide (HHA) files reviewed with the potential to affect all the agency's patients who receive HHA services from these 2 employees. (D and E)</p> <p>Findings include</p> <p>1. Employee file D, date of hire (DOH) 2/17/14 and Date of First Patient Contact (DFPC) 2/20/14, evidenced the skills check off was performed by employee I on 2/17/14 and included total bed bath, tub bath, shower, sponge bath, hair care, sitz bath, shampoo, skin care, perineal care, oral care, denture care, shave, assist with dressing, monitor bowel movements, measure output, bedpan, bedside commode, assist to bathroom, assist with bowel program, assist with ostomy change, empty foley catheter bag, empty drainage bag, linen change, complete bed change, cleaning, repositioning, walk with assistance, walk with supervision, up in chair, dangle, walker, passive range of motion, active range of motion, transfer, Hoyer lift, assist with exercise program, oral temperature, axillary temperature, tympanic temperature, respiration, blood</p>		<p>in-service to re-demonstrate subjects/tasks listed on the home health aide skills checkoff sheet. Demonstration will be signed off by an agency RN. Agency RNs responsible for signing off on home health aides skills competency will be oriented by the Agency Director of Nursing on how to do so by the targeted correction date. Going forward, new hire orientation content for home health aides will include competency skills checkoff sheet. All incoming Home health aides will be required to demonstrate on an individual the skills/tasks on the skills checkoff sheet. An RN will observe proper demonstration by the home health aide of the tasks/subjects listed on the skills checkoff sheet. The agency Director of Nursing will be responsible for ensuring all current home health aides re-demonstrate subjects/tasks listed on the competency skills checkoff sheet by the targeted correction date. The agency Director of Nursing will be responsible for ensuring all new home health aides demonstrate tasks on the home health aide skills checkoff sheet upon hire in the future.</p>				

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	<p>pressure, regular nutrition, low salt nutrition, bland, mechanical soft, diabetic, serve meal, assist with feeding, encourage fluids, and fluid restriction.</p> <p>2. Employee file E, DOH 1/13/14 and DFPC 1/17/14, evidenced the skills check off was performed by employee I on 1/13/14 and included total bed bath, tub bath, shower, sponge bath, hair care, sitz bath, shampoo, skin care, perineal care, oral care, denture care, shave, assist with dressing, monitor bowel movements, measure output, bedpan, bedside commode, assist to bathroom, assist with bowel program, assist with ostomy change, empty foley catheter bag, empty drainage bag, linen change, complete bed change, cleaning, repositioning, walk with assistance, walk with supervision, up in chair, dangle, walker, passive range of motion, active range of motion, transfer, Hoyer lift, assist with exercise program, oral temperature, axillary temperature, tympanic temperature, respiration, blood pressure, regular nutrition, low salt nutrition, bland, mechanical soft, diabetic, serve meal, assist with feeding, encourage fluids, and fluid restriction.</p> <p>3. On 3/6/14 at 11:40 AM, employee I indicated these two HHAs (employees D and E) explained the task verbally only</p>				

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	<p>in the office. Employee I indicated if they would have any concerns as to the skills of the HHAs, they would refer them to the director of nursing (DON) and the HHAs would be sent with the DON to perform the skills on a patient with DON supervision. Employee I indicated these two HHAs (D and E) were both able to verbally identify procedures of skills such as bathing, range of motion, and Hoyer lift use, but they did demonstrate vital signs and how to transfer patients.</p> <p>4. On 3/6/14 at 11:30 AM, employee A indicated sometimes the Quality Assurance Registered Nurse (employee I) performs the skills check off evaluations in the office.</p> <p>5. On 3/6/14 at 9:30 AM, employee A indicated if aides are HHAs prior to hire, they just verbalize the skills. If they have not encountered certain situations such as bath tub or shower bathing, they verbally explain how they would do it or what they would need to do differently. However, they do not assign cases if they know the HHA does not have experience with certain things, such as a Hoyer lift or two person assist. Employee A also indicated the HHAs call the office if they have questions, run into something new, or have never done</p>				

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	<p>a particular task before, and the agency only hires people who have 1-2 years experience as a CNA, HHA, or caregiver experience.</p> <p>6. On 3/6/14 at 10:05 AM, employee B indicated they take HHAs to the patient homes who have longer care hours to fit in all the competencies or as many as possible in one day's time. Employee B also indicated they probably have marked all the bath tasks on the same day- but if they are comfortable the HHA did well with the bath type observed, their next observation is making sure the HHA can safely transfer the patient to a different bath type such as a bath tub or shower if the patient is able, but they consider a sponge bath and bed bath to be the same.</p> <p>7. On 3/6/14 at 10:25 AM, employee B indicated if they are not comfortable with the HHA's bath skills, then they make them do another type of the same skill, such as bed bath versus shower, and if they hear of any problems they go to the patient homes or send the registered nurse to do a pop-in, unannounced visit for skills observation.</p> <p>8. On 3/6/14 at 10:37 AM, employee B indicated if an aide already has experience, they can verbally tell them</p>			

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	<p>how they will perform the skills.</p> <p>9. The agency's undated policy titled "Home Health Aide Training Policy," states "2) Successfully completed the competency evaluation program offered by Divine Home Healthcare, Inc. which includes the following: ... b) A successful skills check off by a registered nurse to determine hands-on competency."</p>			