

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157557	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 02/13/2014
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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G000000	<p>This was a federal home health recertification survey. This survey was partial extended on 2/10/14 and fully extended on 2/12/14</p> <p>Survey dates: 2/10/14 - 2/13/14</p> <p>Facility #: IN004058</p> <p>Medicaid #: 200473790</p> <p>Surveyor: Ingrid Miller, RN, PHNS Miriam Bennett, RN, PHNS Nina Koch, RN, PHNS</p> <p>Census: 226 Skilled unduplicated patients in past year Active Patients: 84</p> <p>Adarna Home Health Care Services, Inc. is precluded from providing its own home health training and competency evaluation program for a period of two years beginning 2/20/2014 - 2/20/16 due to being found out of compliance with the Conditions of Participation 42 CFR 484.14 Organization, services, and administration and 484.36 Home health aide services.</p>	G000000		
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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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G000110	<p>Quality Review: Joyce Elder, MSN, BSN, RN February 20, 2014</p> <p>484.10(c)(2)(ii) RIGHT TO BE INFORMED AND PARTICIPATE The HHA complies with the requirements of Subpart I of part 489 of this chapter relating to maintaining written policies and procedures regarding advance directives.</p> <p>The HHA must inform and distribute written information to the patient, in advance, concerning its policies on advance directives, including a description of applicable State law. The HHA may furnish advance directives information to a patient at the time of the first home visit, as long as the information is furnished before care is provided.</p> <p>Based on clinical record review,</p>	G000110	Updated ISDH Advance Directive copies dated July 1st, 2013 have	02/17/2014			

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	<p>observation, interview, and agency document review, the agency failed to ensure patients were provided the current Advanced directives, including a description of applicable State law, in 11 of 12 records reviewed (#1 - 8, 10-12) with the potential to affect all the 84 active patients of the agency.</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. The admission book given to the patients failed to include the effective May 2004 and revised July 1, 2013, state of Indiana advanced directives in the admission folder that was distributed to the patients at the start of care (SOC). 2. On February 13, 2014, at 2:12 PM, the alternative administrator / director of nursing indicated the advanced directives were not the effective and current Indiana advanced directives (effective May 2004 and revised July 1, 2013) in patients' #2 - #5 home admission books and that all the patients of the agency needed to receive the updated advanced directives. 3. Clinical record #1, SOC 2/4/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was 		<p>been mailed to all active patients of the Agency. Home Admission books were sent back to the printers for corrections to include the July 1st, 2013 version of the ISDH Advance Directives.</p> <p>The Administrator will be responsible for and will monitor for any updated forms needed and she will ensure that the Home Admission Books have been corrected and that this occurrence will not happen again.</p>		

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	<p>received on the SOC date.</p> <p>4. Clinical record #2, SOC 1/14/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>On 2/11/14 at 1:15 PM, the home admission book was observed in the home for patient #2. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>5. Clinical record #3, SOC 5/6/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>On 2/12/14 at 8:45 AM, the home admission book was observed in the home for patient #3. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>6. Clinical record #4, SOC 1/16/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The</p>				

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	<p>patient signed that the document was received on the SOC date.</p> <p>On 2/12/14 at 10:55 AM, the home admission book was observed in the home for patient #4. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>7. Clinical record #5, SOC 3/19/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>On 2/12/14 at 12 noon, the home admission book was observed in the home for patient #5. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>8. Clinical record #6, SOC 1/15/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>9. Clinical record #7, SOC 5/24/12, failed to contain an updated July 1, 2013, version of the 2004 Indiana</p>						

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	<p>Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>10. Clinical record #8, SOC 11/29/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>During home visit on 2/12/14 at 1 PM, the home admission book was observed in the home for patient #8. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>11. Clinical record #10, SOC 12/7/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>12. Clinical record #11, SOC 3/7/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>13. Clinical record #12, SOC 10/3/13, failed to contain an updated July 1,</p>				

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G000121	<p>2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>484.12(c) COMPLIANCE W/ ACCEPTED PROFESSIONAL STD The HHA and its staff must comply with accepted professional standards and principles that apply to professionals furnishing services in an HHA.</p> <p>Based on the CDC (Centers for Disease Control and Prevention) website review, home visit observation, agency policy and procedure review, and interview, the agency failed to ensure it had provided services in accordance with its own infection control policies and related CDC standards for 4 of 6 home visit observations (#1 - 4) and in accordance with its own transfer procedures for 2 of 2 patient transfer / transport observations (#1, 2) with the potential to affect the active patients of the agency.</p> <p>Findings</p> <p>1. On 2/11/14 at 11:25 AM, at a home visit with patient #1, Employee F, physical therapist, was observed to wash his hands at the patient's bathroom sink and dry his hands with toilet paper before caring for the patient. He was</p>	G000121	<p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers to include gait belt transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals to be included in the Plan of Care 4) Universal Precautions 5) Physical examinations and Annual TB testing.</p> <p>See exhibit "B".</p>	02/28/2014

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	<p>also observed to use a gait belt around the patient's midabdominal region and place the gait belt over the patient's pendulous breasts which hung below the patient's waist. He did not tuck the gait belt in under the patient's breasts. The patient's Foley bag was on the floor and he did not instruct the patient to pick the bag up off the floor.</p> <p>The agency procedure titled "Applying a transfer belt" with no effective date stated, "Make sure that ... breasts are not caught under the belt."</p> <p>2. On 2/11/14 at 1:15 PM, at a home visit with patient #2, diagnosis of hemiplegia (weakness on one side of the body) and stroke, Employee G, home health aide, was observed to wash her hands and don gloves. She removed a thermometer from her supply bag. She took the patient's temperature and pulse with gloves on. She returned her supplies to her bag. She transported the patient to the bathroom via wheelchair without the use of the foot pedals that were resting in a recliner in the patient's living room. While in the bathroom, Employee G gave the patient a sponge bath by the bathroom sink using two washcloths and rinsing these clothes out in the patient's sink and placing the washcloths into the bottom of the sink</p>		Supplies of hand soap, paper towels and anti-bacterial hand sanitizers were distributed to all disciplines and they were informed that future supplies are available upon request. The Director of Nursing will be responsible in ensuring that all discrepancies on this survey will not recur and that she will monitor and check bi-monthly that all disciplines have been observing following all the Agency's policies and procedures to include	

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	<p>while drying the patient with a towel. She washed the patient's face, arms, chest, back, legs, feet, perineal area, and rectal area and never removed her gloves at any time during the bath. She did wash out the wash cloths with running water from the faucet during the course of the bath and returned the wash cloths to the bottom of the sink during the bath. Employee G transported the patient via wheel chair back to the living room after the bath. The patient had difficulty keeping his / her feet straight while returning to the living room with his / her feet sliding on the floor during transport. The gloves were removed after the laundry was picked up off the floor.</p> <p>The agency policy titled "Transferring a client to a chair or wheelchair" with no effective date stated, "Position the person's feet on the wheelchair footrests."</p> <p>3. On 2/12/14 at 9 AM, at a home visit with patient #3, Employee H, Registered Nurse, was observed to wash her hands and don gloves. She removed a thermometer from her nursing bag with these gloved hands and cared for the patient. She later returned the thermometer to the bag without removing her gloves or washing hands.</p>		infection control and bag techniques and safe transfers to include gait belt transfers.				

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	<p>4. On 2/12/14 at 10:30 AM, at a home visit with patient #4, Employee I, licensed practical nurse, was observed to set a bottle of normal saline wash on patient #4's floor. This bottle of normal saline wash was already opened and had no expiration date and was not labeled with a date of who had opened it and when it was opened. She used this saline wash to cleanse the wound on the patient's lower leg as ordered on the plan of care.</p> <p>5. On 2/12/14 at 4:58 PM, the director of nursing indicated infection control policies and standards were not followed at the above visits.</p> <p>6. The agency policy titled "Bag Technique" with no effective dated stated, "The following steps in Bag Technique should be used to maximize the efficient use of your bag and to ensure the principles of asepsis are carried out. Always explain to the patient and family why you are following a specified technique. They will look upon [you] as more professional and be assured that you have their safety uppermost in mind ... wash you hands with soap and paper towels in the bag. It is always best to use your own soap and towels unless the</p>						

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	<p>family has paper towels for your use ... only now after handwashing, can the nurse reach into the bag and take out the equipment needed for the visit ... when the visit is completed, clean used equipment with the solutions recommended by your agency, as based on OSHA regulations, and wash your hands before replacing equipment in the bag. Never place your hands in the bag unless you have washed them ... all items in the bag are considered clean; therefore, the principles of asepsis are uppermost on the nurse's mind .. when items are taken out and used with one patient, they should be thrown away, if disposable, or cleaned before placing back in the bag to be used on another patient ... the floor is considered a 'dirty' area."</p> <p>7. The agency policy titled "Infection Control" with no effective date stated, "Infection occurs as a result of transmission of an infection agent to a susceptible host ... these procedure along with a philosophy that all clients should be treated as though they have an infectious disease, form the basis for infection control guidelines recommended by the Centers for Disease Control ... universal precautions are those actions taken to prevent transmission of microorganisms from</p>				

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	<p>one person to another. They include care of hands, care of inanimate objects or articles used and use of barriers and technique to protect against transmission to client or caretaker."</p> <p>8. The agency policy titled "Preventing the spread of infection" with no effective date stated, "Asepsis means the absence of all disease producing microorganisms ... certain practices result in asepsis. These practices are known as medical asepsis or clean technique. Medical asepsis means the techniques used to prevent pathogens from spreading from one area to another."</p> <p>9. The agency policy titled "Handwashing" with no effective date stated, "Handwashing is the most important and the easiest way to prevent the spread of infection ... do not use the client's soap for yourself ... dry your hands with paper towels."</p> <p>10. The agency policy titled "Universal precautions" with no effective date stated, "Standard precautions are followed."</p> <p>11. The Centers for Disease Control's PowerPoint titled "Guidelines for the selection of PPE [personal protective</p>						

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G000122	<p>equipment] in healthcare settings and date of 6/29/04 stated, "Hand hygiene required for standard and expanded precautions ... hand hygiene is an essential infection control practice to protect patients, health care personnel and visitors and is required for both Standard and expanded Precautions. Hand hygiene should be performed immediately after removing PPE." This was retrieved on 2/17/14 at 11:30 AM from the following: http://www.cdc.gov/HAI/pdfs/ppe/PPEslides6-29-04.pdf.</p> <p>484.14 ORGANIZATION, SERVICES & ADMINISTRATION</p> <p>Based on clinical record review, personnel file review, policy review, interview, agency document review, and observation, it was determined the agency failed to ensure the organizational chart was accurate for 1 of 1 agency with the potential to affect all the patients of the agency (see G 123), failed to ensure personnel policies were followed for TB testing in that a Mantoux test was read for 1 of 7 home health aide files reviewed and an annual</p>	G000122	The Organizational chart was corrected to include and incorporate in the parent organizational chart speech therapy and occupational therapy services, including supervision, management direction and coordination of care of all disciplines. See exhibit "A" The Administrator will ensure that all requirements that are needed to be brought up to date on the Administrative Book, Nursing Policies and Procedures and the Corporate Book will be noted, reviewed and endorsed every	02/17/2014

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	<p>tuberculosis evaluation was completed 1 of 1 contract physical therapist reviewed with the potential to affect all the patients and staff of the agency (see G 141), the agency failed to evidence all personnel furnishing services documented the coordination of care while services were being provided for 2 of 12 records reviewed with the potential to affect all agency patients receiving more than one service (See G 143), and the agency failed to evidence coordination of care occurred with other entities providing services for 1 of 1 records reviewed of patients receiving services from other entities with the potential to affect all patients receiving services from another entity (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, and administration.</p>		<p>quarter to the PAC and the Board of Directors for immediate resolution (if any). The Administrator will be responsible that this deficiency will not happen again.</p>		

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G000123	<p>484.14 ORGANIZATION, SERVICES & ADMINISTRATION Organization, services furnished, administrative control, and lines of authority for the delegation of responsibility down to the patient care level are clearly set forth in writing and are readily identifiable. Based on document review and interview, the agency failed to ensure the organizational chart was accurate for 1 of 1 agency with the potential to affect all the patients of the agency.</p> <p>Findings</p> <ol style="list-style-type: none"> 1. The agency's organizational chart, dated 5/11/11, identified the agency had a medical social worker and failed to evidence the inclusion of speech therapy and occupational therapy services. 2. On 2/13/14 at Noon, the administrator indicated the organizational chart was not accurate and did not accurately reflect the services the agency did provide. 	G000123	The Organizational chart was corrected to include and incorporate in the parent organizational chart speech therapy and occupational therapy services, including supervision, management direction and coordination of care of all disciplines. See exhibit "A" The Administrator will ensure that all requirements that are needed to be brought up to date on the Administrative Book, Nursing Policies and Procedures and the Corporate Book will be noted, reviewed and endorsed every quarter to the PAC and the Board of Directors for immediate resolution (if any). The Administrator will be responsible that this deficiency will not happen again.	02/17/2014	

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G000141	<p>484.14(e) PERSONNEL POLICIES Personnel practices and patient care are supported by appropriate, written personnel policies.</p> <p>Personnel records include qualifications and licensure that are kept current.</p> <p>Based on personnel file review, policy review, and interview, the agency failed to ensure personnel policies were followed for TB testing in that a Mantoux test was read for 1 of 7 home health aide files (HHA) (A) reviewed and an annual tuberculosis evaluation was completed 1 of 1 contract physical therapist reviewed (M) with the potential to affect all the patients and staff of the agency.</p> <p>Findings</p> <p>1. The agency policy titled "Policy on Tuberculosis Testing" with no effective date stated, "All employees who have direct patient contact are required to have a PPD [Mantoux] for tuberculosis prior to his / her employment and annually thereafter for findings of 0 mm [millimeter] ... read the reaction at 48 - 72 hours, measuring across the forearm ... any positive finding, the employee must provide the agency with a current chest X-ray upon hiring and the</p>	G000141	<p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Caree) Universal Precautionsf) Physical examinations and Annual TB testing.The Administrator and the Human Resource Coordinator will be responsible in ensuring that all Physical Exams and Annual TB Mantoux Tests are updated and checked annually and are in the individual employee's file and that no employee can have their 1st patient assignment unless these are completed and updated as per agency's policy. See exhibit "_____".</p>	02/17/2014	

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	<p>tuberculosis questionnaire must be filled out and signed by a physician on a yearly basis thereafter."</p> <p>2. The personnel file of Employee A, HHA, date of hire 1/9/14 and first patient contact 2/20/14, failed to evidence the Mantoux testing showed a date when the test was read.</p> <p>3. The personnel file of Employee M, physical therapist, date of hire 11/13/08 and first patient contact 11/13/08, failed to evidence an annual risk assessment for tuberculosis had been completed.</p> <p>4. On 2/13/14 at 12:05 PM, the administrator indicated the above personnel files were not complete.</p>				

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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157557	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 02/13/2014
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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G000143	<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.</p> <p>Based on clinical record review, interview, home visit observation, and policy review, the agency failed to evidence all personnel furnishing services documented the coordination of care while services were being provided for 2 of 12 records reviewed (1 and 12) with the potential to affect all agency patients receiving more than one service.</p> <p>Findings :</p> <ol style="list-style-type: none"> On 2/10/14 at 9:20 AM, the director of nursing indicated not sharing any patients with other agencies. Clinical record #1, start of care 2/14/14, failed to evidence coordination of care with any other home health agencies. 	G000143	<p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Caree) Universal Precautions f) Physical examinations and Annual TB testing. See exhibit "B".</p>	02/28/2014

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	<p>On 2/11/14 at 11:25 AM, at a home visit with patient #1, a home health aide from another agency was observed to be at the home of patient #1. The home health aide from the agency indicated caring for the patient as a home health aide since 2/4/14.</p> <p>3. Clinical record #12, SOC 10/3/13 with a diagnosis of abnormality of gait, contained a plan of care dated 12/2/13 - 1/30/14, indicated the patient received skilled nurse and physical therapy services. The record failed to show coordination of care between the skilled nurse and the physical therapist.</p> <p>On 2/11/13 at 4:20 PM, the director of nursing indicated the record failed to show coordination of care between the physical therapist and the skilled nurse.</p> <p>4. The agency policy titled "Coordination of Services" and no effective date stated, "The primary nurse is responsible for the coordination of services to assigned patients and for the ongoing evaluation of the patient's needs ... Coordinating with patient, family, and caregivers and all involved services to unify and maximize their contributions to ensure patient safety, comfort, and benefit of services."</p>		The Director of Nursing called the other home health agency on				

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G000144	<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.</p> <p>Based on clinical record review, interview, home visit observation, and policy review, the agency failed to ensure coordination of care occurred with other entities providing services for 1 of 1 (clinical record #1) records reviewed of patients receiving services from other entities with the potential to affect all patients receiving services from another entity.</p> <p>Findings :</p> <p>1. On 2/10/14 at 9:20 AM, the director</p>	G000144	<p>2/14/2014 for the coordination of care for this patient. The patient has no home health aide from the other Agency. She has a companion caregiver and arrangements have been made so that a narrative report of the coordination of care between the caregiver/aide will be done and recorded in the agency's patient file (if any). The Director of Nursing will be responsible for monthly audits to ensure that all discrepancies will not recur and that all policies and procedures must be strictly observed by all disciplines.</p> <p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers to include gait belt transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care</p>	02/17/2014	

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	<p>of nursing indicated not sharing any patients with other agencies.</p> <p>2. On 2/11/14 at 11:25 AM, at a home visit with patient #1, a home health aide from another agency was observed to be at the home of patient #1. The home health aide from the agency indicated caring for the patient as a home health aide since 2/4/14.</p> <p>3. Clinical record #1, start of care 2/14/14, failed to evidence any documentation of coordination of care with any other home health agencies.</p> <p>4. The agency policy titled "Coordination of Services" and no effective date stated, "The primary nurse is responsible for the coordination of services to assigned patients and for the ongoing evaluation of the patient's needs ... Coordinating with patient, family, and caregivers and all involved services to unify and maximize their contributions to ensure patient safety, comfort, and benefit of services."</p>		<p>4)Universal Precautions 5) Physical examinations and Annual TB testing. See exhibit "B"</p> <p>The Director of Nursing called the other home health agency on 2/14/2014 for the coordination of care for this patient (who is a companion caregiver) and arrangements have been made so that a narrative report of the coordination of care between the caregiver/aide will be done and recorded in the agency's patient</p>		

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			file (if any). The Director of Nursing will be responsible for monthly audits to ensure that all these issues will not recur.	

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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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NAME OF PROVIDER OR SUPPLIER ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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G000158	<p>484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER Care follows a written plan of care established and periodically reviewed by a doctor of medicine, osteopathy, or podiatric medicine.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure all visits were provided as ordered on the Plan of Care (POC) for 3 of 12 records reviewed with the potential to affect all the agency's patients (#1, 8, 12).</p> <p>Findings include</p>	G000158	An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers to include gait belt transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and	02/17/2014	

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	<p>1. Clinical record # 8, start of care (SOC)11/29/13, contained a POC dated 11/29/13-1/27/14 with orders for Skilled Nurse (SN) 1 time a week for 9 weeks, Physical Therapy (PT) 2 times a week for 8 weeks, and Home Health Aide (HHA) 1 time a week for 9 weeks. The record failed to evidence any PT and HHA visits were made the week of 12/1-12/7/13 and failed to evidence the physician was notified of the missed visits.</p> <p>On 2/12/14 at 1:40 PM, employee B indicated they talked with the PT and the HHA for patient #8 and both indicated they filled out paperwork for the week of 12/1-12/7/13. Employee B indicated they cannot find the paperwork.</p> <p>2. The agency's undated policy titled "Policy on Submission of Notes" states, "F. If a discipline failed to make a visit during the week for personal reason or at the patient's request, a make up visit is allowed as long as the frequency is within the allotted number of visits for that week and is in the Plan of Care approved by the MD. ... All unsuccessful visits will be considered "MISSED VISIT" and will not be paid as a regular visit. All Missed Visits must be documented and filed in the</p>		<p>proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care 4) Universal Precautions 5) Physical examinations and Annual TB testing. See exhibit "B". The Director of Nursing will be responsible in ensuring that all discrepancies on this survey will not recur and that policies and procedures must be strictly observed by all disciplines and reviewed every 15 days to include Missed Visits, Frequency of Visits, Plans of Care and attending Physician's orders.</p>	

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	<p>3. Clinical record #1, start of care 2/4/14, failed to evidence a plan of care on 2/11/14. The record evidenced a start of care initial assessment by Employee DD, Registered Nurse, had been completed on 2/4/14 and a physical therapy evaluation had occurred on 2/6/14 with Employee F, Physical Therapist.</p> <p>On 2/11/14 at 9:55 AM, the director of nursing indicated the plan of care was not in the record and was stuck in the computer program named "Genie".</p> <p>4. Clinical record #12, SOC 10/3/13, contained a plan of care dated 12/2/13 - 1/30/14 failed to evidence the plan of care was followed. This plan of care included orders for SN 1 times a week x 9 weeks and physical therapy (PT) 2 times a week X 9 weeks. The record failed to evidence any PT visits the week of 12/2/13 - 12/7/13 and 1 PT visit for the week of 12/8/13 - 12/14/13.</p> <p>A. On 2/11/13 at 4:20 PM, the director of nursing indicated the plan of care had not been followed.</p> <p>B. On 2/11/13 at 4:30 PM, the alternate director of nursing indicated</p>						

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G000159	<p>the plan of care had been written incorrectly.</p> <p>5. The agency policy titled "Plan of Care" and no effective date stated, "Skilled nursing and other home health aide services should be provided in accordance with a plan of care based on the patient's diagnosis and assessment of the patient's immediate and long range needs and resources."</p> <p>484.18(a) PLAN OF CARE The plan of care developed in consultation with the agency staff covers all pertinent diagnoses, including mental status, types of services and equipment required, frequency of visits, prognosis, rehabilitation potential, functional limitations, activities permitted, nutritional requirements, medications and treatments, any safety measures to protect against injury, instructions for timely discharge or referral, and any other appropriate items.</p>	G000159	An in service training was	02/28/2014			

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	<p>Based on clinical record review, policy review, and interview, the agency failed to ensure the visits ordered did not include a 0 frequency and included all the medications the patient was taking, measurable goals, and timely physician's signature for 7 of 12 records reviewed (#3, 5, 8, 10, 11, 12) with the potential to affect all the agency's patients.</p> <p>Findings include:</p> <p>Regarding Frequencies of disciplines</p> <p>1. Clinical record #9, start of care (SOC) 2/9/13, contained a POC dated 2/9-4/9/13 with orders for Skilled Nurse (SN) 1 time a week for 9 weeks, Home Health Aide (HHA) 0 times a week for 1 week then 2 times a week for 8 weeks, Physical Therapy (PT) 1 time a week for 1 week then 2 times a week for 6 weeks, and Occupational Therapy (OT) 2 times a week for 4 weeks.</p> <p>Regarding POC updates</p> <p>2. Clinical record #8, SOC 11/29/13, evidenced a physician order dated 12/31/13 for clarification of medications including Ventolin inhaler 1 puff every 6 hours and Paxil 10 milligrams (mg) daily each morning. A second physician order dated 1/6/14 included</p>		<p>scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers to include gait belt transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care 3) Universal Precautions 4) Physical examinations and Annual TB testing. The Director of Nursing will be responsible for ensuring that all policies and procedures will be strictly observed by all disciplines and reviewed every 15 days to include updating of Medication profiles, Missed Visits, Frequency of Visits, Plans of Care including goals and outcomes and attending Physician's orders. See exhibit "D".</p>				

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	<p>Triamcinalone cream 0.5% topically three times a day and Permethrin cream 60 grams apply to entire body one time. The medication profile was reviewed on 1/2/14 and 1/23/14. The POC dated 1/28-3/28/14 failed to evidence the Ventolin inhaler, Triamcinolone cream, and Permethrin cream were included in the medication section and failed to evidence the Paxil was changed to be taken in the morning.</p> <p>Policies</p> <p>3. The agency's undated policy titled "Plan of Care" states, "The plan of care must be established and authorized in writing by the physician based on evaluation of the patient's immediate and long term needs. ... The plan of care should include: ... (c) Expected outcomes for the patient (d) Medications ... (k) Frequency of visits ... (q) patient's licensed doctor's signature and date 3. The Plan of Care should be reviewed and updated as necessary by the Quality Assurance Pool every sixty (60) days or more often should the patient's condition warrant.</p> <p>4. An updated Plan of Care should be given to the patient's attending physician for review/revision and must be signed within fifteen (15) days and filed in the patient's clinical records in a timely</p>				

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	<p>manner."</p> <p>Plan of Care</p> <p>4. Clinical record #5, primary diagnosis of adult failure to thrive and SOC date 3/19/13, contained a POC for 1/13/14 - 3/13/14, that stated, "Goals / rehabilitation potential / discharge plans: injury." There were no measurable goals or outcomes for this patient.</p> <p>On 2/13/14/ at 2:20 PM, the director of nursing indicated the outcomes were not listed on the POC.</p> <p>5. Clinical record #10, SOC 12/7/13, contained a POC dated 12/7/13 - 2/4/14 with no physician's signature.</p> <p>On 2/13/14 at 4:05 PM, the director of nursing indicated the plan of care had not been signed by the physician.</p> <p>6. Clinical record #12, SOC 10/3/13, contained a POC for 12/2/13 - 1/30/14 which evidenced the patient would remain safe in home setting without falls or injury. There were no other goals established despite orders for skilled nursing to instruct patient on disease process, medication regimen, toilet instruction and to assess for symptoms</p>						

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	<p>for arthritis and pain. This plan of care was not signed by the physician until 2/7/14.</p> <p>On 2/11/14 at 4:20 PM, the director of nursing indicated the plan of care was not signed in a timely manner and that goals for the patient's instruction and assessment by the skilled nurse were not measurable.</p> <p>Frequency of disciplines</p> <p>7. Clinical record #3, SOC 5/6/13, contained a POC dated 1/1/14 - 3/1/14 with orders for SN 0 times a week for 1 weeks, 1 times a week X 8 weeks, PT 0 times a week for 1 week then 1 times a week for 1 week and 2 times a week for 7 weeks.</p> <p>On 2/13/14 at 2:45 PM, the director of nursing indicated that "0" is not a frequency on the POC.</p> <p>8. Clinical record #10, SOC 12/7/13, contained a POC dated 12/7/13 - 2/4/13 with orders for SN 1 time a week for 9 weeks, HHA 1 times a week for 9 weeks, PT 0 times a week for 1 week then 2 times a week for 8 weeks.</p> <p>On 2/13/14 at 4 PM, the director of nursing indicated that "0" is not a</p>						

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G000182	<p>frequency.</p> <p>9. Clinical record #11, SOC 3/7/13, contained a POC dated 1/1/14 - 3/14/14 with orders for SN 1 time a week every other week for 9 weeks and HHA 1 times a week for 0 weeks and 1 times a week for 8 weeks.</p> <p>On 2/13/14 at 2:26 PM, the director of nursing indicated that "0" is not a frequency.</p> <p>484.30(b) DUTIES OF THE LICENSED PRACTICAL NURSE The licensed practical nurse prepares equipment and materials for treatments, observing aseptic technique as required.</p> <p>Based on home visit observation, agency policy and procedure review, and interview, the agency failed to ensure the licensed practical nurse (LPN) had provided services in accordance with its own infection control policies for 1 of 1 home visit observations (4) of a LPN</p>	G000182	An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers to include gait belt transfers d) Coordination of Care	02/28/2014

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	<p>with the potential to affect the active patients of the agency with LPN services.</p> <p>Findings</p> <ol style="list-style-type: none"> On 2/12/14 at 10:30 AM, at a home visit with patient #4, Employee I, licensed practical nurse, was observed to set a bottle of normal saline wash on patient #4's floor. This bottle of normal saline wash was already opened and had no expiration date and was not labeled with a date of who had opened it and when it was opened. She used this saline wash to cleanse the wound on the patient's lower leg wound as ordered on the plan of care. On 2/12/14 at 4:58 PM, the director of nursing indicated infection control policies and standards were not followed at the above visit with the LPN. The agency policy titled "Bag Technique" with no effective dated stated, "The following steps in Bag Technique should be used to maximize the efficient use of your bag and to ensure the principles of asepsis are carried out. Always explain to the patient and family why you are following a specified technique. They will look upon [you] as more 		<p>to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care e) Universal Precautions f) Physical examinations and Annual TB testing. See exhibit "B". The Director of Nursing will be responsible in ensuring every month that all policies and procedures on Infection Control, Bag Technique and Universal Precautions must be strictly observed by all disciplines.</p>		

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	<p>professional and be assured that you have their safety uppermost in mind ... wash you hands with soap and paper towels in the bag. It is always best to use your own soap and towels unless the family has paper towels for your use ... only now after handwashing, can the nurse reach into the bag and take out the equipment needed for the visit ... when the visit is completed, clean used equipment with the solutions recommended by your agency, as based on OSHA regulations, and wash your hands before replacing equipment in the bag. Never place your hands in the bag unless you have washed them ... all items in the bag are considered clean; therefore, the principles of asepsis are uppermost on the nurse's mind .. when items are taken out and used with one patient, they should be thrown away, if disposable, or cleaned before placing back in the bag to be used on another patient ... the floor is considered a 'dirty' area."</p> <p>4. The agency policy titled "Infection Control" with no effective date stated, "Infection occurs as a result of transmission of an infection agent to a susceptible host ... these procedure along with a philosophy that all clients should be treated as though they have an infectious disease, form the basis for</p>						

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G000202	<p>infection control guidelines recommended by the Centers for Disease Control ... universal precautions are those actions taken to prevent transmission of microorganisms from one person to another. They include care of hands, care of inanimate objects or articles used and use of barriers and technique to protect against transmission to client or caretaker."</p> <p>5. The agency policy titled "Preventing the spread of infection" with no effective date stated, "Asepsis means the absence of all disease producing microorganisms ... certain practices result in asepsis. These practices are known as medical asepsis or clean technique. Medical asepsis means the techniques used to prevent pathogens from spreading from one area to another."</p> <p>484.36 HOME HEALTH AIDE SERVICES</p> <p>Based on clinical record review, personnel record review, document review, policy review, and interview, it was determined the agency failed to ensure Home Health Aide (HHA) competency testing was not performed during the two years the agency was precluded from providing its own HHA competency testing for 1 of 1 HHA</p>	G000202	<p>Appropriate non-agency personnel was contracted to complete all Home Health Aide testing and competency evaluations. The Administrator will ensure strict compliance to Agency's preclusion from providing its own HHA training and/or competency evaluation program from 2/20/14 - 2/20/16. See exhibit "E".</p>	02/24/2014

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	<p>hired within the two year preclusion time frame (see G 207), failed to identify which bathing skill was competency tested for 2 of 7 HHA files with the potential to affect all the HHA services provided by the agency (see G 212), failed to ensure the (HHA) care plan was reviewed every 60 days by the registered nurse for 2 of 12 records reviewed receiving HHA services with the potential to affect all the patients receiving HHA services for longer than 60 days (see G 224).</p> <p>The cumulative effect of these systemic problems resulted in the agency's inability to ensure safe home health aide care was provided as required by the Condition of Participation 484.36 Home health aide services.</p>			

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G000207	<p>484.36(a)(2) HHA TRAINING - CONDUCT</p> <p>A home health aide training program may be offered by any organization except an HHA that, within the previous two years, has been found:</p> <ul style="list-style-type: none"> - Out of compliance with requirements of this paragraph (a) or paragraph (b) of this section - To permit an individual that does not meet the definition of "home health aide" as specified in §484.4 to furnish home health aide services (with the exception of licensed health professionals and volunteers) - Has been subject to an extended (or partial extended) survey as a result of having been found to have furnished substandard care (or for other reasons at the discretion of CMS or the State) - Has been assessed a civil monetary penalty of not less than \$5,000 as an intermediate sanction - Has been found to have compliance deficiencies that endanger the health and safety of the HHA's patients and has had a temporary management appointed to oversee the management of the HHA - Has had all or part of its Medicare payments suspended <p>Further, under any Federal or State law within the 2-year period beginning on October 1, 1988:</p> <ul style="list-style-type: none"> - Has had its participation in the Medicare program terminated - Has been assessed a penalty of not less than \$5,000 for deficiencies in Federal or State standards for HHAs - Was subject to a suspension of Medicare payments to which it otherwise would have been entitled; - Had operated under a temporary 						

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	<p>management that was appointed to oversee the operation of the HHA and to ensure the health and safety of the HHA's patients - Was closed or had its residents transferred by the State.</p> <p>11. On 2/13/14 at 4:25 PM, Employee CC, human resources, indicated the competency evaluation written test for Employee N, HHA, was completed on 8/24/11 and graded by Employee B, director of nursing.</p> <p>12. On 2/13/14 at 4:30 PM, the director of nursing indicated not being aware the contract for her competency evaluation of the home health aides for the time period that the agency was not able to competency test HHAs was still in her file.</p> <p>Based on document review, policy review, and interview, the agency failed to ensure Home Health Aide (HHA) competency testing was not performed by the agency during the two years the agency was precluded from providing its own HHA competency testing for 1 of 1</p>	G000207	Mrs. Delores Brooks, RN, was not employed by Adarna at this time and was contracted by the agency to do HHA testing and Competency Evaluations. At the time of her hire as DON Christie Castor, RN was hired to replace Mrs. Brooks in this capacity to do HHA Testing and Competency Evaluations. Please see Exhibit "E".	02/24/2014			

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	<p>HHA hired (N) within the two year preclusion time frame with the potential to affect all the HHA services provided by the agency.</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. On 2/10/14 at 12:00 PM at branch office, employee A found employee information in 12 files located in an unlocked desk drawer and indicated the desk belonged to a previous employee at the branch. 2. The file for employee N, date of hire 8/9/11, first patient contact date 8/12/11, contained a Home Health Aide Competency Evaluation (Written Test Answer Sheet) dated 8/4/11 and was signed by employee AA on 8/5/11. 3. On 2/11/14 at 12:05 PM, a letter in the branch policy book stated, "September 23, 2010, To: [employee AA] ... Due to the findings in our State survey, we cannot hire any Home Health Aides for the next two (2) years. If you have an applicant that you are interested in hiring on as a Home Health Aide, you must call the main office and the testing and competency evaluation will be done through a consultant, [name of consultant]. Thank you, [employee C]." 						

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	<p>4. During telephone interview on 2/11/14 at 1:40 PM, employee B indicated that test was completed before she came to the agency, she had a contract with them to do the HHA competency skills and tests, and was sure she did the skills competency for that HHA.</p> <p>5. During telephone interview on 2/11/14 at 1:45 PM, employee C indicated the agency was precluded from providing HHA competency and testing for a period of two years and they had contracted with employee B who was not an agency employee at that time. Employee C indicated they are not sure why employee AA would have given the test.</p> <p>6. During telephone interview on 2/14/11 at 1:55 PM, employee C indicated all the employee files are kept at the parent office so anything at the branch must be duplicates or copies, the parent office has the original skills competency for employee N and it was completed on 8/24/11, but they did not have a test in the file at the parent.</p>				

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G000212	<p>484.36(b)(1) COMPETENCY EVALUATION & IN-SERVICE TRAI</p> <p>The HHA is responsible for ensuring that the individuals who furnish home health aide services on its behalf meet the competency evaluation requirements of this section.</p> <p>Based on document review, policy review, and interview, the agency failed to identify which bathing skill was competency tested for 2 of 7 home health aide (HHA) files reviewed (A, N) with the potential to affect all the HHA services provided by the agency.</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. On 2/10/14 at 12:00 PM at branch office, employee A found employee information in 12 files located in an unlocked desk drawer and indicated the desk belonged to a previous employee at the branch. 2. The file for Employee A, date of hire 1/9/14 and first patient contact 1/20/14, contained Employee A's skills competency sheet. The Home Health Aide Competency Evaluation dated 1/16/14 evidenced all skills competencies were done on one day. Section 10 addresses bathing, but does not evidence which type of bath was observed for competency. 	G000212	HHA Competency Evaluations with new contracted Registered Nurse, Maryth Samuel, will include the 3 types of bathing skills - sponge bath, tub bath and shower with multiple patients if necessary. The Administrator will ensure strict compliance to the preclusion of providing its own HHA Competency Evaluations from 2/20/14 - 2/20/16 ensuring this deficiency will not recur. See exhibit "E".	02/24/2014	

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	<p>3. The file for employee N, date of hire 8/9/11, first patient contact date 8/12/11 contained Employee N's skills competency sheet. The Home Health Aide Competency Evaluation dated 8/24/11 evidenced all skills competencies were done on one day. Section 10 addresses bathing, but does not evidence which type of bath was observed for competency.</p> <p>4. On 2/10/14 at 12:00 PM, employee A indicated she was recently hired and the competency for skills was performed at a resident's home by employee B. Employee A indicated this included showering, basic tasks, and vital signs. At 3:00 PM, employee A indicated the patient who the bathing competency was performed on only has an antique bath tub and no shower, so the patient gets sponge baths- so it was a sponge bath that was watched the day the competency occurred.</p> <p>5. The agency's undated policy titled "Home Health Aide Competency Program" states, "A home health aide will not be allowed to provide any services for which the individual's competency a) has not been evaluated b) or was not demonstrated."</p>						

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G000224	<p>484.36(c)(1) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE Written patient care instructions for the home health aide must be prepared by the registered nurse or other appropriate professional who is responsible for the supervision of the home health aide under paragraph (d) of this section.</p> <p>Based on clinical record review and interview, the agency failed to ensure the Home Health Aide (HHA) care plan was reviewed every 60 days by the registered nurse (RN) for 2 of 12 records reviewed of patients receiving HHA services with the potential to affect all the patients receiving HHA services for longer than 60 days. (#8, 9)</p>	G000224	<p>Memorandum issued on 2/28/2014 for a joint meeting with Clinical Records Review Committee, the Professional Advisory Committee and the Oasis Staff addressed review of HHA Assignment Sheet being reviewed every 60 days and was reinforced to the QA Director for strict compliance. The Administrator will be responsible for following up with the DON and QA Director to ensure full compliance and this will not happen again. See exhibit "D".</p>	02/28/2014

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
	<p>Findings include</p> <ol style="list-style-type: none"> 1. Clinical record #8 contained a Plan of Care (POC) dated 2/9-4/9/13 with orders for HHA 0 times for 1 week then two times a week for 8 weeks. The Home Health Aide Assignment sheet dated 2/9/13 failed to evidence the RN had reviewed it since then. The patient was discharged 4/29/13. 2. Clinical record #9 contained a POC dated 2/9-4/9/13 with orders Home Health Aide (HHA) 0 times a week for 1 week then 2 times a week for 8 weeks. The Home Health Aide Assignment sheet dated 11/29/13 failed to evidence the had RN reviewed it since then. This patient is still an active patient. 3. During telephone interview on 2/11/14 at 1:40 PM, employee B indicated the HHA assignment sheets are reviewed every 60 days and they had two RNs at the branch who were to be doing this. 				

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G000236	<p>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.</p> <p>Based on clinical record review and interview, the agency failed to ensure the patient referral forms were completed accurately and contained appropriate information for 2 of 12 records reviewed with the potential to affect all the agency's patients. (#8, 9)</p> <p>Findings include</p> <p>1. Clinical record #8 contained an</p>	G000236	<p>Memorandum issued on 2/28/2014 for a joint meeting with Clinical Records Review Committee, the Professional Advisory Committee and the Oasis Staff addressed review of referral forms being filled out completely and appropriately as per company policy. The Administrator will be responsible for following up with the DON and QA Director to ensure full compliance and that this deficiency will not recur. See exhibit "D".</p>	02/28/2014			

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N000000	<p>undated Patient Referral Form. The Assignment section and Assessment Nurse section is blank.</p> <p>2. Clinical record #9 contained a Patient Referral Form with a blacked out date and failed to evidence the referral source. The Assignment section and Assessment Nurse section is blank.</p> <p>3. The bottom portion of the form titled "Patient Referral Form" states, "Assignment Accepted by: ... To RN and PT (Strict Compliance): Case must be opened within 48 hrs and the OASIS START OF CARE must be submitted upon acceptance of assignment. You must also inform Office and referring Physician the status of the Case IMMEDIATELY after it has been opened."</p> <p>This was a state relicensure survey.</p> <p>Survey dates: 2/10/14 - 2/13/14</p> <p>Facility #: IN004058</p> <p>Medicaid #: 200473790</p>	N000000		
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N000440	<p>Surveyor: Ingrid Miller, RN, PHNS Miriam Bennett, RN, PHNS Nina Koch, RN, PHNS</p> <p>Census: 226 Skilled unduplicated patients in past year</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN February 20, 2014</p> <p>410 IAC 17-12-1(a) Home health agency administration/management Rule 12 Sec. 1(a) Organization, services furnished, administrative control, and lines of authority for the delegation of responsibility down to the patient care level shall be: (1) clearly set forth in writing; and (2) readily identifiable.</p> <p>Based on document review and interview, the agency failed to ensure the organizational chart was accurate for 1 of 1 agency with the potential to affect all the patients of the agency.</p> <p>Findings</p> <p>1. The agency's organizational chart, dated 5/11/11, identified the agency had a medical social worker and failed to evidence the inclusion of speech therapy and occupational therapy services.</p>	N000440	The Organizational chart was corrected to include and incorporate in the parent organizational chart speech therapy and occupational therapy services, including supervision, management direction and coordination of care of all disciplines. See exhibit "A" The Administrator will ensure that all requirements that are needed to be brought up to date on the Administrative Book, Nursing Policies and Procedures and the Corporate Book are noted, reviewed and endorsed every quarter to the PAC and the Board	02/17/2014			

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N000456	<p>2. On 2/13/14 at Noon, the administrator indicated the organizational chart was not accurate and did not accurately reflect the services the agency did provide.</p> <p>410 IAC 17-12-1(e) Home health agency administration/management Rule 12 Sec. 1(e) The administrator shall be responsible for an ongoing quality assurance program designed to do the following:</p> <p>(1) Objectively and systematically monitor and evaluate the quality and appropriateness of patient care. (2) Resolve identified problems. (3) Improve patient care.</p> <p>Based on agency policy review, agency documents, and interview, the agency failed to ensure the ongoing quality assurance program was designed to objectively evaluate the quality and appropriateness of patient care, resolve identified problems, and improve patient care for 1 of 1 agency with the potential to affect all the agency's patients.</p> <p>Findings</p> <p>1. A review of agency's documents failed to evidence the agency had a quality assurance program in place since 4/25/11 which was designed to objectively and systematically monitor and evaluate the quality and appropriateness of patient care, resolve</p>	N000456	<p>of Directors for immediate resolution. The Administrator will be responsible that this deficiency will not happen again.</p> <p>Memorandum issued on 2/28/2014 for a joint meeting with Clinical Records Review Committee, the Professional Advisory Committee and the Oasis Staff addressed the Quality Improvement Programs and the quality improvement plans have been designed to be included in the next Clinical Review Committee meeting agenda. The Quality Assurance Director will be responsible for following up with the DON and Administrator for full compliance and to ensure that this will not recur. See exhibit "D".</p>	02/28/2014			

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	<p>identified problems, and improve care.</p> <p>2. On February 13, 2014, at 3:20 PM, the administrator indicated the agency completed a clinical record review quarterly and an annual review. However, the annual review and clinical record review only reviewed data compiled by the quality assurance nurse, but did not use the data to improve the quality of patient care at the agency as required by the agency policy "Quality Improvement Plan" except in discussion at the meeting. There was no written plan in place to improve the quality of care.</p> <p>3. The agency policy titled "Quality Improvement Plan" with no effective date stated, "The purpose of the Quality improvement plan is to delineate the process used by the agency to monitor, evaluate and implement any necessary actions to improve the quality of care, management of information or operating systems ... the board of directors have overall responsibility for the quality of care provided. The quality assurance nurse has the responsibility of coordinating and monitoring quality assessment and improvement activities. The Quality Improvement Plan will be reviewed and revised annually. Specific objectives of the plan included ...</p>				

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	<p>monitor policies, procedures and practices to ensure that they provide for a high quality of care, address and resolve identified or potential problems, monitor patient and physician referral source satisfaction with services to ensure that needs are being met ... maintain compliance with Federal, state, Medicare, and Medicaid regulations as well as accreditation standards."</p> <p>4. The agency policy titled "Agency Evaluation" with no effective date stated, "The Professional Advisory Group conducts an annual evaluation of the policies and administrative practices of the Agency. The purpose of the formal evaluation program is to assure the established policies are followed in providing services ... The administrator will coordinate the agency's annual evaluation and agency staff will participate in the evaluation program objectives (a) to determine what additional services or changes are needed within the framework of recognized community needs and resources available to provided such services (b) to assess the extent to which the program provides patient care that is appropriate, adequate, effective, efficient, and to determine any areas needing improvement (c) to provide a means to identify for needed</p>				

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	<p>improvements (d) to promote compliance with regulations (e) to provide data for long range planning (f) to identify management of information needs ... Clinical record review is done to monitor the quality of patient care provided to individuals, quality and completeness of documentation and the competency of staff ... specific objectives in clinical record reviews are</p> <p>1. to assess the quality of services ... agency statistics are compiled once a year by the administrator and / or director of nursing.</p> <p>5. The agency policy titled "Professional Advisory Group" with no effective date stated, "The professional advisory group will establish and annually review the Agency's policies governing the scope of services offered, admission and discharge policies, medical supervision and plans of care, emergency care, clinical records, personnel qualifications, and program evaluations and provide medical supervision and consultation to Agency Administration The committee should participate in and provide annual evaluation."</p>						

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N000464	<p>410 IAC 17-12-1(i) Home health agency administration/management Rule 12 Sec. 1(i) The home health agency shall ensure that all employees, staff members, persons providing care on behalf of the agency, and contractors having direct patient contact are evaluated for tuberculosis and documentation as follows:</p> <p>(1) Any person with a negative history of tuberculosis or a negative test result must have a baseline two-step tuberculin skin test using the Mantoux method or a quantiferon-TB assay unless the individual has documentation that a tuberculin skin test has been applied at any time during the previous twelve (12) months and the result was negative.</p> <p>(2) The second step of a two-step tuberculin skin test using the Mantoux method must be administered one (1) to three (3) weeks after the first tuberculin skin test was administered.</p> <p>(3) Any person with: (A) a documented: (i) history of tuberculosis; (ii) previously positive test result for tuberculosis; or (iii) completion of treatment for tuberculosis; or (B) newly positive results to the tuberculin skin test; must have one (1) chest radiograph to exclude a diagnosis of tuberculosis.</p> <p>(4) After baseline testing, tuberculosis screening must: (A) be completed annually; and (B) include, at a minimum, a tuberculin skin test using the Mantoux method or a quantiferon-TB assay unless the individual was subject to subdivision (3).</p> <p>(5) Any person having a positive finding on</p>			

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	<p>a tuberculosis evaluation may not: (A) work in the home health agency; or (B) provide direct patient contact; unless approved by a physician to work. (6) The home health agency must maintain documentation of tuberculosis evaluations showing that any person: (A) working for the home health agency; or (B) having direct patient contact; has had a negative finding on a tuberculosis examination within the previous twelve (12) months.</p> <p>Based on personnel file review, policy review, and interview, the agency failed to ensure a Mantoux test was read for 1 of 7 home health aide files (HHA) (A) reviewed and an annual tuberculosis evaluation was completed 1 of 1 contract physical therapist reviewed (M) with the potential to affect all the patients and staff of the agency.</p> <p>Findings</p> <p>1. The personnel file of Employee A, HHA, date of hire 1/9/14 and first patient contact 2/20/14, failed to evidence the Mantoux testing showed a date when the test was read.</p> <p>2. The personnel file of Employee M, physical therapist, date of hire 11/13/08 and first patient contact 11/13/08, failed to evidence an annual risk assessment for tuberculosis had been completed.</p>	N000464	<p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care 4) Universal Precautions 5) Physical examinations and Annual TB testing. See exhibit "C".</p> <p>The Administrator and the Human Resource Coordinator will be responsible in ensuring that all Physical Exams and Annual TB</p>	02/28/2014

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	<p>3. On 2/13/14 at 12:05 PM, the administrator indicated the above personnel files were not complete.</p> <p>4. The agency policy titled "Policy on Tuberculosis Testing" with no effective date stated, "All employees who have direct patient contact are required to have a PPD [Mantoux] for tuberculosis prior to his / her employment and annually thereafter for findings of 0 mm [millimeter] ... read the reaction at 48 - 72 hours, measuring across the forearm ... any positive finding, the employee must provide the agency with a current chest X-ray upon hiring and the tuberculosis questionnaire must be filled out and signed by a physician on a yearly basis thereafter."</p>		Mantoux Tests are updated and checked annually and are in the individual employee's file and that no employee can have their 1st patient assignment unless these are completed and updated as per agency's policy.		

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N000466	<p>410 IAC 17-12-1(j) Home health agency administration/management Rule 12 Sec. 1(j) The information obtained from the:</p> <p>(1) physical examinations required by subsection (h); and (2) tuberculosis evaluations and clinical follow-ups required by subsection (i) must be maintained in separate medical files and treated as confidential medical records, except as provided in subsection (k).</p> <p>Based on document review, policy review, and interview, the agency failed to ensure all confidential employee health information was protected for 8 of 12 files of employee information reviewed (M, N, O, U, V, Y, AA, and</p>	N000466	<p>Memorandum issued on 2/28/2014 for a joint meeting with Clinical Records Review Committee, the Professional Advisory Committee and the Oasis Staff addressed review of the issue of proper storage of the personnel files and was discussed at length. According to Policy all Personnel files will be kept under lock and key in a secure location. The Administrator will ensure strict compliance that this will not recur. See exhibit "D".</p>	02/28/2014
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	<p>BB) with the potential to affect all the employees of the agency.</p> <p>Findings include</p> <p>1. On 2/10/14 at 12:00 PM at branch office, employee A found employee information in 12 files located in an unlocked desk drawer and indicated the desk belonged to a previous employee at the branch.</p> <p>A. Eight of the files of information contained health records such as physicals, Tuberculosis (TB) records, and Hepatitis B declinations.</p> <p>B. During telephone interview on 2/11/14 at 10:35 AM, employee B indicated employee files are all kept at the parent office and they are not sure why there are any at the branch unless that is all duplicate information.</p> <p>C. During telephone interview on 2/11/14 at 1:55 PM, employee C indicated all employee files are kept at parent office and what is at branch has to be duplicates or copies.</p> <p>2. On 2/12/14 at 2:00 PM, employee B indicated the information in these files is old and indicated the only 2 people still employed with the agency are M and N.</p>						

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	<p>The file for employee M contained two Employee's Health Records dated 11/12/08 and 2/15/09, a physical dated 2/18/09, and a chest X-ray dated 11/7/08.</p> <p>3. The file for employee N contained an Employee's Health Record dated 2011, a physical dated 8/1/11, a Hepatitis B Declination dated 8/8/11, and a TB Mantoux record dated 2/9/11.</p> <p>4. The file for employee O contained an Employee's Health Record dated 10/17/11, a Hepatitis B Vaccine Declination dated 10/17/11, and a physical dated 10/22/11.</p> <p>5. The file for employee U contained a TB Mantoux record dated 2/3/12 and a physical dated 2/3/12.</p> <p>6. The file for employee V contained an Employee's Health Record dated 2/7/12 and a physical dated 2/8/12.</p> <p>7. The file for employee Y contained an Employee's Health Record dated 1/20/10, a physical dated 1/22/10 with a clinic statement for services including health history information, two TB Mantoux records dated 4/8/09 and 1/20/10, and a letter dated 3/16/06 stating the employee "received a</p>				

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	<p>tetanus/diphtheria injection at our facility on January 9, 2005."</p> <p>8. The file for employee AA contained an Employee's Health Record and physical dated 12/9/07, a physical dated 12/4/06, and a Hepatitis B Vaccine Declination dated 12/14/06.</p> <p>9. The file for employee BB contained an Employee's Health Record and physical dated 8/6/11, and a Hepatitis B Vaccine Declination dated 8/4/11.</p> <p>10. The agency's undated policy titled "Staff Policy" states, "o) These records must be kept in the employee's individual file."</p> <p>11. On 2/11/14 at 2:40 PM, employee A was asked to contact parent office and request employee files policy for health information confidentiality. On 2/12/14 at 1:56 PM, employee B indicated the policies faxed do not speak to employee file confidentiality. The agency failed to provide a policy for protection of employee health information.</p>						

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N000470	<p>410 IAC 17-12-1(m) Home health agency administration/management Rule 12 Sec. 1(m) Policies and procedures shall be written and implemented for the control of communicable disease in compliance with applicable federal and state laws.</p> <p>Based on the CDC (Centers for Disease Control and Prevention) website review, home visit observation, agency policy and procedure review, and interview, the agency failed to ensure it had provided services in accordance with its own infection control policies and related CDC standards for 4 of 6 home visit observations (#1 - 4) with the potential to affect the active patients of the agency.</p> <p>Findings</p> <p>1. On 2/11/14 at 11:25 AM, at a home visit with patient #1, Employee F, physical therapist, was observed to wash his hands at the patient's bathroom sink and dry his hands with toilet paper before caring for the patient. The patient's Foley bag was on the floor and he did not instruct the patient to pick the bag up off the floor.</p> <p>2. On 2/11/14 at 1:15 PM, at a home</p>	N000470	<p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers to include gait belt transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals to be included in the Plan of Care 4) Universal Precautions 5) Physical examinations and Annual TB testing. See exhibit "B"</p>	02/28/2014
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	<p>visit with patient #2, diagnosis of hemiplegia (weakness on one side of the body) and stroke, Employee G, home health aide, was observed to wash her hands and don gloves. She removed a thermometer from her supply bag. She took the patient's temperature and pulse with gloves on. She returned her supplies to her bag. She transported the patient to the bathroom via wheelchair. While in the bathroom, Employee G gave the patient a sponge bath by the bathroom sink using two washcloths and rinsing these clothes out in the patient's sink and placing the washcloths into the bottom of the sink while drying the patient with a towel. She washed the patient's face, arms, chest, back, legs, feet, perineal area, and rectal area and never removed her gloves at any time during the bath. She did wash out the wash cloths with running water from the faucet during the course of the bath and returned the wash cloths to the bottom of the sink during the bath. The gloves were removed after the laundry was picked up off the floor.</p> <p>3. On 2/12/14 at 9 AM, at a home visit with patient #3, Employee H, Registered Nurse, was observed to wash her hands and don gloves. She removed a thermometer from her nursing bag with these gloved hands and cared for the</p>			
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	<p>patient. She later returned the thermometer to the bag without removing her gloves or washing hands.</p> <p>4. On 2/12/14 at 10:30 AM, at a home visit with patient #4, Employee I, licensed practical nurse, was observed to set a bottle of normal saline wash on patient #4's floor. This bottle of normal saline wash was already opened and had no expiration date and was not labeled with a date of who had opened it and when it was opened. She used this saline wash to cleanse the wound on the patient's lower leg as ordered on the plan of care.</p> <p>5. On 2/12/14 at 4:58 PM, the director of nursing indicated infection control policies and standards were not followed at the above visits.</p> <p>6. The agency policy titled "Bag Technique" with no effective dated stated, "The following steps in Bag Technique should be used to maximize the efficient use of your bag and to ensure the principles of asepsis are carried out. Always explain to the patient and family why you are following a specified technique. They will look upon [you] as more professional and be assured that you have their safety uppermost in mind ...</p>		<p>Supplies of hand soap, paper towels and anti-bacterial hand sanitizers were distributed to all disciplines and they were informed that future supplies are available upon request. The Director of Nursing will be responsible in ensuring that all discrepancies on this survey will not recur and that she will monitor and check bi-monthly that all disciplines have been observing following all the Agency's policies and procedures to include infection control and bag techniques and safe transfers to include gait belt transfers.</p>		

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	<p>wash you hands with soap and paper towels in the bag. It is always best to use your own soap and towels unless the family has paper towels for your use ... only now after handwashing, can the nurse reach into the bag and take out the equipment needed for the visit ... when the visit is completed, clean used equipment with the solutions recommended by your agency, as based on OSHA regulations, and wash your hands before replacing equipment in the bag. Never place your hands in the bag unless you have washed them ... all items in the bag are considered clean; therefore, the principles of asepsis are uppermost on the nurse's mind .. when items are taken out and used with one patient, they should be thrown away, if disposable, or cleaned before placing back in the bag to be used on another patient ... the floor is considered a 'dirty' area."</p> <p>7. The agency policy titled "Infection Control" with no effective date stated, "Infection occurs as a result of transmission of an infection agent to a susceptible host ... these procedure along with a philosophy that all clients should be treated as though they have an infectious disease, form the basis for infection control guidelines recommended by the Centers for</p>			

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	<p>Disease Control ... universal precautions are those actions taken to prevent transmission of microorganisms from one person to another. They include care of hands, care of inanimate objects or articles used and use of barriers and technique to protect against transmission to client or caretaker."</p> <p>8. The agency policy titled "Preventing the spread of infection" with no effective date stated, "Asepsis means the absence of all disease producing microorganisms ... certain practices result in asepsis. These practices are known as medical asepsis or clean technique. Medical asepsis means the techniques used to prevent pathogens from spreading from one area to another."</p> <p>9. The agency policy titled "Handwashing" with no effective date stated, "Handwashing is the most important and the easiest way to prevent the spread of infection ... do not use the client's soap for yourself ... dry your hands with paper towels."</p> <p>10. The agency policy titled "Universal precautions" with no effective date stated, "Standard precautions are followed."</p>			

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N000472	<p>11. The Centers for Disease Control's PowerPoint titled "Guidelines for the selection of PPE [personal protective equipment] in healthcare settings and date of 6/29/04 stated, "Hand hygiene required for standard and expanded precautions ... hand hygiene is an essential infection control practice to protect patients, health care personnel and visitors and is required for both Standard and expanded Precautions. Hand hygiene should be performed immediately after removing PPE." This was retrieved on 2/17/14 at 11:30 AM from the following: http://www.cdc.gov/HAI/pdfs/ppe/PPEslides6-29-04.pdf.</p> <p>410 IAC 17-12-2(a) Q A and performance improvement Rule 12 Sec. 2(a) The home health agency must develop, implement, maintain, and evaluate a quality assessment and performance improvement program. The program must reflect the complexity of the home health organization and services (including those services provided directly or under arrangement). The home health agency must take actions that result in improvements in the home health agency's performance across the spectrum of care. The home health agency's quality assessment and performance improvement program must use objective measures.</p> <p>Based on agency policy review, agency documents, and interview, the agency</p>	N000472	Memorandum issued on 2/28/2014 for a joint meeting with Clinical Records Review Committee, the Professional	02/28/2014			

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	<p>failed to ensure the ongoing quality assurance program was designed to objectively evaluate the quality and appropriateness of patient care, resolve identified problems, and improve patient care for 1 of 1 agency with the potential to affect all the agency's patients.</p> <p>Findings</p> <p>1. A review of agency's documents failed to evidence the agency had a quality assurance program in place since 4/25/11 which was designed to objectively and systematically monitor and evaluate the quality and appropriateness of patient care, resolve identified problems, and improve care.</p> <p>2. On February 13, 2014, at 3:20 PM, the administrator indicated the agency completed a clinical record review quarterly and an annual review. However, the annual review and clinical record review only reviewed data compiled by the quality assurance nurse, but did not use the data to improve the quality of patient care at the agency as required by the agency policy "Quality Improvement Plan" except in discussion at the meeting. There was no written plan in place to improve the quality of care.</p>		<p>Advisory Committee and the Oasis Staff addressed the Quality Improvement Programs and the quality improvement plans have been designed to be included in the next Clinical Review Committee meeting agenda. The Quality Assurance Director will be responsible for following up with the DON and Administrator for full compliance and to ensure that this will not recur. See exhibit "D".</p>	

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	<p>3. The agency policy titled "Quality Improvement Plan" with no effective date stated, "The purpose of the Quality improvement plan is to delineate the process used by the agency to monitor, evaluate and implement any necessary actions to improve the quality of care, management of information or operating systems ... the board of directors have overall responsibility for the quality of care provided. The quality assurance nurse has the responsibility of coordinating and monitoring quality assessment and improvement activities. The Quality Improvement Plan will be reviewed and revised annually. Specific objectives of the plan included ... monitor policies, procedures and practices to ensure that they provide for a high quality of care, address and resolve identified or potential problems, monitor patient and physician referral source satisfaction with services to ensure that needs are being met ... maintain compliance with Federal, state, Medicare, and Medicaid regulations as well as accreditation standards."</p> <p>4. The agency policy titled "Agency Evaluation" with no effective date stated, "The Professional Advisory Group conducts an annual evaluation of the policies and administrative practices of the Agency. The purpose of the</p>						

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	<p>formal evaluation program is to assure the established policies are followed in providing services ... The administrator will coordinate the agency's annual evaluation and agency staff will participate in the evaluation program objectives (a) to determine what additional services or changes are needed within the framework of recognized community needs and resources available to provided such services (b) to assess the extent to which the program provides patient care that is appropriate, adequate, effective, efficient, and to determine any areas needing improvement (c) to provide a means to identify for needed improvements (d) to promote compliance with regulations (e) to provide data for long range planning (f) to identify management of information needs ... Clinical record review is done to monitor the quality of patient care provided to individuals, quality and completeness of documentation and the competency of staff ... specific objectives in clinical record reviews are</p> <p>1. to assess the quality of services ... agency statistics are compiled once a year by the administrator and / or director of nursing.</p>				

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N000484	<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 clinical record review, interview, and policy review, the agency failed to evidence all personnel furnishing services documented the coordination of care while services were being provided for 1 of 12 records reviewed (#12) with the potential to affect all agency patients receiving more than 1 service.</p> <p>Findings :</p> <p>1. Clinical record #12, SOC 10/3/13 with a diagnosis of abnormality of gait, contained a plan of care dated 12/2/13 - 1/30/14, indicated the patient received skilled nurse and physical therapy services. The record failed to show coordination of care between the skilled nurse and the physical therapist.</p> <p>On 2/11/13 at 4:20 PM, the director of nursing indicated the record failed to show coordination of care between the physical therapist and the skilled nurse.</p>	N000484	<p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Caree) Universal Precautions f) Physical examinations and Annual TB testing. See exhibit "B".</p> <p>The Director of Nursing called the other home health agency on 2/14/2014 for the coordination of care for this patient. The patient has no home health aide from the other Agency. She has a</p>	02/28/2014			

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N000486	<p>2. The agency policy titled "Coordination of Services" and no effective date stated, "The primary nurse is responsible for the coordination of services to assigned patients and for the ongoing evaluation of the patient's needs ... Coordinating with patient, family, and caregivers and all involved services to unify and maximize their contributions to ensure patient safety, comfort, and benefit of services."</p> <p>410 IAC 17-12-2(h) Q A and performance improvement Rule 12 Sec. 2(h) The home health agency shall coordinate its services with other health or social service providers serving the patient. Based on clinical record review, interview, home visit observation, and policy review, the agency failed to ensure coordination of care occurred</p>	N000486	<p>companion caregiver and arrangements have been made so that a narrative report of the coordination of care between the caregiver/aide will be done and recorded in the agency's patient file (if any). The Director of Nursing will be responsible for monthly audits to ensure that all discrepancies will not recur and that all policies and procedures must be strictly observed by all disciplines.</p> <p>An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's</p>	02/28/2014

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	<p>with other entities providing services for 1 of 1 (clinical record #1) records reviewed of patients receiving services from other entities with the potential to affect all patients receiving services from another entity.</p> <p>Findings :</p> <ol style="list-style-type: none"> On 2/10/14 at 9:20 AM, the director of nursing indicated not sharing any patients with other agencies. On 2/11/14 at 11:25 AM, at a home visit with patient #1, a home health aide from another agency was observed to be at the home of patient #1. The home health aide from the agency indicated caring for the patient as a home health aide since 2/4/14. Clinical record #1, start of care 2/14/14, failed to evidence any documentation of coordination of care with any other home health agencies. The agency policy titled "Coordination of Services" and no effective date stated, "The primary nurse is responsible for the coordination of services to assigned patients and for the ongoing evaluation of the patient's needs ... Coordinating with patient, family, and caregivers and all involved services to 		<p>Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Caree) Universal Precautions f) Physical examinations and Annual TB testing. See exhibit "B".</p> <p>The Director of Nursing called the other home health agency on 2/14/2014 for the coordination of care for this patient. The patient has no home health aide from the other Agency. She has a companion caregiver and arrangements have been made so that a narrative report of the coordination of care between the caregiver/aide will be done and recorded in the agency's patient file (if any). The Director of Nursing will be responsible for monthly audits to ensure that all discrepancies will not recur and that all policies and procedures must be strictly observed by all disciplines.</p>		

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N000518	<p>unify and maximize their contributions to ensure patient safety, comfort, and benefit of services."</p> <p>410 IAC 17-12-3(e) Patient Rights Rule 12 Sec. 3(e) (e) The home health agency must inform and distribute written information to the patient, in advance, concerning its policies on advance directives, including a description of applicable state law. The home health agency may furnish advanced directives information to a patient at the time of the first home visit, as long as the information is furnished before care is provided. Based on clinical record review, observation, interview, and agency document review, the agency failed to ensure patients were provided the current Advanced directives, including a description of applicable State law, in 11 of 12 records reviewed (#1 - 8, 10-12) with the potential to affect all the 84 active patients of the agency.</p> <p>Findings include</p> <p>1. The admission book given to the patients failed to include the effective May 2004 and revised July 1, 2013, state of Indiana advanced directives in the admission folder that was distributed to the patients at the start of care (SOC).</p>	N000518	<p>Updated ISDH Advance Directive copies dated July 1st, 2013 have been mailed to all active patients of the Agency. Home Admission books were sent back to the printers for corrections to include the July 1st, 2013 version of the ISDH Advance Directives.</p> <p>The Administrator will be responsible for and will monitor for any updated forms needed and she will ensure that the</p>	02/17/2014

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	<p>2. On February 13, 2014, at 2:12 PM, the alternative administrator / director of nursing indicated the advanced directives were not the effective and current Indiana advanced directives (effective May 2004 and revised July 1, 2013) in patients' #2 - #5 home admission books and that all the patients of the agency needed to receive the updated advanced directives.</p> <p>3. Clinical record #1, SOC 2/4/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>4. Clinical record #2, SOC 1/14/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>On 2/11/14 at 1:15 PM, the home admission book was observed in the home for patient #2. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>5. Clinical record #3, SOC 5/6/13, failed to contain an updated July 1,</p>		Home Admission Books have been corrected and that this occurrence will not happen again.				

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	<p>2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>On 2/12/14 at 8:45 AM, the home admission book was observed in the home for patient #3. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>6. Clinical record #4, SOC 1/16/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>On 2/12/14 at 10:55 AM, the home admission book was observed in the home for patient #4. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>7. Clinical record #5, SOC 3/19/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>On 2/12/14 at 12 noon, the home</p>			

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	<p>admission book was observed in the home for patient #5. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p> <p>8. Clinical record #6, SOC 1/15/14, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>9. Clinical record #7, SOC 5/24/12, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>10. Clinical record #8, SOC 11/29/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>During home visit on 2/12/14 at 1 PM, the home admission book was observed in the home for patient #8. The book did not contain the Indiana Advanced Directives effective May 2004 and revised July 1, 2013.</p>				

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N000522	<p>11. Clinical record #10, SOC 12/7/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>12. Clinical record #11, SOC 3/7/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>13. Clinical record #12, SOC 10/3/13, failed to contain an updated July 1, 2013, version of the 2004 Indiana Advanced Directives document. The patient signed that the document was received on the SOC date.</p> <p>410 IAC 17-13-1(a) Patient Care Rule 13 Sec. 1(a) Medical care shall follow a written medical plan of care established and periodically reviewed by the physician, dentist, chiropractor, optometrist or podiatrist, as follows:</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure all visits were provided as ordered on the Plan of Care (POC) for 3 of 12 records reviewed with the potential to affect all the agency's patients (#1, 8, 12).</p>	N000522	An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics: a) Infection Control b) Bag Technique c) Safe Transfers to include gait belt transfers d) Coordination of Care	02/28/2014

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	<p>Findings include</p> <p>1. Clinical record # 8, start of care (SOC)11/29/13, contained a POC dated 11/29/13-1/27/14 with orders for Skilled Nurse (SN) 1 time a week for 9 weeks, Physical Therapy (PT) 2 times a week for 8 weeks, and Home Health Aide (HHA) 1 time a week for 9 weeks. The record failed to evidence any PT and HHA visits were made the week of 12/1-12/7/13 and failed to evidence the physician was notified of the missed visits.</p> <p>On 2/12/14 at 1:40 PM, employee B indicated they talked with the PT and the HHA for patient #8 and both indicated they filled out paperwork for the week of 12/1-12/7/13. Employee B indicated they cannot find the paperwork.</p> <p>2. The agency's undated policy titled "Policy on Submission of Notes" states, "F. If a discipline failed to make a visit during the week for personal reason or at the patient's request, a make up visit is allowed as long as the frequency is within the allotted number of visits for that week and is in the Plan of Care approved by the MD. ... All unsuccessful visits will be considered</p>		<p>to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care 3) Universal Precautions 4)) Physical examinations and Annual TB testing. The Director of Nursing will be responsible for ensuring that all policies and procedures will be strictly observed by all disciplines and reviewed every 15 days to include updating of Medication profiles, Missed Visits, Frequency of Visits, Plans of Care including goals and outcomes and attending Physician's orders. See exhibit "D".</p>				

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	<p>"MISSED VISIT" and will not be paid as a regular visit. All Missed Visits must be documented and filed in the patient's file."</p> <p>3. Clinical record #1, start of care 2/4/14, failed to evidence a plan of care on 2/11/14. The record evidenced a start of care initial assessment by Employee DD, Registered Nurse, had been completed on 2/4/14 and a physical therapy evaluation had occurred on 2/6/14 with Employee F, Physical Therapist.</p> <p>On 2/11/14 at 9:55 AM, the director of nursing indicated the plan of care was not in the record and was stuck in the computer program named "Genie".</p> <p>4. Clinical record #12, SOC 10/3/13, contained a plan of care dated 12/2/13 - 1/30/14 failed to evidence the plan of care was followed. This plan of care included orders for SN 1 times a week x 9 weeks and physical therapy (PT) 2 times a week X 9 weeks. The record failed to evidence any PT visits the week of 12/2/13 - 12/7/13 and 1 PT visit for the week of 12/8/13 - 12/14/13.</p> <p>A. On 2/11/13 at 4:20 PM, the director of nursing indicated the plan of care had not been followed.</p>						

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	<p>B. On 2/11/13 at 4:30 PM, the alternate director of nursing indicated the plan of care had been written incorrectly.</p> <p>5. The agency policy titled "Plan of Care" and no effective date stated, "Skilled nursing and other home health aide services should be provided in accordance with a plan of care based on the patient's diagnosis and assessment of the patient's immediate and long range needs and resources."</p>				

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N000524	<p>410 IAC 17-13-1(a)(1) Patient Care Rule 13 Sec. 1(a)(1) As follows, the medical plan of care shall:</p> <p>(A) Be developed in consultation with the home health agency staff. (B) Include all services to be provided if a skilled service is being provided. (B) Cover all pertinent diagnoses. (C) Include the following:</p> <p>(i) Mental status. (ii) Types of services and equipment required. (iii) Frequency and duration of visits. (iv) Prognosis. (v) Rehabilitation potential. (vi) Functional limitations. (vii) Activities permitted. (viii) Nutritional requirements. (ix) Medications and treatments. (x) Any safety measures to protect against injury. (xi) Instructions for timely discharge or referral. (xii) Therapy modalities specifying length of treatment. (xiii) Any other appropriate items.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure the visits ordered did not include a 0 frequency and included all the medications the patient was taking, measurable goals, and timely physician's signature for 7 of 12 records reviewed (#3, 5, 8, 10, 11, 12) with the potential to affect all the agency's patients.</p> <p>Findings include:</p>	N000524	An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics :a) Infection Controlb) Bag Techniquec) Safe Transfers to include gait belt transfers d) Coordination of Care to include other individuals (outside of Agency) providing services to clients e) Correct and proper documentation of: 1) Missed visits and frequency of	02/28/2014			

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	<p>Regarding Frequencies of disciplines</p> <p>1. Clinical record #9, start of care (SOC) 2/9/13, contained a POC dated 2/9-4/9/13 with orders for Skilled Nurse (SN) 1 time a week for 9 weeks, Home Health Aide (HHA) 0 times a week for 1 week then 2 times a week for 8 weeks, Physical Therapy (PT) 1 time a week for 1 week then 2 times a week for 6 weeks, and Occupational Therapy (OT) 2 times a week for 4 weeks.</p> <p>Regarding POC updates</p> <p>2. Clinical record #8, SOC 11/29/13, evidenced a physician order dated 12/31/13 for clarification of medications including Ventolin inhaler 1 puff every 6 hours and Paxil 10 milligrams (mg) daily each morning. A second physician order dated 1/6/14 included Triamcinalone cream 0.5% topically three times a day and Permethrin cream 60 grams apply to entire body one time. The medication profile was reviewed on 1/2/14 and 1/23/14. The POC dated 1/28-3/28/14 failed to evidence the Ventolin inhaler, Triamcinolone cream, and Permethrin cream were included in the medication section and failed to evidence the Paxil was changed to be taken in the morning.</p>		<p>visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care 4) Universal Precautions 5) Physical examinations and Annual TB testing. Future POC's will not be using a "zero" wk _ frequency. A clarification order will be in the patient chart stating the dates of when a discipline is to visit a client. Webinar held on 2/27/2014 to find out and implement outcomes and goals on the POC. Outcomes and goals added to POC software "Genie" to be added to all future POC's. The Director of Nursing will be responsible in ensuring that al discrepancies on this survey will not recur and that policies and procedures must be strictly observed by all disciplines and reviewed every 15 days to include Missed Visits, Frequency of Visits, Plans of Care and attending Physician's orders.</p>				

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	<p>Policies</p> <p>3. The agency's undated policy titled "Plan of Care" states, "The plan of care must be established and authorized in writing by the physician based on evaluation of the patient's immediate and long term needs. ... The plan of care should include: ... (c) Expected outcomes for the patient (d) Medications ... (k) Frequency of visits ... (q) patient's licensed doctor's signature and date 3. The Plan of Care should be reviewed and updated as necessary by the Quality Assurance Pool every sixty (60) days or more often should the patient's condition warrant.</p> <p>4. An updated Plan of Care should be given to the patient's attending physician for review/revision and must be signed within fifteen (15) days and filed in the patient's clinical records in a timely manner."</p> <p>Plan of Care</p> <p>4. Clinical record #5, primary diagnosis of adult failure to thrive and SOC date 3/19/13, contained a POC for 1/13/14 - 3/13/14, that stated, "Goals / rehabilitation potential / discharge plans: injury." There were no measurable goals or outcomes for this patient.</p>						

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	<p>On 2/13/14/ at 2:20 PM, the director of nursing indicated the outcomes were not listed on the POC.</p> <p>5. Clinical record #10, SOC 12/7/13, contained a POC dated 12/7/13 - 2/4/14 with no physician's signature.</p> <p>On 2/13/14 at 4:05 PM, the director of nursing indicated the plan of care had not been signed by the physician.</p> <p>6. Clinical record #12, SOC 10/3/13, contained a POC for 12/2/13 - 1/30/14 which evidenced the patient would remain safe in home setting without falls or injury. There were no other goals established despite orders for skilled nursing to instruct patient on disease process, medication regimen, toilet instruction and to assess for symptoms for arthritis and pain. This plan of care was not signed by the physician until 2/7/14.</p> <p>On 2/11/14 at 4:20 PM, the director of nursing indicated the plan of care was not signed in a timely manner and that goals for the patient's instruction and assessment by the skilled nurse were not measurable.</p> <p>Frequency of disciplines</p>						

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	<p>7. Clinical record #3, SOC 5/6/13, contained a POC dated 1/1/14 - 3/1/14 with orders for SN 0 times a week for 1 weeks, 1 times a week X 8 weeks, PT 0 times a week for 1 week then 1 times a week for 1 week and 2 times a week for 7 weeks.</p> <p>On 2/13/14 at 2:45 PM, the director of nursing indicated that "0" is not a frequency on the POC.</p> <p>8. Clinical record #10, SOC 12/7/13, contained a POC dated 12/7/13 - 2/4/13 with orders for SN 1 time a week for 9 weeks, HHA 1 times a week for 9 weeks, PT 0 times a week for 1 week then 2 times a week for 8 weeks.</p> <p>On 2/13/14 at 4 PM, the director of nursing indicated that "0" is not a frequency.</p> <p>9. Clinical record #11, SOC 3/7/13, contained a POC dated 1/1/14 - 3/14/14 with orders for SN 1 time a week every other week for 9 weeks and HHA 1 times a week for 0 weeks and 1 times a week for 8 weeks.</p> <p>On 2/13/14 at 2:26 PM, the director of nursing indicated that "0" is not a frequency.</p>						

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N000550	<p>410 IAC 17-14-1(a)(1)(K) Scope of Services Rule 14 Sec. 1(a) (1)(K) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (K) Delegate duties and tasks to licensed practical nurses and other individuals as appropriate.</p> <p>Based on clinical record review and interview, the agency failed to ensure the Home Health Aide (HHA) care plan was reviewed every 60 days by the registered nurse (RN) for 2 of 12 records reviewed of patients receiving HHA</p>	N000550	<p>Memorandum issued on 2/28/2014 for a joint meeting with Clinical Records Review Committee, the Professional Advisory Committee and the Oasis Staff addressed review of HHA Assignment Sheet being reviewed every 60 days and was reinforced to the QA Director for strict compliance. The Administrator will be responsible for following up with the DON and QA Director to ensure full compliance and this will not happen again. See exhibit "D".</p>	02/28/2014

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	<p>services with the potential to affect all the patients receiving HHA services for longer than 60 days. (#8, 9)</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. Clinical record #8 contained a Plan of Care (POC) dated 2/9-4/9/13 with orders for HHA 0 times for 1 week then two times a week for 8 weeks. The Home Health Aide Assignment sheet dated 2/9/13 failed to evidence the RN had reviewed it since then. The patient was discharged 4/29/13. 2. Clinical record #9 contained a POC dated 2/9-4/9/13 with orders Home Health Aide (HHA) 0 times a week for 1 week then 2 times a week for 8 weeks. The Home Health Aide Assignment sheet dated 11/29/13 failed to evidence the had RN reviewed it since then. This patient was still an active patient. 3. During telephone interview on 2/11/14 at 1:40 PM, employee B indicated the HHA assignment sheets are reviewed every 60 days and they had two RNs at the branch who were to be doing this. 						

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N000556	<p>410 IAC 17-14-1(a)(2)(D) Scope of Services Rule 14 Sec. 1(a) (2)(D) For purposes of practice in the home health setting, the licensed practical nurse shall do the following: (D) Prepare equipment and materials for treatments observing aseptic technique as required.</p> <p>Based on home visit observation, agency policy and procedure review, and interview, the agency failed to ensure the licensed practical nurse (LPN) had provided services in accordance with its own infection control policies for 1 of 1 home visit observations (4) of a LPN with the potential to affect the active patients of the agency with LPN services.</p> <p>Findings</p> <p>1. On 2/12/14 at 10:30 AM, at a home visit with patient #4, Employee I, licensed practical nurse, was observed to set a bottle of normal saline wash on patient #4's floor. This bottle of normal saline wash was already opened and had no expiration date and was not labeled with a date of who had opened it and when it was opened. She used this saline wash to cleanse the wound on the patient's lower leg wound as ordered on the plan of care.</p>	N000556	An in service training was scheduled on February 28th, 2014 for all disciplines that covered insights, lectures and handouts on the Agency's Policies and Procedures on the following topics:a) Infection Controlb) Bag Techniquec) Safe Transfersd) Coordination of Care to include other individuals (outside of Agency) providing services to clientse) Correct and proper documentation of: 1) Missed visits and frequency of visits 2) MD orders for the Plan of Care 3) Detailed outcomes and goals must be included in the Plan of Care e) Universal Precautions f) Physical examinations and Annual TB testing. The Director of Nursing will be responsible in ensuring every month that all discrepancies on this survey will not recur and that policies and procedures on Infection Control, Bag Technique and Universal Precautions must be strictly observed by all disciplines.	02/17/2014			

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	<p>2. On 2/12/14 at 4:58 PM, the director of nursing indicated infection control policies and standards were not followed at the above visit with the LPN.</p> <p>3. The agency policy titled "Bag Technique" with no effective dated stated, "The following steps in Bag Technique should be used to maximize the efficient use of your bag and to ensure the principles of asepsis are carried out. Always explain to the patient and family why you are following a specified technique. They will look upon [you] as more professional and be assured that you have their safety uppermost in mind ... wash you hands with soap and paper towels in the bag. It is always best to use your own soap and towels unless the family has paper towels for your use ... only now after handwashing, can the nurse reach into the bag and take out the equipment needed for the visit ... when the visit is completed, clean used equipment with the solutions recommended by your agency, as based on OSHA regulations, and wash your hands before replacing equipment in the bag. Never place your hands in the bag unless you have washed them ... all items in the bag are considered clean; therefore, the principles of asepsis are</p>				

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	<p>uppermost on the nurse's mind .. when items are taken out and used with one patient, they should be thrown away, if disposable, or cleaned before placing back in the bag to be used on another patient ... the floor is considered a 'dirty' area."</p> <p>4. The agency policy titled "Infection Control" with no effective date stated, "Infection occurs as a result of transmission of an infection agent to a susceptible host ... these procedure along with a philosophy that all clients should be treated as though they have an infectious disease, form the basis for infection control guidelines recommended by the Centers for Disease Control ... universal precautions are those actions taken to prevent transmission of microorganisms from one person to another. They include care of hands, care of inanimate objects or articles used and use of barriers and technique to protect against transmission to client or caretaker."</p> <p>5. The agency policy titled "Preventing the spread of infection" with no effective date stated, "Asepsis means the absence of all disease producing microorganisms ... certain practices result in asepsis. These practices are known as medical asepsis or clean</p>						

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N000596	<p>technique. Medical asepsis means the techniques used to prevent pathogens from spreading from one area to another."</p> <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</p> <p>Based on document review, policy review, and interview, the agency failed to identify which bathing skill was competency tested for 2 of 7 home health aide (HHA) files reviewed (A, N) with the potential to affect all the HHA services provided by the agency.</p> <p>Findings include</p> <p>1. On 2/10/14 at 12:00 PM at branch office, employee A found employee information in 12 files located in an unlocked desk drawer and indicated the desk belonged to a previous employee at the branch.</p> <p>2. The file for Employee A, date of hire</p>	N000596	<p>HHA Competency Evaluations with new contracted Registered Nurse, Maryth Samuel, will include the 3 types of bathing skills - sponge bath, tub bath and shower with multiple patients if necessary. The Administrator will ensure strict compliance to the preclusion of providing its own HHA Competency Evaluations from 2/20/14 - 2/20/16 ensuring this deficiency will not recur. See exhibit "E".</p>	02/24/2014			

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	<p>1/9/14 and first patient contact 1/20/14, contained Employee A's skills competency sheet. The Home Health Aide Competency Evaluation dated 1/16/14 evidenced all skills competencies were done on one day. Section 10 addresses bathing, but does not evidence which type of bath was observed for competency.</p> <p>3. The file for employee N, date of hire 8/9/11, first patient contact date 8/12/11 contained Employee N's skills competency sheet. The Home Health Aide Competency Evaluation dated 8/24/11 evidenced all skills competencies were done on one day. Section 10 addresses bathing, but does not evidence which type of bath was observed for competency.</p> <p>4. On 2/10/14 at 12:00 PM, employee A indicated she was recently hired and the competency for skills was performed at a resident's home by employee B. Employee A indicated this included showering, basic tasks, and vital signs. At 3:00 PM, employee A indicated the patient who the bathing competency was performed on only has an antique bath tub and no shower, so the patient gets sponge baths- so it was a sponge bath that was watched the day the competency occurred.</p>						

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N000610	<p>5. The agency's undated policy titled "Home Health Aide Competency Program" states, "A home health aide will not be allowed to provide any services for which the individual's competency a) has not been evaluated b) or was not demonstrated."</p> <p>410 IAC 17-15-1(a)(7) Clinical Records Rule 15 Sec. 1. (a)(7) All entries must be legible, clear, complete, and appropriately authenticated and dated. Authentication must include signatures or a secured computer entry.</p> <p>Based on clinical record review and interview, the agency failed to ensure the patient referral forms were completed accurately and contained appropriate information for 2 of 12 records reviewed with the potential to</p>	N000610	<p>Memorandum issued on 2/28/2014 for a joint meeting with Clinical Records Review Committee, the Professional Advisory Committee and the Oasis Staff addressed review of referral forms being filled out completely and appropriately as per company policy. The Administrator will be responsible for following up with the DON and QA Director to ensure full compliance and that this deficiency will not recur. See exhibit "D".</p>	02/28/2014

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	<p>affect all the agency's patients. (#8, 9)</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. Clinical record #8 contained an undated Patient Referral Form. The Assignment section and Assessment Nurse section is blank. 2. Clinical record #9 contained a Patient Referral Form with a blacked out date and failed to evidence the referral source. The Assignment section and Assessment Nurse section is blank. 3. The bottom portion of the form titled "Patient Referral Form" states, "Assignment Accepted by: ... To RN and PT (Strict Compliance): Case must be opened within 48 hrs and the OASIS START OF CARE must be submitted upon acceptance of assignment. You must also inform Office and referring Physician the status of the Case IMMEDIATELY after it has been opened." 			