

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157591	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/04/2014
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NAME OF PROVIDER OR SUPPLIER MAXIM HEALTHCARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 4646 W JEFFERSON BLVD STE 100 FORT WAYNE, IN 46804
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G000000	<p>This was a federal home health complaint investigation.</p> <p>Complaint #: IN00145688- Unsubstantiated: Lack of sufficient evidence. Unrelated deficiencies are cited.</p> <p>Survey date: April 4, 2014</p> <p>Facility #: 003757</p> <p>Medicaid #: 200484160</p> <p>Surveyor: Miriam Bennett, RN, BSN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN April 7, 2014</p>	G000000	<p>Pursuant to federal and state law, the HHA hereby submits this Plan of Correction and allegation of compliance for the deficiencies noted. This Plan of Correction does not, however, constitute an admission that the deficiency exists or existed or that the deficiency was properly cited.</p>	
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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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G000166	<p>484.18(c) CONFORMANCE WITH PHYSICIAN ORDERS</p> <p>Verbal orders are put in writing and signed and dated with the date of receipt by the registered nurse or qualified therapist (as defined in section 484.4 of this chapter) responsible for furnishing or supervising the ordered services.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure physician orders obtained were placed in record for 1 of 3 clinical records reviewed with the potential to affect all the agency's patients. (#3)</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. Clinical record #3, start of care 3/13/12, contained a Home Health Certification and Plan of Care dated 3/2-4/30/14 with orders for skilled nurse (SN) every 2 weeks and as needed foley change and Home Health Aide (HHA) 5-7 days a week for 21-35 hours a week times 60 days. An order dated 3/20/14 increased the HHA services to a total of 38-63 hours per week through 3/29/14. Visits were provided at 46 hours the week of 3/9-3/15 over six days. The record failed to evidence an order for increased hours the week of 3/9-3/15/14. 2. On 4/4/14 at 11:20 AM, employee A indicated the agency obtained an order for increased HHA service hours due to the 	G000166	<p>G 166 For Patient #3, the primary care physician will be contacted by clinical staff and confirmation of verbal order for extra hours to cover colonoscopy the week of 03-09-14 through 03-15-14 will be documented.</p> <p>The Director of Clinical Services will provide in-service education to both internal clinical and non-clinical staff regarding acceptance and carrying out of physician orders during weekly team meeting on 4-9-14. This in-service will include review of company policy requirements as stated in policy titled, "Processing of Physician Orders" MD-CL-010.7. Clinical Supervisors will sign a letter of attestation acknowledging receipt and understanding of education provided.</p> <p>Effective immediately, all clients requiring a supplemental physician order for increase in hours will be tracked in office on specified white</p>	04/09/2014			

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	<p>patient had to prep for a colonoscopy and needed help to the bathroom.</p> <p>3. On 4/4/14 at 11:35 AM, employee A indicated the agency could not find the order.</p> <p>4. The agency's policy titled "Processing of Physician Orders," #MD-CL-010.7, revised 3/6/14 and effective 4/7/14 states, "3.1. Orders will be obtained from a licensed physician (or other qualified non-physician provider) for care and services to be provided. ... 3.2. As applicable, orders will be signed and dated within 30 days from the original date of receipt. ... 5.3.1. For a supplemental order: 5.3.1.1. Designee will enter the date the office received the physician signed and dated order. 5.3.1.2. Designee will remove the copy of the computer generated order from the medical record and replace with the Physician signed and date stamped order. 5.3.1.3. Designee will maintain the original handwritten order in the Medical Record."</p>		<p>board to ensure order has been written, received and forwarded to appropriate parties. This process will ensure all orders are written in a timely manner and complete with physician signature according to policy MD-CL-010.7. Director of Clinical Services and Accounts Manager will provide education to all internal staff during weekly team meeting on 4-9-14. To prevent this alleged deficiency from reoccurring, the Director of Clinical Services will monitor physician orders as received by internal clinicians through mandatory quarterly medical record reviews. These medical record reviews require at least 10 medical records or 10% of census, whichever is greater, to be reviewed quarterly and will be ongoing.</p>	

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N000000	<p>This was a State home health complaint investigation.</p> <p>Complaint #: IN00145688- Unsubstantiated: Lack of sufficient evidence. Unrelated deficiencies are cited.</p> <p>Survey date: April 4, 2014</p> <p>Facility #: 003757</p> <p>Medicaid #: 200484160</p> <p>Surveyor: Miriam Bennett, RN, BSN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN April 7, 2014</p>	N000000	<p>Pursuant to federal and state law, the HHA hereby submits this Plan of Correction and allegation of compliance for the deficiencies noted. This Plan of Correction does not, however, constitute an admission that the deficiency exists or existed or that the deficiency was properly cited.</p>	
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N000547	<p>410 IAC 17-14-1(a)(1)(H) Scope of Services Rule 14 Sec. 1(a) (1)(H) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (H) Accept and carry out physician, chiropractor, podiatrist, dentist and optometrist orders (oral and written). Based on clinical record review, policy review, and interview, the agency failed to ensure physician orders obtained were placed in record for 1 of 3 clinical records reviewed with the potential to affect all the agency's patients. (#3)</p> <p>Findings include</p> <p>1. Clinical record #3, start of care 3/13/12, contained a Home Health Certification and Plan of Care dated 3/2-4/30/14 with orders for skilled nurse (SN) every 2 weeks and as needed foley change and Home Health Aide (HHA) 5-7 days a week for 21-35 hours a week times 60 days. An order dated 3/20/14 increased the HHA services to a total of 38-63 hours per week through 3/29/14. Visits were provided at 46 hours the week of 3/9-3/15 over six days. The record failed to evidence an order for increased hours the week of 3/9-3/15/14.</p> <p>2. On 4/4/14 at 11:20 AM, employee A indicated the agency obtained an order for</p>	N000547	<p>N547 For Patient #3, the primary care physician will be contacted by clinical staff and confirmation of verbal order for extra hours to cover colonoscopy the week of 03-09-14 through 03-15-14 will be documented. The Director of Clinical Services will provide in-service education to both internal clinical and non-clinical staff regarding acceptance and carrying out of physician orders during weekly team meeting on 4-9-14. This in-service will include review of company policy requirements as stated in policy titled, "Processing of Physician Orders" MD-CL-010.7. Clinical Supervisors will sign a letter of attestation acknowledging receipt and understanding of education provided.</p>	04/09/2014			

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	<p>increased HHA service hours due to the patient had to prep for a colonoscopy and needed help to the bathroom.</p> <p>3. On 4/4/14 at 11:35 AM, employee A indicated the agency could not find the order.</p> <p>4. The agency's policy titled "Processing of Physician Orders," #MD-CL-010.7, revised 3/6/14 and effective 4/7/14 states, "3.1. Orders will be obtained from a licensed physician (or other qualified non-physician provider) for care and services to be provided. ... 3.2. As applicable, orders will be signed and dated within 30 days from the original date of receipt. ... 5.3.1. For a supplemental order: 5.3.1.1. Designee will enter the date the office received the physician signed and dated order. 5.3.1.2. Designee will remove the copy of the computer generated order from the medical record and replace with the Physician signed and date stamped order. 5.3.1.3. Designee will maintain the original handwritten order in the Medical Record."</p>		<p>Effective immediately, all clients requiring a supplemental physician order for increase in hours will be tracked in office on specified white board to ensure order has been written, received and forwarded to appropriate parties. This process will ensure all orders are written in a timely manner and complete with physician signature according to policy MD-CL-010.7. Director of Clinical Services and Accounts Manager will provide education to all internal staff during weekly team meeting on 4-9-14. To prevent this alleged deficiency from reoccurring, the Director of Clinical Services will monitor physician orders as received by internal clinicians through mandatory quarterly medical record reviews. These medical record reviews require at least 10 medical records or 10% of census, whichever is greater, to be reviewed quarterly and will be ongoing.</p>		