

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157565	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 05/09/2012
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NAME OF PROVIDER OR SUPPLIER AMERICAN NURSING CARE INC	STREET ADDRESS, CITY, STATE, ZIP CODE 2504 WATERBRIDGE WAY EVANSVILLE, IN 47710
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G0000	<p>This was a federal home health complaint investigation survey.</p> <p>Complaint #: IN00105685 - Substantiated: Federal deficiencies related to the allegation are cited.</p> <p>Survey Date: 5-9-12</p> <p>Facility #: 004372</p> <p>Medicaid Vendor #: 00272600</p> <p>Surveyor: Vicki Harmon, RN, PHNS</p> <p>Agency census: 149 skilled patients</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN</p> <p>May 15, 2012</p>	G0000		

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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G0121	<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 agency policy, clinical record, and on-call log review and interview, the agency failed to follow its own policy by failing to ensure after-hour patient calls were responded to and needs addressed in 5 (#s 1, 2, 3, 4, & 5) of 5 records reviewed.</p> <p>The findings include:</p> <ol style="list-style-type: none"> The agency's 6-17-11 "Office Hours" policy number 31.10 states, "A Registered Nurse is on call during all non business hours to be available to the clients and physicians and will respond in a timely manner to any questions concerning patient care." The agency's "Call Center Call Log" evidenced patient number 1 had contacted the agency's answering service on 3-30-12 at 11:44 PM. The log states, "Not feeling well - blood pressure keeps going up . . . [Employee E, a registered nurse] has been notified." <p>A. Clinical record number 1 failed to evidence the nurse had contacted the</p>	G0121	<p>G121 A mandatory inservice will be held on May 30th,2012 by the Director of Clinical Services and or the Clinical Educator to reinforce the immediate education that was provided to clinicians on May 10th and 11th, 2012 regardng the process for after hours on call and documentation on the on call logs and in the patient clinical record.This mandatory inservice on May30th, 2012 for all clinicians and office staff regarding the process for after hours on call will include review of the call center process, the on call logs and the response of the on call Nurse that was presented May 10th and 11th, 2012, as well as the review of the Administrator on call duties and responsibilities.A review of of American Nursing Care (ANC)policies #31.10 "Office Hours", ANC Policy #33.21 "Documentation in the Medical Record", ANC Policy# 33.43 "Assessment of the Client" and ANC Policy # 33.08 "Nursing Service" will also be conducted during this May30th,2012 inservice.100% of the on call logs will be audited daily to ensure patients calls were answered promptly, expectations of the</p>	06/07/2012	

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	<p>patient to address the patient identified problem.</p> <p>B. The acting Director of Clinical Services, employee B, stated, on 5-9-12 at 12:40 PM, "It should be documented in a communication log or a visit made."</p> <p>C. The Director of Operations, employee A, stated, on 5-9-12 at 12:40 PM, "There is no documentation related to the 3-30 call to the nurse."</p> <p>2. The agency's "Call Center Call Log" evidenced patient number 2 had contacted the answering service on 3-11-12 at 9:00 PM. The log states, "Need nurse to call . . . gave nurse info." A second telephone call at 9:32 PM states, "called and wants to speak with RN again . . . RN is contacting patient." The log indicated the nurse on call was employee F, a licensed practical nurse (LPN).</p> <p>A. Clinical record number 2 failed to evidence the nurse had contacted the patient as requested after either call to the answering service.</p> <p>B. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p> <p>3. The agency's "Call Center Call Log"</p>		<p>patient needs are met, and response was documented in the patient's record. This ongoing process will be completed by the Director of Clinical Services under the direct supervision of the Director of Operations.</p>				

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	<p>evidenced patient number 3 had contacted the answering service on 3-14-12 at 6:34 PM. The log states, "Fell out of wheelchair, hurt both knees, toes, tailbone hurts. . . . [Employee G] will call [the patient] about fall."</p> <p>A. Clinical record number 3 failed to evidence the nurse had contacted the patient as requested to address the identified need.</p> <p>B. The Director of Operations, employee A, and the acting Director of Clinical Services, employee B, were unable to provide any additional documentation and/or information when asked on 5-9-12 at 1:15 PM. The Director of Operations stated, at 1:25 PM, "I did not find anything else."</p> <p>4. The agency's "Call Center Call Log" evidenced a hospital employee had contacted the answering service on 3-11-12 at 3:17 PM regarding patient number 4. The log states, "Calling to ask about more services . . . Gave [employee H] inf [information ?] to return call to [hospital employee] about pt [patient] with MS [?] issues."</p> <p>A. The log indicated the answering service contacted employee G, a registered nurse, at 3:39 PM. The log</p>						

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	<p>states, " No on call. Calling to ask about more services."</p> <p>B. The log indicated the answering service contacted employee F, an LPN, at 3:41 PM. The log states, "Called [employee F] to give the patient a call. No on call. Calling to ask about more services."</p> <p>C. Clinical record number 4 failed to evidence the nurses had contacted the hospital employee or the patient regarding the identified need.</p> <p>D. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p> <p>5. The agency's "Call Center Call Log" evidenced patient number 5 had contacted the answering service on 4-8-12 at 8:08 PM. The log states, "temp 103.2 shivering not tyneol [sic], not feeling well . . . informed nurse that patient was not feeling well and has a temp." The log evidenced employee G, a registered nurse, was the nurse on call.</p> <p>A. Clinical record number 5 failed to evidence the nurse had contacted the patient to address the identified need.</p> <p>B. The Director of Operations,</p>			

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	employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."			

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G0172	<p>484.30(a) DUTIES OF THE REGISTERED NURSE The registered nurse regularly re-evaluates the patients nursing needs.</p> <p>Based on clinical record and on-call log review and interview, the agency failed to ensure the registered nurse re-evaluated the patients' needs when the patient called the agency after agency hours in 5 (#s 1, 2, 3, 4, & 5) of 5 records reviewed.</p> <p>The findings include:</p> <p>1. Clinical record number 1 evidenced the registered nurse, employee G, had made an extra skilled nurse (SN) on 3-29-12 to "assess elevated blood pressure." The nurse recorded the patient's blood pressure as 170/80. (Desired blood pressure is 120/80.)</p> <p>A. The agency's "Call Center Call Log" evidenced patient number 1 had contacted the agency's answering service on 3-30-12 at 11:44 PM. The log states, "Not feeling well - blood pressure keeps going up . . . [Employee E, a registered nurse] has been notified."</p> <p>B. The record failed to evidence employee E had contacted the patient on 3-30-12 to address the patient identified problem and re-evaluate the patient's nursing needs.</p>	G0172	<p>G172 A mandatory inservice will be held 05302012 by the Director of Clinical Services and or the Clinical Educator for all clinicians reviewing the on call documentaion process, the documentation of a patient's change in condition and the notification to the patients's M.D. concerning the patient's change in condition. The Best Practices process of documenting the call back of a referral source when on call will be discussed and reviewed along with American Nursing Care (ANC) Policy #33.43 "Assessment of the Client" and ANC #33.08 "Nursing Service". 100% of the on call logs will be audited daily to ensure the patient calls and or referral source calls are being promptly addressed and properly documented in the client record. The Director of Clinical Services will be responsible for the ongoing completion of this process.</p>	06/07/2012			

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	<p>C. The record evidenced the SN, employee G, made a visit to the patient on 4-2-12. The visit note failed to evidence the nurse had re-evaluated the patient's nursing needs related to the recent episodes of elevated blood pressure.</p> <p>D. The acting Director of Clinical Services, employee B, stated, on 5-9-12 at 12:40 PM, "It should be documented in a communication log or a visit made." The Director of Operations, employee A, stated, on 5-9-12 at 12:40 PM, "There is no documentation related to the 3-30 call to the nurse.</p> <p>2. The agency's "Call Center Call Log" evidenced patient number 2 had contacted the answering service on 3-11-12 at 9:00 PM. The log states, "Need nurse to call . . . gave nurse info." A second telephone call at 9:32 PM states, "called and wants to speak with RN again . . . RN is contacting patient." The log indicated the nurse on call was employee F, a licensed practical nurse (LPN).</p> <p>A. Clinical record number 2 failed to evidence the nurse had contacted the patient as requested after either call to the answering service to re-evaluate the patient's nursing needs.</p>			

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	<p>B. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p> <p>3. The agency's "Call Center Call Log" evidenced patient number 3 had contacted the answering service on 3-14-12 at 6:34 PM. The log states, "Fell out of wheelchair, hurt both knees, toes, tailbone hurts. . . . [Employee G] will call [the patient] about fall."</p> <p>A. Clinical record number 3 failed to evidence the nurse had contacted the patient as requested to re-evaluate the patient's nursing needs related to the fall.</p> <p>B. The Director of Operations, employee A, and the acting Director of Clinical Services, employee B, were unable to provide any additional documentation and/or information when asked on 5-9-12 at 1:15 PM. The Director of Operations stated, at 1:25 PM, "I did not find anything else."</p> <p>C. The record included a verbal order dated 3-16-12 that states, "PRN visit to follow up after ER visit. Pt wrecked electric W/C [wheel chair] on road.</p> <p>1.) The record included a SN visit note dated 3-16-12 and completed by employee E, a registered nurse. The note</p>			

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	<p>states, "Falls prevention Interventions: Has the patient experience a fall since the previous visit? . . . NO FALLS REPORTED . . . Patient did NOT use ER or unplanned hospitalization or physician office visit since last visit/contact."</p> <p>2.) The record failed to evidence the registered nurse had re-evaluated the patient's nursing needs related to the patient's fall and emergency room visit.</p> <p>4. Clinical record number 4 included a start of care comprehensive assessment completed by employee B, a registered nurse, on 3-9-12. The assessment states, "patient lives alone . . . forgetful . . . dyspneic / short of breath with moderate exertion (e.g., while dressing, using commode or bedpan, walking distances less than 20 feet) . . . respiratory treatment oxygen (intermittent or continuous) . . . slow with rw [?] sit to stand transfer unsteady . . . walker . . . unable to use the shower or tub, but is able to participate in bathing self in bed, at the sink, in bedside chair, or on commode, with the assistance or supervision of another person throughout the bath . . . balance problem while moving from sit to stand and/or stand to sit, gait deviation observed, requires assistance (person, furniture / walls, or device) to stand and/or walk . . . history of falls (2 or more falls - or any</p>						

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	<p>fall with an injury - in the past year)."</p> <p>A. The agency's "Call Center Call Log" evidenced a hospital employee had contacted the answering service on 3-11-12 at 3:17 PM regarding patient number 4. The log states, "Calling to ask about more services . . . Gave [employee H] inf [information ?] to return call to [hospital employee] about pt [patient] with MS [?] issues."</p> <p>B. The log indicated the answering service contacted employee G, a registered nurse, at 3:39 PM. The log states, " No on call. Calling to ask about more services."</p> <p>C. The log indicated the answering service contacted employee F, an LPN, at 3:41 PM. The log states, "Called [employee F] to give the patient a call. No on call. Calling to ask about more services."</p> <p>D . Clinical record number 4 failed to evidence the nurses had contacted the hospital employee or the patient to re-evaluate the patient's nursing needs.</p> <p>E. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p>			

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	<p>5. The agency's "Call Center Call Log" evidenced patient number 5 had contacted the answering service on 4-8-12 at 8:08 PM. The log states, "temp 103.2 shivering not tyneol [sic], not feeling well . . . informed nurse that patient was not feeling well and has a temp." The log evidenced employee G, a registered nurse, was the nurse on call.</p> <p>A. Clinical record number 5 failed to evidence the nurse had contacted the patient to re-evaluate the patient's nursing needs.</p> <p>B. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p>			

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N0541	<p>410 IAC 17-14-1(a)(1)(B) Scope of Services Rule 14 Sec. 1(a) (1)(B) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (B) Regularly reevaluate the patient's nursing needs.</p> <p>Based on clinical record and on-call log review and interview, the agency failed to ensure the registered nurse re-evaluated the patients' needs when the patient called the agency after agency hours in 5 (#s 1, 2, 3, 4, & 5) of 5 records reviewed.</p> <p>The findings include:</p> <p>1. Clinical record number 1 evidenced the registered nurse, employee G, had made an extra skilled nurse (SN) on 3-29-12 to "assess elevated blood pressure." The nurse recorded the patient's blood pressure as 170/80. (Desired blood pressure is 120/80.)</p> <p>A. The agency's "Call Center Call Log" evidenced patient number 1 had contacted the agency's answering service on 3-30-12 at 11:44 PM. The log states, "Not feeling well - blood pressure keeps going up . . . [Employee E, a registered nurse] has been notified."</p> <p>B. The record failed to evidence</p>	N0541	<p>N541 A mandatory inservice will be held on May30th, 2012 by the Director of Clinical Services and or the Clinical Educator to reinforce the immediate education that was provided to clinicians on May10th and 11th, 2012 regarding the process for after hours on call , documentation on the call logs and documentation in the clinical record. This mandatory inservice for all clinicians and office to be held on May30th,2012 staff regarding the process for after hours on call will include a review of the call center process, the on call log, and the response of the on call Nurse that was presented on May10th and 11th ,2012 as well as the Administrator on call duties and responsibilities. A review of American Nursing Care(ANC) Policy# 31.10 "Office Hours", ANC Policy# 33.21 "Documentain in the Medical Record", ANC Policy# 33.43 "Assessment of the Client" and ANC Policy # 33.08 "Nursing Service" will be reviewed as well on May 30th,2012.100% of the on call logs will be audited daily to ensure patient's calls were</p>	06/07/2012			

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	<p>employee E had contacted the patient on 3-30-12 to address the patient identified problem and re-evaluate the patient's nursing needs.</p> <p>C. The record evidenced the SN, employee G, made a visit to the patient on 4-2-12. The visit note failed to evidence the nurse had re-evaluated the patient's nursing needs related to the recent episodes of elevated blood pressure.</p> <p>D. The acting Director of Clinical Services, employee B, stated, on 5-9-12 at 12:40 PM, "It should be documented in a communication log or a visit made." The Director of Operations, employee A, stated, on 5-9-12 at 12:40 PM, "There is no documentation related to the 3-30 call to the nurse.</p> <p>2. The agency's "Call Center Call Log" evidenced patient number 2 had contacted the answering service on 3-11-12 at 9:00 PM. The log states, "Need nurse to call . . . gave nurse info." A second telephone call at 9:32 PM states, "called and wants to speak with RN again . . . RN is contacting patient." The log indicated the nurse on call was employee F, a licensed practical nurse (LPN).</p> <p>A. Clinical record number 2 failed to evidence the nurse had contacted the</p>		<p>answered promptly, expectations of the patient needs are met, and the response was documented in the patient's record. This ongoing process will be completed by the Director of Clinical Services under the direct supervision of the Director of Operations.</p>		

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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>patient as requested after either call to the answering service to re-evaluate the patient's nursing needs.</p> <p>B. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p> <p>3. The agency's "Call Center Call Log" evidenced patient number 3 had contacted the answering service on 3-14-12 at 6:34 PM. The log states, "Fell out of wheelchair, hurt both knees, toes, tailbone hurts. . . . [Employee G] will call [the patient] about fall."</p> <p>A. Clinical record number 3 failed to evidence the nurse had contacted the patient as requested to re-evaluate the patient's nursing needs related to the fall.</p> <p>B. The Director of Operations, employee A, and the acting Director of Clinical Services, employee B, were unable to provide any additional documentation and/or information when asked on 5-9-12 at 1:15 PM. The Director of Operations stated, at 1:25 PM, "I did not find anything else."</p> <p>C. The record included a verbal order dated 3-16-12 that states, "PRN visit to follow up after ER visit. Pt wrecked electric W/C [wheel chair] on road."</p>						

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	<p>1.) The record included a SN visit note dated 3-16-12 and completed by employee E, a registered nurse. The note states, "Falls prevention Interventions: Has the patient experience a fall since the previous visit? . . . NO FALLS REPORTED . . . Patient did NOT use ER or unplanned hospitalization or physician office visit since last visit/contact."</p> <p>2.) The record failed to evidence the registered nurse had re-evaluated the patient's nursing needs related to the patient's fall and emergency room visit.</p> <p>4. Clinical record number 4 included a start of care comprehensive assessment completed by employee B, a registered nurse, on 3-9-12. The assessment states, "patient lives alone . . . forgetful . . . dyspneic / short of breath with moderate exertion (e.g., while dressing, using commode or bedpan, walking distances less than 20 feet) . . . respiratory treatment oxygen (intermittent or continuous) . . . slow with rw [?] sit to stand transfer unsteady . . . walker . . . unable to use the shower or tub, but is able to participate in bathing self in bed, at the sink, in bedside chair, or on commode, with the assistance or supervision of another person throughout the bath . . . balance problem while moving from sit to stand and/or</p>			

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	<p>stand to sit, gait deviation observed, requires assistance (person, furniture / walls, or device) to stand and/or walk . . . history of falls (2 or more falls - or any fall with an injury - in the past year)."</p> <p>A. The agency's "Call Center Call Log" evidenced a hospital employee had contacted the answering service on 3-11-12 at 3:17 PM regarding patient number 4. The log states, "Calling to ask about more services . . . Gave [employee H] inf [information ?] to return call to [hospital employee] about pt [patient] with MS [?] issues."</p> <p>B. The log indicated the answering service contacted employee G, a registered nurse, at 3:39 PM. The log states, " No on call. Calling to ask about more services."</p> <p>C. The log indicated the answering service contacted employee F, an LPN, at 3:41 PM. The log states, "Called [employee F] to give the patient a call. No on call. Calling to ask about more services."</p> <p>D . Clinical record number 4 failed to evidence the nurses had contacted the hospital employee or the patient to re-evaluate the patient's nursing needs.</p>			

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	<p>E. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p> <p>5. The agency's "Call Center Call Log" evidenced patient number 5 had contacted the answering service on 4-8-12 at 8:08 PM. The log states, "temp 103.2 shivering not tyneol [sic], not feeling well . . . informed nurse that patient was not feeling well and has a temp." The log evidenced employee G, a registered nurse, was the nurse on call.</p> <p>A. Clinical record number 5 failed to evidence the nurse had contacted the patient to re-evaluate the patient's nursing needs.</p> <p>B. The Director of Operations, employee A, stated, on 5-9-12 at 12:59 PM, "I cannot find the [on-call] log."</p>						