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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 01/31/2013 |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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| G0000 | <p>This visit was a home health agency federal certification survey. This was an extended survey.</p> <p>Survey dates: January 28, 29, 30, and 31 and February 4, 2013</p> <p>Facility: #011285</p> <p>Medicaid Vendor: N/A</p> <p>Surveyor: Susan Sparks, RN, PH Nurse Surveyor Tonya Tucker, RN, PH Nurse Surveyor</p> <p>Care One Homecare Services Inc. is out of compliance with the Condition of Participation 484.18: Acceptance of Patients, Plan of Care, and Medical Supervision and 484.36: Home Health Aide Services.</p> <p>Agency census Skilled patients 850 Home Health Aide Only Patients 5 Personal Service Only Patients 14 Total 869</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN</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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| G0111 | <p>February 8, 2013</p> <p>484.10(d) CONFIDENTIALITY OF MEDICAL RECORDS</p> <p>The patient has the right to confidentiality of the clinical records maintained by the HHA. Based on interview, the agency failed to ensure the confidentiality of clinical records in 1 of 1 agency reviewed with the potential to affect all patients who require OASIS data to be transmitted to the state agency.</p> <p>Findings:</p> <p>On February 4, 2013, at 2:00 PM, the Director of Nursing, Employee B, indicated the coder at their agency had left and they had been sending all their OASIS assessments to another agency in Evansville for encoding and transmission. She indicated her agency did not have a confidentiality agreement / HIPPA contract with the other agency.</p> | G0111 | G111The Home Health agency will ensure confidentiality of all patient records will be maintained. The administrator will obtain a written contract with the Evansville agency to assist with coding and Oasis transmission.Branch Administrator or designee responsible. | 03/04/2013 | |

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| G0156 | <p>484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER</p> <p>Based on clinical record review, observation, and interview, it was determined the agency failed to ensure orders were present to admit the patient to home care services and continue home care services, for services provided, and visits were made as ordered on the plan of care for 16 of 16 clinical records reviewed creating the potential for treatment omission and patient harm affecting all 68 patients of the agency (See G 158), failed to ensure the plan of care was signed by the physician timely in 11 of 16 clinical records reviewed creating the potential to affect all 68 of the agency's patients (See G 159), failed to ensure verbal orders were obtained for therapy services by the registered nurse or qualified therapist in 9 of 13 clinical records reviewed of patients with therapy services with the potential to affect all the patients of the agency that receive therapy services (See G 162), failed to ensure the total plan of care was reviewed by the attending physician at least once every 60 days in 4 of 4 clinical records reviewed of those patients receiving services longer than 60 days with the potential to affect all patients receiving services longer than 60 days (See G 163), and failed to ensure the</p> | G0156 | G1561. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | |

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| | <p>registered nurse obtained verbal orders to admit the patient to home care services and continue home care services and for services provided for 16 of 16 clinical records reviewed creating the potential for treatment omission and patient harm affecting all 68 patients of the agency (See G 166).</p> <p>The cumulative effect of these systemic problems resulted in the agency's inability to provide safe patient care and being out of compliance with the Condition of Participation 484.18: Acceptance of Patients, Plan of Care, and Medical Supervision.</p> | | | | |

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| G0158 | <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, observation, and interview, the agency failed to ensure orders were present to admit the patient to home care services and continue home care services, for services provided, and visits were made as ordered on the plan of care for 16 of 16 clinical records reviewed creating the potential for treatment omission and patient harm affecting all 68 patients of the agency. (# 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16)</p> <p>Findings include:</p> | G0158 | G1581. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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| | <p>1. Clinical record 1, start of care (SOC) 8/26/11, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/18/12 through 2/15/12. The record failed to evidence a physician order to continue home care services.</p> <p>2. Clinical record 2, SOC 10/12/12, included a comprehensive assessment dated 10/12/12 and a plan of care dated 10/12/12 through 12/10/12. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 10/12/12 through 12/10/12 identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8, 11/12, 11,14, 11/21, and 11/29/12.</p> <p>2.) The record evidenced the</p> | | | |

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| | <p>patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>B. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> <p>3. Clinical record 3, SOC 9/12/12, included a comprehensive assessment dated 9/12/12 and a plan of care dated 9/12/12 through 11/10/12. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care identified the patient was to receive home health aides 2 times a week for 6 weeks starting 9/17/12. The record failed to evidence home health aide visits the week of 9/17/12. The plan of care lacked a physician signature.</p> <p>4. Clinical record 4, SOC 3/9/12, included a comprehensive assessment dated 5/3/12 and a plan of care dated 5/8/12 through 7/6/12. The record failed to evidence a physician order to continue home care services.</p> <p>A. The plan of care for 5/8/12 to</p> | | | | | | |

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| | <p>7/6/12 identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>B. The record failed to evidence two physical therapy visits week 1 and week 4.</p> <p>5. Clinical record 5, SOC 12/4/12, included a comprehensive assessment dated 12/4/12 and a plan of care dated 12/4/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The record included a verbal order for skilled nurse 1 time a week for 4 weeks starting 12/10/12. The record evidenced four additional visits were made without further orders.</p> <p>B. The plan of care for 12/4/12 to 2/1/13 identified the patient was to receive occupational therapy 2 times a week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an occupational therapy evaluation dated 12/5/12 but failed to evidence a physical</p> | | | |

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| | <p>verbal order for treatment or a signed plan of care. he record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, `12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>C. The plan of care also identified the patient was to receive physical therapy 2 visits a week for 4 weeks. The record failed to evidence 2 visits for week 3.</p> <p>6. Clinical record 6, SOC 12/14/12, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/14/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/14/12 through 2/11/13 identified the patient was to receive Occupational Therapy services 2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician verbal order for therapy services or a signed plan of care.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> | | | | |

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| | <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12. The clinical record failed to evidence Physical Therapy visits for weeks 2, 3, 4, and 5.</p> <p>B. On 1/31/13 at 9:50 AM, employee B indicated she was unaware of the missed physical therapy visits for patient #6.</p> <p>C. On 1/31/13 at 9:35 AM, employee C indicated the therapists were calling the physician to get approval but not getting a physicians signature.</p> <p>7. Clinical record 7, SOC 5/18/12, included a comprehensive assessment dated 1/10/12 and a plan of care dated 1/13/13 through 3/13/13. The record failed to evidence a physician order to continue home care services.</p> <p>A. The plan of care for certification period of 1/13/13 - 3/13/13 identified the patient was to receive Home Health Aide services 2 times a week for 9 weeks effective 1/13/13 and Physical Therapy services 2 times a week for 4 weeks. The clinical record failed to evidence Home Health Aide and Physical Therapy visits for week one of this certification period.</p> <p>B. On 1/31/13 at 10:05 AM,</p> | | | | |

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| | <p>employee B indicated there were no Home Health Aide or Physical Therapy visits made for the week of 1/13/13 to 1/19/13 for patient #7.</p> <p>8. Clinical record 8, SOC 11/13/12, included a comprehensive assessment dated 11/13/12 and a plan of care dated 11/13/12 through 1/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>9. Clinical record 9, SOC 12/4/12, included a comprehensive assessment dated 12/4/12 and a plan of care dated 12/4/12 through 2/1/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/4/12 through 2/1/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> | | | | | | |

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| | <p>10. Clinical record 10, SOC 12/3/12, included a comprehensive assessment dated 12/3/12 and a plan of care dated 12/3/12 to 1/31/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/3/12 through 1/31/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11, 12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10, 1/17, and 1/18/13</p> <p>11. Clinical record 11, SOC 12/11/12, included a comprehensive assessment dated 12/11/12 and a plan of care dated 12/11/12 through 2/8/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/11/12 through 2/8/13 identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to</p> | | | | | | |

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| | <p>evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3, 1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>B. The plan of care also identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 2 times a week for 6 weeks, then 1 time a week for 2 weeks. The clinical record failed to evidence one Physical Therapy visit for week 4 and week 7 of the certification period.</p> <p>On 1/31/13 at 10:45 AM, employee C indicated there were missed physical therapy visits for weeks 4 and 7 for patient #11.</p> <p>12. Clinical record 12, SOC 1/25/13, included a comprehensive assessment dated 1/25/13 and a plan of care dated 1/25/13 through 3/25/13. The record failed to evidence a physician order to initiate home care services.</p> | | | | | | |

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| | <p>13. Clinical record 13, SOC 12/15/12, included a comprehensive assessment dated 12/15/12 and a plan of care dated 12/15/12 through 2/12/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care for 12/15/12 to 2/12/13 identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>1.) The record evidenced a occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> <p>2.) The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13. The record failed to evidence 2 visits weeks 2 and 3.</p> <p>B. The plan of care evidenced the patient was to receive home health aide 2 times a week for 4 weeks. The record</p> | | | | |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | | X3) DATE SURVEY COMPLETED 01/31/2013 | |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | | | | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 | | | |
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| | <p>failed to evidence 2 visits for week 4.</p> <p>14. Clinical record 14, SOC 12/18/12, included a comprehensive assessment dated 12/18/12 and a plan of care dated 12/18/12 through 2/15/13. The record failed to evidence a physician order to imitate home care services.</p> <p>The plan for care for 12/18/12 to 2/15/13 evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a week for 2 weeks.</p> <p>A. The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>B. The record evidenced a physical therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> <p>15. Clinical record 15, SOC 11/20/12, included a comprehensive assessment</p> | | | | | | |

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| | <p>dated 11/20/12 and a plan of care dated 11/20/12 through 1/18/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care evidenced the patient was to receive skilled nursing 3 times a week for 5 weeks, 2 times a week for 2 weeks, and then 1 times a week for 2 weeks. The record failed to evidence 3 visits weeks 2.</p> <p>16. Clinical record 16, SOC 7/12/12, included a comprehensive assessment dated 11/6/12 and a plan of care dated 11/9/12 through 1/7/13. The record failed to evidence a physician order to continue home care services.</p> <p>17. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence of verbal orders from a physician for start of care or continuation of care into the next certification period. She indicated visits were missed for records 3, 4, 5, 7, 13, and 15.</p> | | | | |

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| G0159 | <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> <p>Based on clinical record review and interview, the agency failed to ensure the plan of care was signed by the physician timely in 11 of 16 clinical records reviewed creating the potential to affect all 68 of the agency's patients. (3, 4, 5, 6, 9, 10, 11, 13, 14, 15, and 16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> Clinical record 3, start of care (SOC) 9/12/12, included a plan of care for 9/12/12 to 11/10/12 that failed to evidence a physician's signature until 1/7/13. Clinical record 4, SOC 3/9/12, included a plan of care for 5/8/12 to 7/6/12 that failed to evidence a dated physician's signature. Clinical record 5, SOC 12/4/12, included a plan of care for 12/4/12 to | G0159 | G1591. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and at least 20% of new and current charts will be audited to ensure no bills are sent out without having complete orders. Then will be done quarterly.3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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| | <p>2/1/13 that failed to evidence a physician's signature.</p> <p>4. Clinical record #6, start of care 12/14/12, included a plan of care for the certification period of 12/14/12 - 2/11/13 that failed to evidence a physician's signature.</p> <p>On 1/31/13 at 9:45 AM, employee B indicated the physician signature was missing from the plan of care.</p> <p>5. Clinical record #9, start of care 12/4/12, included a plan of care for the certification period of 12/4/12 - 2/1/13 that failed to evidence a physician's signature.</p> <p>On 1/31/13 at 10:30 AM, employee B indicated the physician signature was missing from the plan of care.</p> <p>6. Clinical record #10, start of care 12/3/12, included a plan of care for the certification period of 12/3/12 - 1/31/13 that failed to evidence a physician's signature.</p> <p>7. Clinical record #11, start of care 12/11/12, included a plan of care for the certification period of 12/11/12 - 2/8/13 that failed to evidence a physician's signature.</p> | | | | | | |

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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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|--------------------|--|---------------|---|----------------------|
| | <p>8. Clinical record 13, SOC 12/15/12, included a plan of care for 12/15/12 to 2/12/12 that failed to evidence a physician's signature.</p> <p>9. Clinical record 14, SOC 12/18/12, included a plan of care for 12/18/12 to 2/15/13 that failed to evidence a physician's signature.</p> <p>10. Clinical record 15, SOC 11/20/12, included a plan of care for 1/19/13 to 3/19/13 that failed to evidence a physician's signature.</p> <p>11 Clinical record 16, SOC 7/12/12, included a plan of care for 1/8/12 to 3/8/13 that failed to evidence a physicians' signature.</p> <p>12. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there were no physician signature on the plan of care for clinical records 3, 4, 5, 7, 1, 13, 14, 15, and 16.</p> | | | |

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|--|---|---|---|--|--|---|--|
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| G0162 | <p>484.18(a) PLAN OF CARE</p> <p>The therapist and other agency personnel participate in developing the plan of care. Based on clinical record review, interview, and observation, the agency failed to ensure verbal orders were obtained for therapy services by the registered nurse or qualified therapist in 9 of 13 clinical records reviewed of patients with therapy services with the potential to affect all the patients of the agency that receive therapy services. (#2, 4, 5, 6, 9, 10, 11, 13, and 14)</p> <p>Findings include:</p> <p>1. Clinical record #2, start of care (SOC) 10/12/12, included a plan of care dated 10/12/12 through 12/10/12 that identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>A. The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8,</p> | G0162 | G1621. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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|--|--|---|---|--|--|---|--|
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| | <p>11/12, 11,14, 11/21, and 11/29/12.</p> <p>B. The record evidenced the patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>C. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> <p>2. Clinical record 4, SOC 3/9/12, evidenced a plan of care for 5/8/12 to 7/6/12 which identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care.</p> <p>The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>3. Clinical record 5, SOC 12/4/12, evidenced a plan of care for 12/4/12 to 2/1/13 that indicated the patient was to receive occupational therapy 2 times a week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an</p> | | | | | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 01/31/2013 |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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|--------------------|--|---------------|---|----------------------|
| | <p>occupational therapy evaluation dated 12/5/12 but failed to evidence a physical verbal order for treatment or a signed plan of care.</p> <p>The record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, `12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>4. Clinical record #6, start of care 12/14/12, included a plan of care dated 12/14/12 through 2/11/13 that identified the patient was to receive Occupational Therapy services 2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician verbal order for therapy services or a signed plan of care.</p> <p>A. The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> <p>B. The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12.</p> <p>C. On 1/31/13 at 9:35 AM, employee C indicated the therapists were calling the physician to get approval but not getting a</p> | | | |

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|--|---|---|---|----------------------|---|
| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | | | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 | | |
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| | <p>physicians signature.</p> <p>5. Clinical record #9, start of care 12/4/12, included a plan of care dated 12/4/12 through 2/1/13 that identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> <p>6. Clinical record #10, start of care 12/3/12, included a plan of care dated 12/3/12 through 1/31/13 that identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11, 12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10,</p> | | | | |

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|--|---|---|---|----------------------|---|
| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | | | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 | | |
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| | <p>1/17, and 1/18/13</p> <p>7. Clinical record #11, start of care 12/11/12, included a plan of care dated 12/11/12 through 2/8/13 that identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3, 1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>8. Clinical record 13, SOC 12/15/12, evidenced a plan of care for 12/15/12 to 2/12/13 that identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>The record evidenced a occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy</p> | | | | |

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|--|---|---|---|--|--|---|--|
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| | <p>visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> <p>The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13.</p> <p>9. Clinical record 14, SOC 12/18/12, evidenced a plan for care for 12/18/12 to 2/15/13 that evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a week for 2 weeks.</p> <p>The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>The record evidenced a physical therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> <p>10. On January 30, 2013 from 2:00 to</p> | | | | | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 01/31/2013 |
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| | 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence of verbal orders from a physician for therapy from the evaluations for records 4, 5, 13, and 14. | | | |

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| G0163 | <p>484.18(b) PERIODIC REVIEW OF PLAN OF CARE The total plan of care is reviewed by the attending physician and HHA personnel as often as the severity of the patient's condition requires, but at least once every 60 days or more frequently when there is a beneficiary elected transfer; a significant change in condition resulting in a change in the case-mix assignment; or a discharge and return to the same HHA during the same 60 day episode or more frequently when there is a beneficiary elected transfer; a significant change in condition resulting in a change in the case-mix assignment; or a discharge and return to the same HHA during the 60 day episode.</p> <p>Based on clinical record review and interview, the agency failed to ensure the total plan of care was reviewed by the attending physician at least once every 60 days in 4 of 4 clinical records reviewed of those patients receiving services longer than 60 days with the potential to affect all patients receiving services longer than 60 days. (1, 4, 7 and 16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> Clinical record 1, start of care (SOC) 8/26/11, included a plan of care dated 12/18/12 through 2/15/12. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services. Clinical record 4, SOC 3/9/12, | G0163 | G163-Educate staff on need for 60 day summary being sent to physician. It will be faxed to all physicians and faxed confirmation to be attached.b. Instruct staff how to speak to physician regarding any changes in POC.c. Management to audit 20% of new and current charts to ensure compliance.DHS or designee responsible | 03/06/2013 | | | |

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| | <p>included a plan of care dated 5/8/12 through 7/6/12. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services.</p> <p>3. Clinical record 7, SOC 5/18/12, included a plan of care dated 1/13/13 through 3/13/13. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services.</p> <p>4. Clinical record 16, SOC 7/12/12, included a plan of care dated 11/9/12 through 1/7/13. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services.</p> <p>5. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence the physician reviewed and signed the plan of care.</p> | | | | |

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| G0166 | <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, observation, and interview, the agency failed to ensure the registered nurse obtained verbal orders to admit the patient to home care services and continue home care services and for services provided for 16 of 16 clinical records reviewed creating the potential for treatment omission and patient harm affecting all 68 patients of the agency. (# 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> Clinical record 1, start of care (SOC) 8/26/11, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/18/12 through 2/15/12. The record failed to evidence a physician order to continue home care services. Clinical record 2, SOC 10/12/12, included a comprehensive assessment dated 10/12/12 and a plan of care dated 10/12/12 through 12/10/12. The record | G0166 | G1661. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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| | <p>failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 10/12/12 through 12/10/12 identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8, 11/12, 11,14, 11/21, and 11/29/12.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>B. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> | | | | |

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| | <p>3. Clinical record 3, SOC 9/12/12, included a comprehensive assessment dated 9/12/12 and a plan of care dated 9/12/12 through 11/10/12. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care identified the patient was to receive home health aides 2 times a week for 6 weeks starting 9/17/12. The record failed to evidence home health aide visits the week of 9/17/12. The plan of care lacked a physician signature.</p> <p>4. Clinical record 4, SOC 3/9/12, included a comprehensive assessment dated 5/3/12 and a plan of care dated 5/8/12 through 7/6/12. The record failed to evidence a physician order to continue home care services.</p> <p>The plan of care for 5/8/12 to 7/6/12 identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>5. Clinical record 5, SOC 12/4/12, included a comprehensive assessment</p> | | | | | | |

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| | <p>dated 12/4/12 and a plan of care dated 12/4/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The record included a verbal order for skilled nurse 1 time a week for 4 weeks starting 12/10/12. The record evidenced four additional visits were made without further orders.</p> <p>B. The plan of care for 12/4/12 to 2/1/13 identified the patient was to receive occupational therapy 2 times a week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an occupational therapy evaluation dated 12/5/12 but failed to evidence a physical verbal order for treatment or a signed plan of care. he record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, 12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>6. Clinical record 6, SOC 12/14/12, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/14/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/14/12 through 2/11/13 identified the patient was to receive Occupational Therapy services</p> | | | |

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| | <p>2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician verbal order for therapy services or a signed plan of care.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12. The clinical record failed to evidence Physical Therapy visits for weeks 2, 3, 4, and 5.</p> <p>B. On 1/31/13 at 9:50 AM, employee B indicated she was unaware of the missed physical therapy visits for patient #6.</p> <p>C. On 1/31/13 at 9:35 AM, employee C indicated the therapists were calling the physician to get approval but not getting a physicians signature.</p> <p>7. Clinical record 7, SOC 5/18/12, included a comprehensive assessment dated 1/10/12 and a plan of care dated 1/13/13 through 3/13/13. The record failed to evidence a physician order to</p> | | | | |

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| | <p>continue home care services.</p> <p>8. Clinical record 8, SOC 11/13/12, included a comprehensive assessment dated 11/13/12 and a plan of care dated 11/13/12 through 1/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>9. Clinical record 9, SOC 12/4/12, included a comprehensive assessment dated 12/4/12 and a plan of care dated 12/4/12 through 2/1/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/4/12 through 2/1/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> <p>10. Clinical record 10, SOC 12/3/12, included a comprehensive assessment dated 12/3/12 and a plan of care dated</p> | | | | | | |

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| | <p>12/3/12 to 1/31/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/3/12 through 1/31/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11, 12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10, 1/17, and 1/18/13</p> <p>11. Clinical record 11, SOC 12/11/12, included a comprehensive assessment dated 12/11/12 and a plan of care dated 12/11/12 through 2/8/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/11/12 through 2/8/13 identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the</p> | | | | | | |

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| | <p>patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3, 1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>B. On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>12. Clinical record 12, SOC 1/25/13, included a comprehensive assessment dated 1/25/13 and a plan of care dated 1/25/13 through 3/25/13. The record failed to evidence a physician order to initiate home care services.</p> <p>13. Clinical record 13, SOC 12/15/12, included a comprehensive assessment dated 12/15/12 and a plan of care dated 12/15/12 through 2/12/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care for 12/15/12 to 2/12/13 identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>B. The record evidenced a occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a</p> | | | | |

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| | <p>signed plan of care. The record evidenced occupational therapy visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> <p>C. The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13. The record failed to evidence 2 visits weeks 2 and 3.</p> <p>14. Clinical record 14, SOC 12/18/12, included a comprehensive assessment dated 12/18/12 and a plan of care dated 12/18/12 through 2/15/13. The record failed to evidence a physician order to imitate home care services.</p> <p>The plan for care for 12/18/12 to 2/15/13 evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a week for 2 weeks.</p> <p>A. The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12,</p> | | | |

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| | <p>1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>B. The record evidenced a physical therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> <p>15. Clinical record 15, SOC 11/20/12, included a comprehensive assessment dated 11/20/12 and a plan of care dated 11/20/12 through 1/18/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care evidenced the patient was to receive skilled nursing 3 times a week for 5 weeks, 2 times a week for 2 weeks, and then 1 times a week for 2 weeks. The record failed to evidence 3 visits weeks 2.</p> <p>16. Clinical record 16, SOC 7/12/12, included a comprehensive assessment dated 11/6/12 and a plan of care dated 11/9/12 through 1/7/13. The record failed to evidence a physician order to continue home care services.</p> <p>17. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B,</p> | | | | | | |

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| | indicated there was no evidence of verbal orders from a physician for start of care or continuation of care into the next certification period. She indicated visits were missed for records 3, 4, 5, 7, 13, and 15. | | | |

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| G0173 | <p>484.30(a) DUTIES OF THE REGISTERED NURSE The registered nurse initiates the plan of care and necessary revisions.</p> <p>Based on clinical record review, observation, and interview, the agency failed to ensure the registered nurse initiated the plan of care by obtaining verbal orders to admit the patient to home care services and continue home care services and for services provided for 16 of 16 clinical records reviewed creating the potential for treatment omission and patient harm affecting all 68 patients of the agency. (# 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> Clinical record 1, start of care (SOC) 8/26/11, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/18/12 through 2/15/12. The record failed to evidence a physician order to continue home care services. Clinical record 2, SOC 10/12/12, included a comprehensive assessment dated 10/12/12 and a plan of care dated 10/12/12 through 12/10/12. The record failed to evidence a physician order to initiate home care services. <p>A. The plan of care dated 10/12/12</p> | G0173 | G1731. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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| | <p>through 12/10/12 identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8, 11/12, 11,14, 11/21, and 11/29/12.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>B. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> <p>3. Clinical record 3, SOC 9/12/12, included a comprehensive assessment dated 9/12/12 and a plan of care dated 9/12/12 through 11/10/12. The record</p> | | | | | | |

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| | <p>failed to evidence a physician order to initiate home care services.</p> <p>The plan of care identified the patient was to receive home health aides 2 times a week for 6 weeks starting 9/17/12. The record failed to evidence home health aide visits the week of 9/17/12. The plan of care lacked a physician signature.</p> <p>4. Clinical record 4, SOC 3/9/12, included a comprehensive assessment dated 5/3/12 and a plan of care dated 5/8/12 through 7/6/12. The record failed to evidence a physician order to continue home care services.</p> <p>The plan of care for 5/8/12 to 7/6/12 identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>5. Clinical record 5, SOC 12/4/12, included a comprehensive assessment dated 12/4/12 and a plan of care dated 12/4/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> | | | | |

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| | <p>A. The record included a verbal order for skilled nurse 1 time a week for 4 weeks starting 12/10/12. The record evidenced four additional visits were made without further orders.</p> <p>B. The plan of care for 12/4/12 to 2/1/13 identified the patient was to receive occupational therapy 2 times a week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an occupational therapy evaluation dated 12/5/12 but failed to evidence a physical verbal order for treatment or a signed plan of care. he record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, `12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>6. Clinical record 6, SOC 12/14/12, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/14/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/14/12 through 2/11/13 identified the patient was to receive Occupational Therapy services 2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician</p> | | | | | | |

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| | <p>verbal order for therapy services or a signed plan of care.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12. The clinical record failed to evidence Physical Therapy visits for weeks 2, 3, 4, and 5.</p> <p>B. On 1/31/13 at 9:50 AM, employee B indicated she was unaware of the missed physical therapy visits for patient #6.</p> <p>C. On 1/31/13 at 9:35 AM, employee C indicated the therapists were calling the physician to get approval but not getting a physicians signature.</p> <p>7. Clinical record 7, SOC 5/18/12, included a comprehensive assessment dated 1/10/12 and a plan of care dated 1/13/13 through 3/13/13. The record failed to evidence a physician order to continue home care services.</p> <p>8. Clinical record 8, SOC 11/13/12, included a comprehensive assessment</p> | | | | | | |

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| | <p>dated 11/13/12 and a plan of care dated 11/13/12 through 1/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>9. Clinical record 9, SOC 12/4/12, included a comprehensive assessment dated 12/4/12 and a plan of care dated 12/4/12 through 2/1/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/4/12 through 2/1/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> <p>10. Clinical record 10, SOC 12/3/12, included a comprehensive assessment dated 12/3/12 and a plan of care dated 12/3/12 to 1/31/13. The record failed to evidence a physician order to initiate home care services.</p> | | | | | | |

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| | <p>The plan of care dated 12/3/12 through 1/31/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11, 12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10, 1/17, and 1/18/13</p> <p>11. Clinical record 11, SOC 12/11/12, included a comprehensive assessment dated 12/11/12 and a plan of care dated 12/11/12 through 2/8/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/11/12 through 2/8/13 identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3,</p> | | | | |

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| | <p>1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>B. On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>12. Clinical record 12, SOC 1/25/13, included a comprehensive assessment dated 1/25/13 and a plan of care dated 1/25/13 through 3/25/13. The record failed to evidence a physician order to initiate home care services.</p> <p>13. Clinical record 13, SOC 12/15/12, included a comprehensive assessment dated 12/15/12 and a plan of care dated 12/15/12 through 2/12/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care for 12/15/12 to 2/12/13 identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>B. The record evidenced a occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> | | | | | | |

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| | <p>C. The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13. The record failed to evidence 2 visits weeks 2 and 3.</p> <p>14. Clinical record 14, SOC 12/18/12, included a comprehensive assessment dated 12/18/12 and a plan of care dated 12/18/12 through 2/15/13. The record failed to evidence a physician order to imitate home care services.</p> <p>The plan for care for 12/18/12 to 2/15/13 evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a week for 2 weeks.</p> <p>A. The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>B. The record evidenced a physical therapy evaluation on 12/19/12</p> | | | |

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| | <p>but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> <p>15. Clinical record 15, SOC 11/20/12, included a comprehensive assessment dated 11/20/12 and a plan of care dated 11/20/12 through 1/18/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care evidenced the patient was to receive skilled nursing 3 times a week for 5 weeks, 2 times a week for 2 weeks, and then 1 times a week for 2 weeks. The record failed to evidence 3 visits weeks 2.</p> <p>16. Clinical record 16, SOC 7/12/12, included a comprehensive assessment dated 11/6/12 and a plan of care dated 11/9/12 through 1/7/13. The record failed to evidence a physician order to continue home care services.</p> <p>17. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence of verbal orders from a physician for start of care or continuation of care into the next certification period. She indicated visits</p> | | | | | | |

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| | were missed for records 3, 4, 5, 7, 13, and 15. | | | |

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| G0186 | <p>484.32 THERAPY SERVICES The qualified therapist assists the physician in evaluating the patient's level of function, and helps develop the plan of care (revising it as necessary.) Based on clinical record review, interview, and observation, the agency failed to ensure verbal orders were obtained for therapy services by the registered nurse or qualified therapist in 9 of 13 clinical records reviewed of patients with therapy services with the potential to affect all the patients of the agency that receive therapy services. (#2, 4, 5, 6, 9, 10, 11, 13, and 14)</p> <p>Findings include:</p> <p>1. Clinical record #2, start of care (SOC) 10/12/12, included a plan of care dated 10/12/12 through 12/10/12 that identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>A. The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received</p> | G0186 | G1861. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 |

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| | <p>Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8, 11/12, 11,14, 11/21, and 11/29/12.</p> <p>B. The record evidenced the patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>C. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> <p>2. Clinical record 4, SOC 3/9/12, evidenced a plan of care for 5/8/12 to 7/6/12 which identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care.</p> <p>The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>3. Clinical record 5, SOC 12/4/12, evidenced a plan of care for 12/4/12 to 2/1/13 that indicated the patient was to receive occupational therapy 2 times a</p> | | | | | | |

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| | <p>week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an occupational therapy evaluation dated 12/5/12 but failed to evidence a physical verbal order for treatment or a signed plan of care.</p> <p>The record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, 12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>4. Clinical record #6, start of care 12/14/12, included a plan of care dated 12/14/12 through 2/11/13 that identified the patient was to receive Occupational Therapy services 2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician verbal order for therapy services or a signed plan of care.</p> <p>A. The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> <p>B. The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12.</p> <p>C. On 1/31/13 at 9:35 AM, employee</p> | | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 01/31/2013 |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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| | <p>C indicated the therapists were calling the physician to get approval but not getting a physicians signature.</p> <p>5. Clinical record #9, start of care 12/4/12, included a plan of care dated 12/4/12 through 2/1/13 that identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> <p>6. Clinical record #10, start of care 12/3/12, included a plan of care dated 12/3/12 through 1/31/13 that identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11,</p> | | | |

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|--------------------|--|---------------|---|----------------------|
| | <p>12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10, 1/17, and 1/18/13</p> <p>7. Clinical record #11, start of care 12/11/12, included a plan of care dated 12/11/12 through 2/8/13 that identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3, 1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>8. Clinical record 13, SOC 12/15/12, evidenced a plan of care for 12/15/12 to 2/12/13 that identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>The record evidenced a occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for</p> | | | |

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| | <p>treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> <p>The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13.</p> <p>9. Clinical record 14, SOC 12/18/12, evidenced a plan for care for 12/18/12 to 2/15/13 that evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a week for 2 weeks.</p> <p>The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>The record evidenced a physical therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> | | | | | | |

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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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| | 10. On January 30, 2013 from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence of verbal orders from a physician for therapy from the evaluations for records 4, 5, 13, and 14. | | | |

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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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|--------------------|--|---------------|--|----------------------|
| G0202 | <p>484.36 HOME HEALTH AIDE SERVICES</p> <p>Based on document, clinical record, and policy review; observation; and interview, it was determined the agency failed to ensure the home health aides received at least 12 hours of in-service training from 1/1/12 to 12/31/12 in 1 of 1 home health aide programs reviewed with the potential to affect all patients who receive home health aide services (See G 215), failed to ensure the registered nurse completed a home health aide care plan for 1 of 8 clinical records reviewed of patients with home health aide services with the potential to affect all patients who receive aide services (See G 224), failed to ensure the Home Health Aide provided the services as identified on the home health aide care plan in 3 of 8 records reviewed of patients with Home Health Aide services with the potential to affect all patients that received home health aide services (See G 225), failed to ensure the registered nurse made supervisory visits in 1 of 8 records reviewed of patients that received skilled nursing and home health aide services creating the potential to affect all of the agency's current patients that receive skilled nurse and home health aide services (See G 228), and failed to ensure the registered nurse made supervisory visits at least every 2 weeks</p> | G0202 | G202-Staff will be educated on 410 IAC 17-14-1 b. Establish aide educationc. All aide personal files will be audited to determine number of inservices completed so far in 2013. Then again in June to determine status of inservice education completed. In September the files will be reviewed again and the aides will be notified that if the 12 hours of inservice education is not complete by 12-31-13 they will be terminated.DHS or designee will be responsible | 03/06/2013 |

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|--------------------|---|---------------|---|----------------------|
| | <p>in 5 of 8 records reviewed of patients that received skilled nursing and home health aide services creating the potential to affect all of the agency's current patients that receive skilled nurse and home health aide services(See G 229).</p> <p>The cumulative effect of these systemic problems resulted in the agency's inability to meet the requirements of the Condition of Participation 484.36: Home Health Aide Services.</p> | | | |

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|--|--|---|--|----------------------|---|
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| G0215 | <p>484.36(b)(2)(iii) COMPETENCY EVALUATION & IN-SERVICE TRAI</p> <p>The home health aide must receive at least 12 hours of in-service training during each 12 month period. The in-service training may be furnished while the aide is furnishing care to the patient.</p> <p>Based on document review and interview, the agency failed to ensure the home health aides received at least 12 hours of in-service training from 1/1/12 to 12/31/12 in 1 of 1 home health aide programs reviewed with the potential to affect all patients who receive home health aide services.</p> <p>Findings:</p> <ol style="list-style-type: none"> Agency documents titled "Meeting Attendance" evidenced documentation of home health aide inservice presentations and attendance. The documents, dated 1/26/12, 2/16/12, 4/19/12, 6/21/12, 7/19/12, 8/23/12, 9/20/12, 9/13/12, and 11/12 (several days of electronic study), failed to evidence 12 hours of in-service training. The total was 10 hours and 45 minutes for the 12 months period. On 2/4/13 at 3:30 PM, the Director of Nursing, Employee B, agreed with the 10 hours and 45 minutes of in-service hours. | G0215 | G215-Staff will be educated on 410 IAC 17-14-1 b. Establish aide educationc. All aide personal files will be audited to determine number of inservices completed so far in 2013. Then again in June to determine status of inservice education completed. In September the files will be reviewed again and the aides will be notified that if the 12 hours of inservice education is not complete by 12-31-13 they will be terminated.DHS or designee will be responsible | 03/06/2013 | |

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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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| G0224 | <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. Based on clinical record review and interview, the agency failed to ensure the registered nurse completed a home health aide care plan for 1 of 8 clinical records reviewed of patients with home health aide services with the potential to affect all patients who receive aide services. (13)</p> <p>Findings:</p> <ol style="list-style-type: none"> 1. Clinical record 13, start of care (SOC) 12/15/12, evidenced physician orders for the certification period 12/15/12 to 2/12/13 for the home health aide 2 times a week. The clinical record failed to evidence a written home health aide care plan. The clinical record evidenced home health aide visits on 12/17/12, 12/20/12, 12/27/12, 1/3/13, 1/8/13, 1/10/13, 1/15/13, 1/17/13 and 1/22/13. 2. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was not a written home aide assignment sheet in the record. | G0224 | G224Staff will be instructed on the regulation and new process 20% of charts that have aides assigned will be audited to ensure RN completed aide care plan. The new aide assignment sheets will have documentation that there was communication by the RN regarding the aide assignment.DHS or designee responsible | 03/06/2013 |

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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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|--------------------|--|---------------|--|----------------------|
| G0225 | <p>484.36(c)(2) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE</p> <p>The home health aide provides services that are ordered by the physician in the plan of care and that the aide is permitted to perform under state law.</p> <p>Based on clinical record review and observation, the agency failed to ensure the Home Health Aide provided the services as identified on the home health aide care plan in 3 of 8 records reviewed of patients with Home Health Aide services with the potential to affect all patients that received home health aide services. (#2, #8, and #10)</p> <p>Findings include:</p> <p>1. Clinical record #2 contained a Home Health Aide Care Plan and Visit Report with a care plan date of 10/12/12 which indicated the Home Health Aide was assigned the following tasks at every visit: Tub/Shower-Partial/Complete, Assist with Dressing, Hair Care-Shampoo, brush, Skin Care-Lotion, powder, deodorant, Check Skin For Pressure Areas, Oral Care-assist PRN, Ambulation Assist-Walker, Transfer Assist, Encourage Fluids, and Clean immediate care area i.e. clean the bathtub, sink, basin; put wet linens into laundry; leave care area tidy. The Home Health Aide Care Plan and Visit Reports dated 10/26,</p> | G0225 | G225-Educate staff on 484.36 c assignments and duties of home health aideb. 20% of charts will be audited that have aides assigned to ensure RN have completed aide care plan and all new assignment sheets will have documentation that there was communication by RN regarding aide assignment.DHS or designee responsible | 03/06/2013 |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | | X3) DATE SURVEY COMPLETED 01/31/2013 | |
|--|---|---|---|--|--|---|--|
| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | | | | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 | | | |
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| | <p>11/2, 11/5, 11/13, 11/16, and 11/24/12 failed to evidence the Home Health Aide completed Transfer Assist and Encourage Fluids.</p> <p>2. Clinical record #8 contained a Home Health aide Care Plan and Visit Report with a care plan date of 11/13/12 and an update of 1/8/13 which indicated the Home Health Aide was assigned the following tasks at every visit: Tub/Shower-partial/complete, Assist with Dressing, Hair Care-Shampoo, brush, Skin Care-Lotion, powder, deodorant, Check Skin for Pressure Areas, Nail Hygiene-clean nails, Oral Care, Ambulation Assist, Transfer Assist, and Clean immediate care area i.e. clean the bathtub, sink, basin; put wet linens into laundry; leave care area tidy. The Home Health Aide Care Plan and Visit Report dated 1/22/13 failed to evidence the Home Health aide completed Nail Hygiene and Oral Care.</p> <p>3. Clinical record #10 contained a Home Health aide Care Plan and Visit Report with a care plan date of 12/3/12 and an update of 12/17/12 which indicated the Home Health Aide was assigned the following tasks at every visit: Tub/Shower-partial/complete, Assist with Dressing, Hair Care-Shampoo, brush, Skin Care-Lotion, powder, deodorant,</p> | | | | | | |

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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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|--------------------|--|---------------|---|----------------------|
| | <p>Check Skin for Pressure Areas, Nail Hygiene-clean nails, Oral Care, and Clean immediate care area i.e. clean the bathtub, sink, basin; put wet linens into laundry; leave care area tidy. The Home Health Aide Care Plan and Visit Reports dated 12/21, 12/24, 12/28, and 12/31/12 and 1/4, and 1/11/13 evidenced the Home Health Aide completed Personal Care-Shave and Activity-Transfer Bed/Chair. These tasks were not assigned on the home health aide plan of care.</p> <p>On 1/29/13 at 11:30 AM, employee D, Home Health Aide, was observed assisting patient with transfer and ambulation.</p> | | | |

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| G0228 | <p>484.36(d)(1) SUPERVISION</p> <p>If the patient receives skilled nursing care, the registered nurse must perform the supervisory visit required by paragraph (d) (2) of this section. If the patient is not receiving skilled nursing care, but is receiving another skilled service (that is, physical therapy, occupational therapy, or speech-language pathology services), supervision may be provided by the appropriate therapist.</p> <p>Based on clinical record review and interview, the agency failed to ensure the registered nurse made supervisory visits in 1 of 8 records reviewed of patients that received skilled nursing and home health aide services creating the potential to affect all of the agency's current patients that receive skilled nurse and home health aide services. (#10)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record #10 evidenced the agency provided skilled nursing and home health aide services during certification period 12/3/12 to 1/31/13. The record evidenced the physical therapist made supervisory visits on 12/14 and 12/19/12 and again on 1/10/13 and the registered nurse made a supervisory visit on 1/3/13, a period of 4 weeks after home health aide services began. 2. On 1/31/13 10:35 AM, employee B | G0228 | G228-Staff will be educated regarding aide supervision 484.36dB .Management will audit 20% of new and current charts monthly for next year to ensure RN made supervisory visits in accordance with regulationDHS or designee responsible | 03/06/2013 | | | |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | | X3) DATE SURVEY COMPLETED 01/31/2013 |
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| | indicated the physical therapist was conducting the home health aide supervisory visits but was aware the patient had skilled nursing services. Employee B indicated the home health aide cannot be supervised by a therapist. | | | | |

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| G0229 | <p>484.36(d)(2) SUPERVISION The registered nurse (or another professional described in paragraph (d)(1) of this section) must make an on-site visit to the patient's home no less frequently than every 2 weeks.</p> <p>Based on clinical record review, interview, and policy review, the agency failed to ensure the registered nurse made supervisory visits at least every 2 weeks in 5 of 8 records reviewed of patients that received skilled nursing and home health aide services creating the potential to affect all of the agency's current patients that receive skilled nurse and home health aide services. (#5, #8, #9, #10, and #16)</p> <p>Findings include:</p> <p>1. Clinical record 5, start of care (SOC) 12/4/12, evidenced a supervisory visit on 12/10/12 and the next supervisory visit 1/10/13, a period of 30 days between supervisory visits.</p> <p>On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated the supervisory visits were not made timely.</p> <p>2. Clinical record #8 evidenced the registered nurse made a supervisory visit</p> | G0229 | G229-Staff will be educated regarding aide supervision 484.36dB .Management will audit 20% of new and current charts monthly for next year to ensure RN made supervisory visits in accordance with regulationDHS or designee responsible | 03/06/2013 | | | |

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| | <p>on 12/6/12 and not again until 1/2/13, a period of 3 weeks between supervisory visits.</p> <p>On 1/31/13 at 10:25 AM, employee B indicated she was unaware the supervisory visits were greater than 14 days between visits.</p> <p>3. Clinical record #9 evidenced the registered nurse made a supervisory visits on 12/10/12, 1/4/13 and 1/22/13, periods greater than 14 days between supervisory visits.</p> <p>4. Clinical record #10 evidenced the agency provided skilled nursing and home health aide services during certification period 12/3/12 to 1/31/13. The record evidenced the physical therapist made supervisory visits on 12/14 and 12/19/12 and again on 1/10/13 and the registered nurse made a supervisory visit on 1/3/13, a period of 4 weeks after home health aide services began.</p> <p>On 1/31/13 10:35 AM, employee B indicated the physical therapist was conducting the home health aide supervisory visits but was aware the patient had skilled nursing services. Employee B indicated the home health aide cannot be supervised by a therapist.</p> | | | | | | |

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| | <p>5. Clinical record # 16 failed to evidence a supervisory visit from 11/9/12 to 1/7/13, a period of 59 days.</p> <p>On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated the supervisory visits were not made timely.</p> <p>6. The agency policy titled "Supervisory Visit client care policy 3018" with a renewal/revision date of 7/16/12 states, "Purpose 1. To assess client and client family relationships with Care One Home Health Aides, PTA, COTA, LPN. 2. To assess Care One Home Health Aide, PTA, COTA, LPN delivery of care. 3. To determine if projected client outcomes are being achieved. Policy A registered nurse or qualified therapist makes a supervisory visit to the client's residence at least once every two (2) weeks."</p> | | | | |

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| G0239 | <p>484.48(b) PROTECTION OF RECORDS Clinical record information is safeguarded against loss or unauthorized use. Based on interview, the agency failed to ensure the confidentiality of clinical records in 1 of 1 agency reviewed with the potential to affect all patients who require OASIS data to be transmitted to the state agency.</p> <p>Findings:</p> <p>On February 4, 2013, at 2:00 PM, the Director of Nursing, Employee B, indicated the coder at their agency had left and they had been sending all their OASIS assessments to another agency in Evansville for encoding and transmission. She indicated her agency did not have a confidentiality agreement / HIPPA contract with the other agency.</p> | G0239 | G239The Home Health agency will ensure confidentiality of all patient records will be maintained. The administrator will obtain a written contract with the Evansville agency to assist with coding and Oasis transmission.Branch Administrator or designee responsible. | 03/04/2013 |

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| G0341 | <p>484.55(d)(3) UPDATE OF THE COMPREHENSIVE ASSESSMENT The comprehensive assessment must be updated and revised (including the administration of the OASIS) at discharge. Based on clinical record review and interview, the agency failed to ensure a complete transfer assessment was completed when the patient was transferred to an inpatient facility in 1 of 16 records reviewed with the potential to affect all the agency's patients. (#6)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record #6, start of care 12/14/12, contained a document titled "IP [inpatient] - Admission Note/H&P - Staff" with a date of admission as 1/11/13 and chief complaint as generalized weakness and abdominal pain. The record evidenced an incomplete transfer OASIS assessment by employee L. 2. On 1/31/13 at 9:35 AM, Director of Nursing, employee B, indicated the assessment was incomplete. 3. On 1/31/13 at 9:36 AM, Clinical Manager, employee C, indicated the nurse who performed the assessment did not copy the last page of the assessment, which was also the signature page. | | | G0341 | G341-Staff to be educated on need for transfer oasis.b. 20% of charts requiring transfer oasis will be audited for complete transfer oasis submission.DHS or designee responsible | | 03/06/2013 |

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| N0000 | <p>This visit was a home health agency state licensure survey.</p> <p>Survey dates: January 28, 29, 30, and 31 and February 4, 2013</p> <p>Facility: #011285</p> <p>Medicaid Vendor: N/A</p> <p>Surveyor: Susan Sparks, RN, PH Nurse Surveyor Tonya Tucker, RN, PH Nurse Surveyor</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN February 8, 2013</p> | N0000 | | |
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| N0456 | <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: (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 administrative document and interview, the administrator failed to ensure the agency had an ongoing quality assurance program that objectively and systematically monitored and evaluated the quality and appropriateness of patient care, resolved identified problems, and improved patient care for 1 of 1 agency with the potential to affect all patients of the agency.</p> <p>Findings include:</p> <p>1. Review of agency documents failed to evidence the agency had an ongoing quality assurance program.</p> <p>2. On 1/31/13 at 1:00 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated the agency has not been participating in a quality assurance program. There had been multiple leadership changes and they had not followed through on this.</p> | N0456 | <p>N456- 1. Agency will develop a quality assurance plan and process. The new plan will include:a. A collaboration of professional and non-professional staff will meet to determine 2 clinical outcomes to be monitored and develop improvement plans based on 6 months of data.b. Management will collect data on aide documentation on the aide assignment sheets developed by the RN and develop improvement plans immediatelyc. Management will monitor and audit 20% of charts requiring aide services monthly for next year to ensure RN supervisory visits will be made in accordance to regulation and develop improvement plan immediatelyd. Management will audit at least 20% of charts to ensure no bills go out with complete orders.e. Leadership team to meet quarterly to review data outcomes and make appropriate revisions to the process.2. Management will review outcome data at least quarterly. Results will be reported</p> | 03/06/2013 | | | |

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| | | | to the board of directors at all meetings of the board. 3. DHS or designee to be responsible. | |

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| N0472 | <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 administrative document and interview, the administrator failed to ensure the agency had an ongoing quality assurance program that objectively and systematically monitored and evaluated the quality and appropriateness of patient care, resolved identified problems, and improved patient care for 1 of 1 agency with the potential to affect all patients of the agency.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Review of agency documents failed to evidence the agency had an ongoing quality assurance program. 2. On 1/31/13 at 1:00 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated the agency has not | N0472 | <p>N472- 1. Agency will develop a quality assurance plan and process. The new plan will include:a. A collaboration of professional and non-professional staff will meet to determine 2 clinical outcomes to be monitored and develop improvement plans based on 6 months of data.b. Management will collect data on aide documentation on the aide assignment sheets developed by the RN and develop improvement plans immediately.c. Management will monitor and audit 20% of charts requiring aide services monthly for next year to ensure RN supervisory visits will be made in accordance to regulation and develop improvement plan immediately.d. Management will audit at least 20% of charts to ensure no bills go out with complete orders.e. Leadership team to meet quarterly to review data outcomes</p> | 03/06/2013 |

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| | been participating in a quality assurance program. There had been multiple leadership changes and they had not followed through on this. | | and make appropriate revisions to the process.2. Management will review outcome data at least quarterly. Results will be reported to the board of directors at all meetings of the board. 3. DHS or designee to be responsible. | | |

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| N0508 | <p>410 IAC 17-12-3(b)(2)(E) Patient Rights Rule 12 Sec. 3(b)(2)(E) (b) The patient has the right to exercise his or her rights as a patient of the home health agency as follows: (2) The patient has the right to the following: (E) Confidentiality of the clinical records maintained by the home health agency. The home health agency shall advise the patient of the agency's policies and procedures regarding disclosure of clinical records.</p> <p>Based on interview, the agency failed to ensure the confidentiality of clinical records in 1 of 1 agency reviewed with the potential to affect all patients who require OASIS data to be transmitted to the state agency.</p> <p>Findings:</p> <p>On February 4, 2013, at 2:00 PM, the Director of Nursing, Employee B, indicated the coder at their agency had left and they had been sending all their OASIS assessments to another agency in Evansville for encoding and transmission. She indicated her agency did not have a confidentiality agreement / HIPPA contract with the other agency.</p> | N0508 | N508The Home Health agency will ensure confidentiality of all patient records will be maintained. The administrator will obtain a written contract with the Evansville agency to assist with coding and Oasis transmission.Branch Administrator or designee responsible. | 03/04/2013 | | | |

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| N0522 | <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: Based on clinical record review, observation, and interview, the agency failed to ensure orders were present to admit the patient to home care services and continue home care services, for services provided, and visits were made as ordered on the plan of care for 16 of 16 clinical records reviewed creating the potential for treatment omission and patient harm affecting all 68 patients of the agency, (# 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record 1, start of care (SOC) 8/26/11, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/18/12 through 2/15/12. The record failed to evidence a physician order to continue home care services. 2. Clinical record 2, SOC 10/12/12, included a comprehensive assessment dated 10/12/12 and a plan of care dated 10/12/12 through 12/10/12. The record failed to evidence a physician order to initiate home care services. | N0522 | N5221. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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| | <p>A. The plan of care dated 10/12/12 through 12/10/12 identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8, 11/12, 11,14, 11/21, and 11/29/12.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>B. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> <p>3. Clinical record 3, SOC 9/12/12, included a comprehensive assessment</p> | | | | | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 01/31/2013 |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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| | <p>dated 9/12/12 and a plan of care dated 9/12/12 through 11/10/12. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care identified the patient was to receive home health aides 2 times a week for 6 weeks starting 9/17/12. The record failed to evidence home health aide visits the week of 9/17/12. The plan of care lacked a physician signature.</p> <p>4. Clinical record 4, SOC 3/9/12, included a comprehensive assessment dated 5/3/12 and a plan of care dated 5/8/12 through 7/6/12. The record failed to evidence a physician order to continue home care services.</p> <p>A. The plan of care for 5/8/12 to 7/6/12 identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>B. The record failed to evidence two physical therapy visits week 1 and week 4.</p> | | | |

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| | <p>5. Clinical record 5, SOC 12/4/12, included a comprehensive assessment dated 12/4/12 and a plan of care dated 12/4/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The record included a verbal order for skilled nurse 1 time a week for 4 weeks starting 12/10/12. The record evidenced four additional visits were made without further orders.</p> <p>B. The plan of care for 12/4/12 to 2/1/13 identified the patient was to receive occupational therapy 2 times a week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an occupational therapy evaluation dated 12/5/12 but failed to evidence a physical verbal order for treatment or a signed plan of care. he record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, `12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>C. The plan of care also identified the patient was to receive physical therapy 2 visits a week for 4 weeks. The record failed to evidence 2 visits for week 3.</p> <p>6. Clinical record 6, SOC 12/14/12, included a comprehensive assessment dated 12/14/12 and a plan of care dated</p> | | | |

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| | <p>12/14/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/14/12 through 2/11/13 identified the patient was to receive Occupational Therapy services 2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician verbal order for therapy services or a signed plan of care.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12. The clinical record failed to evidence Physical Therapy visits for weeks 2, 3, 4, and 5.</p> <p>B. On 1/31/13 at 9:50 AM, employee B indicated she was unaware of the missed physical therapy visits for patient #6.</p> <p>C. On 1/31/13 at 9:35 AM, employee C indicated the therapists were calling the physician to get approval but not getting a</p> | | | | | | |

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| | <p>physicians signature.</p> <p>7. Clinical record 7, SOC 5/18/12, included a comprehensive assessment dated 1/10/12 and a plan of care dated 1/13/13 through 3/13/13. The record failed to evidence a physician order to continue home care services.</p> <p>A. The plan of care for certification period of 1/13/13 - 3/13/13 identified the patient was to receive Home Health Aide services 2 times a week for 9 weeks effective 1/13/13 and Physical Therapy services 2 times a week for 4 weeks. The clinical record failed to evidence Home Health Aide and Physical Therapy visits for week one of this certification period.</p> <p>B. On 1/31/13 at 10:05 AM, employee B indicated there were no Home Health Aide or Physical Therapy visits made for the week of 1/13/13 to 1/19/13 for patient #7.</p> <p>8. Clinical record 8, SOC 11/13/12, included a comprehensive assessment dated 11/13/12 and a plan of care dated 11/13/12 through 1/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>9. Clinical record 9, SOC 12/4/12, included a comprehensive assessment</p> | | | | | | |

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| | <p>dated 12/4/12 and a plan of care dated 12/4/12 through 2/1/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/4/12 through 2/1/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> <p>10. Clinical record 10, SOC 12/3/12, included a comprehensive assessment dated 12/3/12 and a plan of care dated 12/3/12 to 1/31/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/3/12 through 1/31/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical</p> | | | |

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| | <p>Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11, 12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10, 1/17, and 1/18/13</p> <p>11. Clinical record 11, SOC 12/11/12, included a comprehensive assessment dated 12/11/12 and a plan of care dated 12/11/12 through 2/8/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/11/12 through 2/8/13 identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3, 1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>B. The plan of care also identified</p> | | | |

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| | <p>the patient was to receive Physical Therapy services 1 time a week for 1 week, 2 times a week for 6 weeks, then 1 time a week for 2 weeks. The clinical record failed to evidence one Physical Therapy visit for week 4 and week 7 of the certification period.</p> <p>On 1/31/13 at 10:45 AM, employee C indicated there were missed physical therapy visits for weeks 4 and 7 for patient #11.</p> <p>12. Clinical record 12, SOC 1/25/13, included a comprehensive assessment dated 1/25/13 and a plan of care dated 1/25/13 through 3/25/13. The record failed to evidence a physician order to initiate home care services.</p> <p>13. Clinical record 13, SOC 12/15/12, included a comprehensive assessment dated 12/15/12 and a plan of care dated 12/15/12 through 2/12/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care for 12/15/12 to 2/12/13 identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>1.) The record evidenced a</p> | | | | |

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| | <p>occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> <p>2.) The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13. The record failed to evidence 2 visits weeks 2 and 3.</p> <p>B. The plan of care evidenced the patient was to receive home health aide 2 times a week for 4 weeks. The record failed to evidence 2 visits for week 4.</p> <p>14. Clinical record 14, SOC 12/18/12, included a comprehensive assessment dated 12/18/12 and a plan of care dated 12/18/12 through 2/15/13. The record failed to evidence a physician order to imitate home care services.</p> <p>The plan for care for 12/18/12 to 2/15/13 evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a</p> | | | |

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| | <p>week for 2 weeks.</p> <p>A. The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>B. The record evidenced a physical therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> <p>15. Clinical record 15, SOC 11/20/12, included a comprehensive assessment dated 11/20/12 and a plan of care dated 11/20/12 through 1/18/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care evidenced the patient was to receive skilled nursing 3 times a week for 5 weeks, 2 times a week for 2 weeks, and then 1 times a week for 2 weeks. The record failed to evidence 3 visits weeks 2.</p> <p>16. Clinical record 16, SOC 7/12/12, included a comprehensive assessment</p> | | | | | | |

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|--|--|

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| | <p>dated 11/6/12 and a plan of care dated 11/9/12 through 1/7/13. The record failed to evidence a physician order to continue home care services.</p> <p>17. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence of verbal orders from a physician for start of care or continuation of care into the next certification period. She indicated visits were missed for records 3, 4, 5, 7, 13, and 15.</p> | | | |

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| N0524 | <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 and interview, the agency failed to ensure the plan of care was signed by the physician timely in 11 of 16 clinical records reviewed creating the potential to affect all 68 of the agency's patients. (3, 4, 5, 6, 9, 10, 11, 13, 14, 15, and 16)</p> <p>Findings include:</p> <p>1. Clinical record 3, start of care (SOC) 9/12/12, included a plan of care for</p> | N0524 | N5241. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and to ensure no bills go out without complete physician | 03/06/2013 | | | |

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| | <p>9/12/12 to 11/10/12 that failed to evidence a physician's signature until 1/7/13.</p> <p>2. Clinical record 4, SOC 3/9/12, included a plan of care for 5/8/12 to 7/6/12 that failed to evidence a dated physician's signature.</p> <p>3. Clinical record 5, SOC 12/4/12, included a plan of care for 12/4/12 to 2/1/13 that failed to evidence a physician's signature.</p> <p>4. Clinical record #6, start of care 12/14/12, included a plan of care for the certification period of 12/14/12 - 2/11/13 that failed to evidence a physician's signature.</p> <p>On 1/31/13 at 9:45 AM, employee B indicated the physician signature was missing from the plan of care.</p> <p>5. Clinical record #9, start of care 12/4/12, included a plan of care for the certification period of 12/4/12 - 2/1/13 that failed to evidence a physician's signature.</p> <p>On 1/31/13 at 10:30 AM, employee B indicated the physician signature was missing from the plan of care.</p> | | <p>orders. Then quarterly audits will be conducted for the same.3. Branch Administrator or designee responsible</p> | | | | |

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| | 6. Clinical record #10, start of care 12/3/12, included a plan of care for the certification period of 12/3/12 - 1/31/13 that failed to evidence a physician's signature. | | | | |
| | 7. Clinical record #11, start of care 12/11/12, included a plan of care for the certification period of 12/11/12 - 2/8/13 that failed to evidence a physician's signature. | | | | |
| | 8. Clinical record 13, SOC 12/15/12, included a plan of care for 12/15/12 to 2/12/12 that failed to evidence a physician's signature. | | | | |
| | 9. Clinical record 14, SOC 12/18/12, included a plan of care for 12/18/12 to 2/15/13 that failed to evidence a physician's signature. | | | | |
| | 10. Clinical record 15, SOC 11/20/12, included a plan of care for 1/19/13 to 3/19/13 that failed to evidence a physician's signature. | | | | |
| | 11. Clinical record 16, SOC 7/12/12, included a plan of care for 1/8/12 to 3/8/13 that failed to evidence a physicians' signature. | | | | |
| | 12. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / | | | | |

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| | Director of Nursing, Employee B, indicated there were no physician signature on the plan of care for clinical records 3, 4, 5, 7, 1, 13, 14, 15, and 16. | | | | |

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | | X3) DATE SURVEY COMPLETED 01/31/2013 | |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | | | | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 | | | |
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| N0526 | <p>410 IAC 17-13-1(a)(2) Patient Care Rule 13 Sec. 1(a)(2) The total medical plan of care shall be reviewed by the attending physician, dentist, chiropractor, optometrist or podiatrist, and home health agency personnel as often as the severity of the patient's condition requires, but at least once every two (2) months. Based on clinical record review and interview, the agency failed to ensure the total plan of care was reviewed by the attending physician at least once every 2 months in 4 of 4 clinical records reviewed of those patients receiving services longer than 60 days with the potential to affect all patients receiving services longer than 2 months. (1, 4, 7 and 16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record 1, start of care (SOC) 8/26/11, included a plan of care dated 12/18/12 through 2/15/12. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services. 2. Clinical record 4, SOC 3/9/12, included a plan of care dated 5/8/12 through 7/6/12. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services. 3. Clinical record 7, SOC 5/18/12, | N0526 | N5261. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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|--------------------|--|---------------|---|----------------------|
| | <p>included a plan of care dated 1/13/13 through 3/13/13. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services.</p> <p>4. Clinical record 16, SOC 7/12/12, included a plan of care dated 11/9/12 through 1/7/13. The record failed to evidence a physician reviewed and signed the plan of care to continue home care services.</p> <p>5. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence the physician reviewed and signed the plan of care.</p> | | | |

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| N0542 | <p>410 IAC 17-14-1(a)(1)(C) Scope of Services Rule 14 Sec. 1(a) (1)(C) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (C) Initiate the plan of care and necessary revisions.</p> <p>Based on clinical record review, observation, and interview, the agency failed to ensure the registered nurse initiated the plan of care by obtaining verbal orders to admit the patient to home care services and continue home care services and for services provided for 16 of 16 clinical records reviewed creating the potential for treatment omission and patient harm affecting all 68 patients of the agency. (# 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> Clinical record 1, start of care (SOC) 8/26/11, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/18/12 through 2/15/12. The record failed to evidence a physician order to continue home care services. Clinical record 2, SOC 10/12/12, included a comprehensive assessment dated 10/12/12 and a plan of care dated 10/12/12 through 12/10/12. The record | N0542 | N5421. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 | | | |

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|--------------------|--|---------------|---|----------------------|
| | <p>failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 10/12/12 through 12/10/12 identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8, 11/12, 11,14, 11/21, and 11/29/12.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>B. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> | | | |

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| | <p>3. Clinical record 3, SOC 9/12/12, included a comprehensive assessment dated 9/12/12 and a plan of care dated 9/12/12 through 11/10/12. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care identified the patient was to receive home health aides 2 times a week for 6 weeks starting 9/17/12. The record failed to evidence home health aide visits the week of 9/17/12. The plan of care lacked a physician signature.</p> <p>4. Clinical record 4, SOC 3/9/12, included a comprehensive assessment dated 5/3/12 and a plan of care dated 5/8/12 through 7/6/12. The record failed to evidence a physician order to continue home care services.</p> <p>The plan of care for 5/8/12 to 7/6/12 identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>5. Clinical record 5, SOC 12/4/12, included a comprehensive assessment</p> | | | | | | |

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| | <p>dated 12/4/12 and a plan of care dated 12/4/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The record included a verbal order for skilled nurse 1 time a week for 4 weeks starting 12/10/12. The record evidenced four additional visits were made without further orders.</p> <p>B. The plan of care for 12/4/12 to 2/1/13 identified the patient was to receive occupational therapy 2 times a week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an occupational therapy evaluation dated 12/5/12 but failed to evidence a physical verbal order for treatment or a signed plan of care. he record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, `12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>6. Clinical record 6, SOC 12/14/12, included a comprehensive assessment dated 12/14/12 and a plan of care dated 12/14/12 through 2/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/14/12 through 2/11/13 identified the patient was to receive Occupational Therapy services</p> | | | | |

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| | <p>2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician verbal order for therapy services or a signed plan of care.</p> <p>1.) The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> <p>2.) The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12. The clinical record failed to evidence Physical Therapy visits for weeks 2, 3, 4, and 5.</p> <p>B. On 1/31/13 at 9:50 AM, employee B indicated she was unaware of the missed physical therapy visits for patient #6.</p> <p>C. On 1/31/13 at 9:35 AM, employee C indicated the therapists were calling the physician to get approval but not getting a physicians signature.</p> <p>7. Clinical record 7, SOC 5/18/12, included a comprehensive assessment dated 1/10/12 and a plan of care dated 1/13/13 through 3/13/13. The record failed to evidence a physician order to</p> | | | | |

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| | <p>continue home care services.</p> <p>8. Clinical record 8, SOC 11/13/12, included a comprehensive assessment dated 11/13/12 and a plan of care dated 11/13/12 through 1/11/13. The record failed to evidence a physician order to initiate home care services.</p> <p>9. Clinical record 9, SOC 12/4/12, included a comprehensive assessment dated 12/4/12 and a plan of care dated 12/4/12 through 2/1/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/4/12 through 2/1/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> <p>10. Clinical record 10, SOC 12/3/12, included a comprehensive assessment dated 12/3/12 and a plan of care dated</p> | | | | | | |

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|--|--|---|---|--|--|---|--|
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| | <p>12/3/12 to 1/31/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care dated 12/3/12 through 1/31/13 identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11, 12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10, 1/17, and 1/18/13</p> <p>11. Clinical record 11, SOC 12/11/12, included a comprehensive assessment dated 12/11/12 and a plan of care dated 12/11/12 through 2/8/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care dated 12/11/12 through 2/8/13 identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the</p> | | | | | | |

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| | <p>patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3, 1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>B. On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>12. Clinical record 12, SOC 1/25/13, included a comprehensive assessment dated 1/25/13 and a plan of care dated 1/25/13 through 3/25/13. The record failed to evidence a physician order to initiate home care services.</p> <p>13. Clinical record 13, SOC 12/15/12, included a comprehensive assessment dated 12/15/12 and a plan of care dated 12/15/12 through 2/12/13. The record failed to evidence a physician order to initiate home care services.</p> <p>A. The plan of care for 12/15/12 to 2/12/13 identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>B. The record evidenced a occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a</p> | | | | |

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| | <p>signed plan of care. The record evidenced occupational therapy visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> <p>C. The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13. The record failed to evidence 2 visits weeks 2 and 3.</p> <p>14. Clinical record 14, SOC 12/18/12, included a comprehensive assessment dated 12/18/12 and a plan of care dated 12/18/12 through 2/15/13. The record failed to evidence a physician order to imitate home care services.</p> <p>The plan for care for 12/18/12 to 2/15/13 evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a week for 2 weeks.</p> <p>A. The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12,</p> | | | |

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| | <p>1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>B. The record evidenced a physical therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> <p>15. Clinical record 15, SOC 11/20/12, included a comprehensive assessment dated 11/20/12 and a plan of care dated 11/20/12 through 1/18/13. The record failed to evidence a physician order to initiate home care services.</p> <p>The plan of care evidenced the patient was to receive skilled nursing 3 times a week for 5 weeks, 2 times a week for 2 weeks, and then 1 times a week for 2 weeks. The record failed to evidence 3 visits weeks 2.</p> <p>16. Clinical record 16, SOC 7/12/12, included a comprehensive assessment dated 11/6/12 and a plan of care dated 11/9/12 through 1/7/13. The record failed to evidence a physician order to continue home care services.</p> <p>17. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B,</p> | | | | |

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| | indicated there was no evidence of verbal orders from a physician for start of care or continuation of care into the next certification period. She indicated visits were missed for records 3, 4, 5, 7, 13, and 15. | | | |

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| N0550 | <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 registered nurse completed a home health aide care plan for 1 of 8 clinical records reviewed of patients with home health aide services with the potential to affect all patients who receive aide services. (13)</p> <p>Findings:</p> <ol style="list-style-type: none"> 1. Clinical record 13, start of care (SOC) 12/15/12, evidenced physician orders for the certification period 12/15/12 to 2/12/13 for the home health aide 2 times a week. The clinical record failed to evidence a written home health aide care plan. The clinical record evidenced home health aide visits on 12/17/12, 12/20/12, 12/27/12, 1/3/13, 1/8/13, 1/10/13, 1/15/13, 1/17/13 and 1/22/13. 2. On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was not a written home | N0550 | N550Staff will be instructed on the regulation and new process 20% of charts that have aides assigned will be audited to ensure RN completed aide care plan. The new aide assignment sheets will have documentation that there was communication by the RN regarding the aide assignment.DHS or designee responsible | 03/06/2013 | |

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| | aide assignment sheet in the record. | | | |

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| N0565 | <p>410 IAC 17-14-1(c)(4) Scope of Services Rule 14 Sec. 1(c) The appropriate therapist listed in subsection (b) of this rule shall: (4) help develop the plan of care (revising as necessary); Based on clinical record review, interview, and observation, the agency failed to ensure verbal orders were obtained for therapy services by the registered nurse or qualified therapist in 9 of 13 clinical records reviewed of patients with therapy services with the potential to affect all the patients of the agency that receive therapy services. (#2, 4, 5, 6, 9, 10, 11, 13, and 14)</p> <p>Findings include:</p> <p>1. Clinical record #2, start of care (SOC) 10/12/12, included a plan of care dated 10/12/12 through 12/10/12 that identified the patient was to receive Occupational Therapy services 2 times a week for 5 weeks then one time a week for 2 weeks and Physical Therapy services one time a week for 1 week, 3 times a week for 2 weeks, and then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for therapy services.</p> <p>A. The record evidenced the patient received an Occupation Therapy Evaluation on 10/15/12 and received</p> | N0565 | N5651. All staff to be oriented on all aspects of the medical plan of care to include admission orders and orders to continue homecare services. Staff will be educated on all requirements of medical plan of care. An outside consultant will be hired to instruct staff workshop.2. 20% of new and current charts will be audited for the next 2 months to ensure orders are present on chart to meet regulation for medical POC and then quarterly3. Branch Administrator or designee responsible | 03/06/2013 |

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| | <p>Occupational Therapy services on 10/19, 10/22, 10/24, 10/30, 11/1, 11/5, 11/8, 11/12, 11,14, 11/21, and 11/29/12.</p> <p>B. The record evidenced the patient received a Physical Therapy Evaluation on 10/12/12 and received Physical Therapy services on 10/15, 10/18, 10/19, 10/24, 10/25, 10/26, 10/31, 11/07, 11/09, 11/14, 11/16, 11/20, 11/21, 11/27, and 11/28.</p> <p>C. On 1/31/13 at 9:20 AM, employee B indicated there was no physicians verbal order for Occupational Therapy or Physical Therapy.</p> <p>2. Clinical record 4, SOC 3/9/12, evidenced a plan of care for 5/8/12 to 7/6/12 which identified the patient was to receive physical therapy 2 times a week for 6 weeks. The record evidenced a physical therapy evaluation on 5/8/12 but failed to evidence a physician verbal order for treatment or a signed plan of care.</p> <p>The record evidenced physical therapy visits 5/10/12, 5/15/12, 5/22/12, 5/25/12, 6/5/12, 6/7/12, 6/12/12, and 6/15/12.</p> <p>3. Clinical record 5, SOC 12/4/12, evidenced a plan of care for 12/4/12 to 2/1/13 that indicated the patient was to receive occupational therapy 2 times a</p> | | | | |

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| | <p>week 4 weeks then 1 time a week 3 times starting 12/5/12. The record evidenced an occupational therapy evaluation dated 12/5/12 but failed to evidence a physical verbal order for treatment or a signed plan of care.</p> <p>The record evidenced occupational therapy visits 12/7/12, 12/13/12, 12/18/12, 12/20/12, 12/27/12, 12/29/12, 1/1/13, 1/8/13, and 1/4/13.</p> <p>4. Clinical record #6, start of care 12/14/12, included a plan of care dated 12/14/12 through 2/11/13 that identified the patient was to receive Occupational Therapy services 2 times a week for 4 weeks then 1 time a week for 2 weeks and Physical Therapy services 2 times a week for 6 weeks. The record failed to evidence a physician verbal order for therapy services or a signed plan of care.</p> <p>A. The record evidenced the patient received an Occupation Therapy Evaluation on 12/18/12 and received Occupation Therapy services on 12/20, 12/27, and 12/28/12 and 1/2 and 1/4/13.</p> <p>B. The record evidenced the patient received a Physical Therapy Evaluation on 12/18/12.</p> <p>C. On 1/31/13 at 9:35 AM, employee</p> | | | | |

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| | <p>C indicated the therapists were calling the physician to get approval but not getting a physicians signature.</p> <p>5. Clinical record #9, start of care 12/4/12, included a plan of care dated 12/4/12 through 2/1/13 that identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 2 weeks, then 2 times a week for 3 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/6/12 and received Physical Therapy services on 12/10, 12/11, 12/14, 12/17, 12/19, 12/20, 12/28, and 12/31/12 and 1/9/, 1/11, 1/16, 1/17, 1/22, and 1/24/13.</p> <p>6. Clinical record #10, start of care 12/3/12, included a plan of care dated 12/3/12 through 1/31/13 that identified the patient was to receive Physical Therapy services 1 time a week for 1 week, 3 times a week for 4 weeks, then 2 times a week for 4 weeks. The record failed to evidence a physician verbal order for Physical Therapy services or a signed plan of care. The record evidenced the patient received a Physical Therapy Evaluation on 12/7/12 and received Physical Therapy services on 12/11,</p> | | | |

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| | <p>12/14, 12/17, 12/19, 12/21, 12/24, 12/27, and 12/28/12 and 1/2, 1/3, 1/4, 1/8, 1/10, 1/17, and 1/18/13</p> <p>7. Clinical record #11, start of care 12/11/12, included a plan of care dated 12/11/12 through 2/8/13 that identified the patient was to receive Occupational Therapy services 1 time a week for 1 week then 2 times a week for 8 weeks. The record failed to evidence a physician verbal order for Occupational Therapy services or a signed plan of care. The record evidenced the patient received a Occupational Therapy Evaluation on 12/13/12 and received Occupational Therapy services on 12/19, 12/21, 12/24, and 12/28/12 and 1/1, 1/3, 1/8, 1/11, 1/15, 1/18, 1/25, and 1/29/13.</p> <p>On 1/29/13 at 10:30 AM, employee E, Occupational Therapist, was observed providing therapy to patient #11.</p> <p>8. Clinical record 13, SOC 12/15/12, evidenced a plan of care for 12/15/12 to 2/12/13 that identified the patient was to receive physical therapy 2 times a week for 8 weeks and occupations therapy 2 times a week for 8 weeks.</p> <p>The record evidenced a occupational therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for</p> | | | |

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| | <p>treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 12/28/12, 1/4/13, 1/8/13, 1/11/13 and 1/17/13.</p> <p>The record evidenced a physical therapy evaluation on 12/18/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 12/28/12, 1/2/13, 1/5/13 and 1/8/13.</p> <p>9. Clinical record 14, SOC 12/18/12, evidenced a plan for care for 12/18/12 to 2/15/13 that evidenced the patient was to receive physical therapy 2 times a week for 6 weeks and occupational therapy 2 times a week for 6 weeks then 1 time a week for 2 weeks.</p> <p>The record evidenced a occupational therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced occupational therapy visits 12/20/12, 1/2/13, 1/17/13, 1/23/13 and 1/24/13.</p> <p>The record evidenced a physical therapy evaluation on 12/19/12 but failed to evidence a physician verbal order for treatment or a signed plan of care. The record evidenced physical therapy visits 1/10/13, 1/15/13, 1/19/13 and 1/23/13.</p> | | | | | | |

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| | 10. On January 30, 2013 from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated there was no evidence of verbal orders from a physician for therapy from the evaluations for records 4, 5, 13, and 14. | | | |

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| N0586 | <p>410 IAC 17-14-1(h) Scope of Services Rule 14 Sec. 1(h) Home health aides must receive continuing education. Such continuing education shall total at least twelve (12) hours from January 1 through December 31, inclusive, with a minimum of eight (8) hours in any eight (8) of the following subject areas:</p> <p>(1) Communications skills, including the ability to read, write, and make brief and accurate oral presentations to patients, caregivers, and other home health agency staff.</p> <p>(2) Observing, reporting, and documenting patient status and the care or service furnished.</p> <p>(3) Reading and recording temperature, pulse, and respiration.</p> <p>(4) Basic infection control procedures and universal precautions.</p> <p>(5) Basic elements of body functioning and changes in body function that must be reported to an aide's supervisor.</p> <p>(6) Maintaining a clean, safe, and healthy environment.</p> <p>(7) Recognizing emergencies and knowledge of emergency procedures.</p> <p>(8) The physical, emotional, and developmental needs of and ways to work with the populations served by the home health agency, including the need for respect for the patient, the patient's privacy, and the patient's property.</p> <p>(9) Appropriate and safe techniques in personal hygiene and grooming that include the following:</p> <p>(A) Bed bath. (B) Bath; sponge, tub or shower. (C) Shampoo, sink, tub, or bed. (D) Nail and skin care. (E) Oral hygiene.</p> | | | | | | |

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| | <p>(F) Toileting and elimination. (10) Safe transfer techniques and ambulation. (11) Normal range of motion and positioning. (12) Adequate nutrition and fluid intake. (13) Medication assistance. (14) Any other task that the home health agency may choose to have the home health aide perform.</p> <p>Based on document review and interview, the agency failed to ensure the home health aides received at least 12 hours of in-service training from 1/1/12 to 12/31/12 in 1 of 1 home health aide programs reviewed with the potential to affect all patients who receive home health aide services.</p> <p>Findings:</p> <ol style="list-style-type: none"> Agency documents titled "Meeting Attendance" evidenced documentation of home health aide inservice presentations and attendance. The documents, dated 1/26/12, 2/16/12, 4/19/12, 6/21/12, 7/19/12, 8/23/12, 9/20/12, 9/13/12, and 11/12 (several days of electronic study), failed to evidence 12 hours of in-service training. The total was 10 hours and 45 minutes for the 12 months period. On 2/4/13 at 3:30 PM, the Director of Nursing, Employee B, agreed with the 10 hours and 45 minutes of in-service hours. | N0586 | N586-Staff will be educated on 410 IAC 17-14-1 b. Establish aide educationc. All aide personal files will be audited to determine number of inservices completed so far in 2013. Then again in June to determine status of inservice education completed. In September the files will be reviewed again and the aides will be notified that if the 12 hours of inservice education is not complete by 12-31-13 they will be terminated.DHS or designee will be responsible | 03/06/2013 | | | |

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| N0606 | <p>410 IAC 17-14-1(n) Scope of Services Rule 14 Sec. 1(n) A registered nurse, or therapist in therapy only cases, shall make the initial visit to the patient's residence and make a supervisory visit at least every thirty (30) days, either when the home health aide is present or absent, to observe the care, to assess relationships, and to determine whether goals are being met.</p> <p>Based on clinical record review, interview, and policy review, the agency failed to ensure the registered nurse made supervisory visits at least every 2 weeks as required by agency policy in 5 of 8 records reviewed of patients that received skilled nursing and home health aide services creating the potential to affect all of the agency's current patients that receive skilled nurse and home health aide services. (#5, #8, #9, #10, and #16)</p> <p>Findings include:</p> <p>1. Clinical record 5, start of care (SOC) 12/4/12, evidenced a supervisory visit on 12/10/12 and the next supervisory visit 1/10/13, a period of 30 days between supervisory visits.</p> <p>On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated the supervisory visits were not made timely.</p> | N0606 | N606-Staff will be educated on aide supervision regulationa. Management will audit 20% of charts requiring aide services to ensure RN supervisory visits were made in accordance to regulation.DHS or designee will be responsible | 03/06/2013 | | | |

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| | <p>2. Clinical record #8 evidenced the registered nurse made a supervisory visit on 12/6/12 and not again until 1/2/13, a period of 3 weeks between supervisory visits.</p> <p>On 1/31/13 at 10:25 AM, employee B indicated she was unaware the supervisory visits were greater than 14 days between visits.</p> <p>3. Clinical record #9 evidenced the registered nurse made a supervisory visits on 12/10/12, 1/4/13 and 1/22/13, periods greater than 14 days between supervisory visits.</p> <p>4. Clinical record #10 evidenced the agency provided skilled nursing and home health aide services during certification period 12/3/12 to 1/31/13. The record evidenced the physical therapist made supervisory visits on 12/14 and 12/19/12 and again on 1/10/13 and the registered nurse made a supervisory visit on 1/3/13, a period of 4 weeks after home health aide services began.</p> <p>On 1/31/13 10:35 AM, employee B indicated the physical therapist was conducting the home health aide supervisory visits but was aware the patient had skilled nursing services.</p> | | | | |

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| | <p>Employee B indicated the home health aide cannot be supervised by a therapist.</p> <p>5. Clinical record # 16 failed to evidence a supervisory visit from 11/9/12 to 1/7/13, a period of 59 days.</p> <p>On January 30, 2013, from 2:00 to 3:30 PM, the Alternate Administrator / Director of Nursing, Employee B, indicated the supervisory visits were not made timely.</p> <p>6. The agency policy titled "Supervisory Visit client care policy 3018" with a renewal/revision date of 7/16/12 states, "Purpose 1. To assess client and client family relationships with Care One Home Health Aides, PTA, COTA, LPN. 2. To assess Care One Home Health Aide, PTA, COTA, LPN delivery of care. 3. To determine if projected client outcomes are being achieved. Policy A registered nurse or qualified therapist makes a supervisory visit to the client's residence at least once every two (2) weeks."</p> | | | | |

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157589 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 01/31/2013 |
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| NAME OF PROVIDER OR SUPPLIER CARE ONE HOMECARE SERVICES LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 3409 N BRIARWOOD LANE MUNCIE, IN 47304 |
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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 |
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| N0614 | <p>410 IAC 17-15-1(c) Clinical Records Rule 15 Sec. 1(c) Clinical record information shall be safeguarded against loss or unauthorized use. Written procedures shall govern use and removal of records and conditions for release of information. Patient's written consent shall be required for release of information not authorized by law. Current service files shall be maintained at the parent or branch office from which the services are provided until the patient is discharged from service. Closed files may be stored away from the parent or branch office provided they can be returned to the office within seventy-two (72) hours. Closed files do not become current service files if the patient is readmitted to service.</p> <p>Based on interview, the agency failed to ensure the confidentiality of clinical records in 1 of 1 agency reviewed with the potential to affect all patients who require OASIS data to be transmitted to the state agency.</p> <p>Findings:</p> <p>On February 4, 2013, at 2:00 PM, the Director of Nursing, Employee B, indicated the coder at their agency had left and they had been sending all their OASIS assessments to another agency in Evansville for encoding and transmission. She indicated her agency did not have a confidentiality agreement / HIPPA contract with the other agency.</p> | N0614 | N614The Home Health agency will ensure confidentiality of all patient records will be maintained. The administrator will obtain a written contract with the Evansville agency to assist with coding and Oasis transmission.Branch Administrator or designee responsible. | 03/04/2013 | | | |

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