

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157650	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 08/20/2015
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NAME OF PROVIDER OR SUPPLIER NOBLE HOME HEALTH CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2449 45TH STREET SUITE D HIGHLAND, IN 46322
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G 0000 Bldg. 00	<p>This was a revisit for a Federal home health recertification survey conducted on 6/30/15, 7/1/15, 7/2/15, 7/6/15 and 7/7/15.</p> <p>Survey Date: 8/20/15</p> <p>Facility #: 012829</p> <p>Medicaid Vendor #: 15K092</p> <p>Records reviewed without home visit: 3</p> <p>Record reviews with home visits: 1</p> <p>Total records reviewed: 4</p> <p>Two conditions and nine standards were found to be corrected during the course of this survey.</p> <p>One new standard was cited during this survey.</p> <p>Noble Home Health Care LLC. is in compliance with the Conditions of Participation for home health agencies 42 CFR Part 484.</p> <p>QR: KH, RN</p>	G 0000		
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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G 0123 Bldg. 00	<p>484.14 ORGANIZATION, SERVICES & ADMINISTRATION Organization, services furnished, administrative control, and lines of authority for the delegation of responsibility down to the patient care level are clearly set forth in writing and are readily identifiable. Based on interview and record review, the agency failed to ensure that agency staff were aware of and able to identify the lines of authority within the agency.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Interview on 8/20/15 at 4:10 PM, with employee H, registered nurse (RN), indicated they had met employee I, but believed employee I was the quality assurance nurse at the agency. Employee H indicated employee I had not been seen at the agency for long time. 2. Interview on 8/20/15 at 4:18 PM, with employee J, licensed practical nurse (LPN), indicated they did not know employee I, DON (Director of Nursing). 3. Interview on 8/20/15 at 4:25 PM, with employee K, LPN, indicated they did not know who employee I, DON was and did not recognize the name from the agency. 4. Interview on 8/21/15 at 1:55 PM, employee L, LPN, indicated not being 	G 0123	<p>G 0123 Staff were in-serviced on 8/21/2015 regarding Agency's organizational chart and the lines of authority. . To prevent this from reoccurring, all new hires, will receive a current organizational chart depicting the lines of authority upon hire. Additionally, if/when a change occurs, the organizational chart will be updated and all employees will will receive a copy of the updated organizational chart depicting the lines of authority via Kinnser k-mail (agency only email) within 48 hours from the date of change. . Administrators will be responsible for monitoring these corrective actions to ensure that this deficiency will not reoccur.</p>	08/21/2015	

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	<p>positive on the name, but recalled employee I, DON, was a nurse at the agency.</p> <p>5. Interview on 8/20/15 at 5:00 PM, employee A, administrator, indicates that employee I, DON, is still an employee at the agency, but had been having many family issues that were keeping them from fulfilling their duties as DON at the agency, but they were working with to keep the DON as an active employee with the agency. Employee A, also indicated that it is understandable some employees don't know who, employee I is in the agency because they had not been present much for the past 8 months. Employee A indicated some employees are not aware of her role as administrator at times, as some only think she is just a nurse at the agency.</p> <p>6. Interview on 8/20/15 at 6:40 PM, with employee I, DON, indicated they currently held the position of DON at the agency. The DON indicated not being very active at the agency because of family issues which had been occurring sequentially for the past 8 months. The DON indicated some employees will probably not know her because of her</p>			

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N 0000 Bldg. 00	<p>absence from the agency at this time, but hopes to be able to continue as the DON and fulfill the duties of the role soon.</p> <p>7. Agency documents titled "Employee List" and "Organizational Chart", both list employee I, as the DON of the agency.</p> <p>This was a revisit for a State home health re-licensure survey conducted on 6/30/15, 7/1/15, 7/2/15, 7/6/15 and 7/7/15.</p> <p>Survey Date: 8/20/15</p> <p>Facility #: 012829</p> <p>Records reviewed without home visit: 3</p> <p>Record reviews with home visits: 1</p> <p>Total records reviewed: 4</p> <p>Six deficiencies were found to be corrected during the course of this survey.</p> <p>One new deficiency was cited during this</p>	N 0000		

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N 0440 Bldg. 00	<p>survey.</p> <p>410 IAC 17-12-1(a) Home health agency administration/management Rule 12 Sec. 1(a) Organization, services furnished, administrative control, and lines of authority for the delegation of responsibility down to the patient care level shall be: (1) clearly set forth in writing; and (2) readily identifiable.</p> <p>Based on interview and record review, the agency failed to ensure that agency staff were aware of and able to identify the lines of authority within the agency.</p> <p>Findings include:</p> <ol style="list-style-type: none"> Interview on 8/20/15 at 4:10 PM, with employee H, registered nurse (RN), indicated they had met employee I, but believed employee I was the quality assurance nurse at the agency. Employee H indicated employee I had not been seen at the agency for long time. Interview on 8/20/15 at 4:18 PM, with employee J, licensed practical nurse (LPN), indicated they did not know employee I, DON (Director of Nursing). Interview on 8/20/15 at 4:25 PM, with employee K, LPN, indicated they did not 	N 0440	<p>N 0440</p> <p>Staff were in-serviced on 8/21/2015 regarding Agency's organizational chart and the lines of authority.</p> <p>To prevent this from reoccurring, all new hires, will receive a current organizational chart depicting the lines of authority upon hire. Additionally, if/when a change occurs, the organizational chart will be updated and all employees will receive a copy of the updated organizational chart depicting the lines of authority via Kinnser k-mail (agency only email) within 48 hours from the date of change.</p> <p>Administrator will be responsible for monitoring these corrective actions to ensure that this deficiency will not reoccur.</p>	08/21/2015

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	<p>know who employee I, DON was and did not recognize the name from the agency.</p> <p>4. Interview on 8/21/15 at 1:55 PM, employee L, LPN, indicated not being positive on the name, but recalled employee I, DON, was a nurse at the agency.</p> <p>5. Interview on 8/20/15 at 5:00 PM, employee A, administrator, indicates that employee I, DON, is still an employee at the agency, but had been having many family issues that were keeping them from fulfilling their duties as DON at the agency, but they were working with to keep the DON as an active employee with the agency. Employee A, also indicated that it is understandable some employees don't know who, employee I is in the agency because they had not been present much for the past 8 months. Employee A indicated some employees are not aware of her role as administrator at times, as some only think she is just a nurse at the agency.</p> <p>6. Interview on 8/20/15 at 6:40 PM, with employee I, DON, indicated they currently held the position of DON at the agency. The DON indicated not being very active at the agency because of</p>			

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	<p>family issues which had been occurring sequentially for the past 8 months. The DON indicated some employees will probably not know her because of her absence from the agency at this time, but hopes to be able to continue as the DON and fulfill the duties of the role soon.</p> <p>7. Agency documents titled "Employee List" and "Organizational Chart", both list employee I, as the DON of the agency.</p>				