

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	X3) DATE SURVEY COMPLETED 12/17/2013
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NAME OF PROVIDER OR SUPPLIER  COMFORCARE HOME HEALTH	STREET ADDRESS, CITY, STATE, ZIP CODE 11555 NORTH MERIDIAN STREET, SUITE 100 CARMEL, IN 46032
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G000000	<p>This was a revisit for a federal home health initial certification survey which resulted in an extended survey on 10/31/13.</p> <p>Facility provider number: 013284</p> <p>Survey date: December 17, 2013</p> <p>Medicaid vender number: Pending</p> <p>Surveyor: Bridget Boston, RN, Public Health Nurse Surveyor</p> <p>Census: 7 Clinical record review: 3</p> <p>During this survey it was determined one condition and seven standard level deficiencies were corrected, one condition and three standard level deficiencies were recited.</p> <p>ComForcare is precluded from providing its own home health aide training and competency evaluation program for a period of 2 years beginning December 20, 2013, through December 20, 2015, due to being found out of compliance with the Conditions of Participation 42 CFR 484.36: Home Health Aide services.</p>	G000000		
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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

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	Quality Review: Joyce Elder, MSN, BSN, RN  December 20, 2013						

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G000202	<p><b>484.36</b> <b>HOME HEALTH AIDE SERVICES</b></p> <p>Based on personnel file, clinical record, and policy review and interview, it was determined the agency failed to ensure home health aides had completed a competency evaluation program that addressed all of the required subject areas in 1 of 1 file, the only home health aide employed, creating the potential to affect all of the agency's current patients that receive home health aide services (See G 211); failed to ensure the home health aide met the competency evaluation requirement for 1 of 1 aide employed by the agency with the potential to affect the one patient who received home health aide services (See G 212); and failed to ensure home health aides had completed a competency evaluation program that addressed all of the required subject areas in 1 of 1 home health aide files reviewed creating the potential to affect all of the agency's current patients that receive home health aide services (See G 213).</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>	G000202	We have made arrangements for a registered nurse working under contract to perform a competency evaluation on the home health aide already employed. She will evaluate the skills of the home health aide as required under 484.36. The aide will not work with any clients until the competency evaluation is completed. All future home health aide hires will be required to complete a competency evaluation program under the direction of a contract RN before providing care without supervision. The program will consist of a written test and skills checkoff. The DON and Administrator are responsible for ensuring 100% compliance with 484.36.	01/06/2014			

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G000211	<p><b>484.36(b)(1) COMPETENCY EVALUATION &amp; IN-SERVICE TRAI</b></p> <p>An individual may furnish home health aide services on behalf of an HHA only after that individual has successfully completed a competency evaluation program as described in this paragraph.</p> <p>Based on personnel file, clinical record, and policy review and interview, the agency failed to ensure home health aides had completed a competency evaluation program that addressed all of the required subject areas prior to providing services in 1 (file E) of 1 home health aide file reviewed, the only home health aide employed, creating the potential to affect the one current patient that received home health aide services.</p> <p>The findings include:</p> <p>1. Personnel file E evidenced the individual had been hired on 8/12/13 to provide home health aide services on behalf of the agency. The file included an incomplete competency evaluation that was dated 8/12/13 and 12/4/13. The same competency document was continued from 8/12/13 and evidenced the following skills were evaluated by the new director of nursing on 12/4/13: 1) Evaluation of range of motion - active and passive of upper and lower extremities, active and passive, 2) Positioning in a bed and chair,</p>	G000211	We have made arrangements for a registered nurse working under contract to perform a competency evaluation on the home health aide already employed. She will evaluate the skills of the home health aide as required under 484.36. The aide will not work with any clients until the competency evaluation is completed. All future home health aide hires will be required to complete a competency evaluation program under the direction of a contract RN before providing care without supervision. The program will consist of a written test and skills checkoff. The DON and Administrator are responsible for ensuring 100% compliance with 484.36.	01/06/2014			

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	<p>3) A bed bath, 4) Nail care, 5) Shampoo in a bed, 6) Blood pressure, temperature, respirations, and pulse, 7 ) Infection control, 8 ) Reporting patient changes and 9 ) Recognizing emergencies and procedures. The competency evaluation failed to evidence the aide had been evaluated for the competent performance of all skills.</p> <p>2. Clinical record # 5, start of care 11/29/13, included documentation employee E provided services on November 29, 2013, and December 6 and 11, 2013. During these visits the aide assisted with blood pressure monitoring.</p> <p>3. On 12/17/13 at 12:40 PM, employee A indicated she did not realize the entire competency program had to be completed before the aide independently worked in patient's homes.</p> <p>4. The policy titled "Quality Management - Nursing Aide / HHA" stated, "All aide services are provided in accordance with the recognized state regulations. ... Aide Training. The aide must pass a HHA [home health aide] competency exam and a registered nurse will complete a competency assessment skills checklist with direct observation of each skill for each aide before assignment begins."</p>			

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G000212	<p><b>484.36(b)(1) COMPETENCY EVALUATION &amp; IN-SERVICE TRAI</b></p> <p>The HHA is responsible for ensuring that the individuals who furnish home health aide services on its behalf meet the competency evaluation requirements of this section.</p> <p>Based on personnel file, clinical record, and policy review and interview, the agency failed to ensure home health aides had met the competency evaluation requirement prior to providing services in 1 (file E) of 1 home health aide file reviewed, the only home health aide employed, creating the potential to affect the one current patient that received home health aide services.</p> <p>The findings include:</p> <p>1. Personnel file E evidenced the individual had been hired on 8/12/13 to provide home health aide services on behalf of the agency. The file included an incomplete competency evaluation that was dated 8/12/13 and 12/4/13. The same competency document was continued from 8/12/13 and evidenced the following skills were evaluated by the new director of nursing on 12/4/13: 1) Evaluation of range of motion - active and passive of upper and lower extremities, active and passive, 2) Positioning in a bed and chair, 3) A bed bath, 4) Nail care, 5) Shampoo</p>	G000212	We have made arrangements for a registered nurse working under contract to perform a competency evaluation on the home health aide already employed. She will evaluate the skills of the home health aide as required under 484.36. The aide will not work with any clients until the competency evaluation is completed. All future home health aide hires will be required to complete a competency evaluation program under the direction of a contract RN before providing care without supervision. The program will consist of a written test and skills checkoff. The DON and Administrator are responsible for ensuring 100% compliance with 484.36.	01/06/2014			

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	<p>in a bed, 6) Blood pressure, temperature, respirations, and pulse, 7 ) Infection control, 8 ) Reporting patient changes and 9 ) Recognizing emergencies and procedures. The competency evaluation failed to evidence the aide had been evaluated for the competent performance of all skills.</p> <p>2. Clinical record # 5, start of care 11/29/13, included documentation employee E provided services on November 29, 2013, and December 6 and 11, 2013. During these visits the aide assisted with blood pressure monitoring.</p> <p>3. On 12/17/13 at 12:40 PM, employee A indicated she did not realize the entire competency program had to be completed before the aide independently worked in patient's homes.</p> <p>4. The policy titled "Quality Management - Nursing Aide / HHA" stated, "All aide services are provided in accordance with the recognized state regulations. ... Aide Training. The aide must pass a HHA [home health aide] competency exam and a registered nurse will complete a competency assessment skills checklist with direct observation of each skill for each aide before assignment begins."</p>						

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G000213	<p><b>484.36(b)(2)(i) COMPETENCY EVALUATION &amp; IN-SERVICE TRAI</b> The competency evaluation must address each of the subjects listed in paragraphs (a) (1)(ii) through (xiii) of this section.</p> <p>Based on personnel file, clinical record, and policy review and interview, the agency failed to ensure home health aides had completed a competency evaluation program that addressed all of the required subject areas prior to providing services in 1 (file E) of 1 home health aide file reviewed, the only home health aide employed, creating the potential to affect the one current patient that received home health aide services.</p> <p>The findings include:</p> <p>1. Personnel file E evidenced the individual had been hired on 8/12/13 to provide home health aide services on behalf of the agency. The file included an incomplete competency evaluation that was dated 8/12/13 and 12/4/13. The same competency document was continued from 8/12/13 and evidenced the following skills were evaluated by the new director of nursing on 12/4/13: 1) Evaluation of range of motion - active and passive of upper and lower extremities, active and passive, 2) Positioning in a bed and chair, 3) A bed bath, 4) Nail care, 5) Shampoo</p>	G000213	We have made arrangements for a registered nurse working under contract to perform a competency evaluation on the home health aide already employed. She will evaluate the skills of the home health aide as required under 484.36. The aide will not work with any clients until the competency evaluation is completed. All future home health aide hires will be required to complete a competency evaluation program under the direction of a contract RN before providing care without supervision. The program will consist of a written test and skills checkoff. The DON and Administrator are responsible for ensuring 100% compliance with 484.36.	01/06/2014			

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	<p>in a bed, 6) Blood pressure, temperature, respirations, and pulse, 7 ) Infection control, 8 ) Reporting patient changes and 9 ) Recognizing emergencies and procedures. The competency evaluation failed to evidence the aide had been evaluated for the competent performance of all skills.</p> <p>2. Clinical record # 5, start of care 11/29/13, included documentation employee E provided services on November 29, 2013, and December 6 and 11, 2013. During these visits the aide assisted with blood pressure monitoring.</p> <p>3. On 12/17/13 at 12:40 PM, employee A indicated she did not realize the entire competency program had to be completed before the aide independently worked in patient's homes.</p> <p>4. The policy titled "Quality Management - Nursing Aide / HHA" stated, "All aide services are provided in accordance with the recognized state regulations. ... Aide Training. The aide must pass a HHA [home health aide] competency exam and a registered nurse will complete a competency assessment skills checklist with direct observation of each skill for each aide before assignment begins."</p>						

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N000000	<p>This was a revisit for a state home health initial licensure survey conducted on 10/31/13.</p> <p>Facility provider number: 013284</p> <p>Survey date: December 17, 2013</p> <p>Medicaid vender number: Pending</p> <p>Surveyor: Bridget Boston, RN, Public Health Nurse Surveyor</p> <p>Census: 7 Clinical record review: 3</p> <p>During this survey, it was determined six deficiencies were corrected, one deficiency was recited.</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN December 20, 2013</p>	N000000					

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N000596	<p>410 IAC 17-14-1(l)(A) Scope of Services Rule 14 Sec. 1(l) The home health agency shall be responsible for ensuring that, prior to patient contact, the individuals who furnish home health aide services on its behalf meet the requirements of this section as follows: (1) The home health aide shall: (A) have successfully completed a competency evaluation program that addresses each of the subjects listed in subsection (h) of this rule; and Based on personnel file, clinical record, and policy review and interview, the agency failed to ensure home health aides had completed a competency evaluation program that addressed all of the required subject areas prior to providing services in 1 (file E) of 1 home health aide file reviewed, the only home health aide employed, creating the potential to affect the one current patient that received home health aide services.</p> <p>The findings include:</p> <p>1. Personnel file E evidenced the individual had been hired on 8/12/13 to provide home health aide services on behalf of the agency. The file included an incomplete competency evaluation that was dated 8/12/13 and 12/4/13. The same competency document was continued from 8/12/13 and evidenced the following skills were evaluated by the new director</p>	N000596	We have made arrangements for a registered nurse working under contract to perform a competency evaluation on the home health aide already employed. She will evaluate the skills of the home health aide as required under 484.36. The aide will not work with any clients until the competency evaluation is completed. All future home health aide hires will be required to complete a competency evaluation program under the direction of a contract RN before providing care without supervision. The program will consist of a written test and skills checkoff. The DON and Administrator are responsible for ensuring 100% compliance with 484.36.	01/06/2014			

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	<p>of nursing on 12/4/13: 1) Evaluation of range of motion - active and passive of upper and lower extremities, active and passive, 2) Positioning in a bed and chair, 3) A bed bath, 4) Nail care, 5) Shampoo in a bed, 6) Blood pressure, temperature, respirations, and pulse, 7 ) Infection control, 8 ) Reporting patient changes and 9 ) Recognizing emergencies and procedures. The competency evaluation failed to evidence the aide had been evaluated for the competent performance of all skills.</p> <p>2. Clinical record # 5, start of care 11/29/13, included documentation employee E provided services on November 29, 2013, and December 6 and 11, 2013. During these visits the aide assisted with blood pressure monitoring.</p> <p>3. On 12/17/13 at 12:40 PM, employee A indicated she did not realize the entire competency program had to be completed before the aide independently worked in patient's homes.</p> <p>4. The policy titled "Quality Management - Nursing Aide / HHA" stated, "All aide services are provided in accordance with the recognized state regulations. ... Aide Training. The aide must pass a HHA [home health aide] competency exam and a registered nurse will complete a</p>						

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