

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 08/14/2015
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NAME OF PROVIDER OR SUPPLIER WELCOME HOME HEALTH CARE INC	STREET ADDRESS, CITY, STATE, ZIP CODE 2040 WASHINGTON AVENUE EVANSVILLE, IN 47714
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N 0000 Bldg. 00	<p>This was a State home health complaint survey.</p> <p>Complaint#: IN00180071 Substantiated - State deficiencies related to the allegation are cited</p> <p>Survey Date: August 14, 2015</p> <p>Facility #: 010154</p> <p>License #: 15101541</p> <p>Active Patients: 52</p> <p>QR: KH, R.N.</p>	N 0000		
N 0447 Bldg. 00	<p>410 IAC 17-12-1(c)(4) Home health agency administration/management Rule 12 Sec. 1(c)(4) The administrator, who may also be the supervising physician or registered nurse required by subsection (d), shall do the following: (4) Ensure the accuracy of public information materials and activities. Based on observation, record review, and</p>	N 0447	Actions taken to correct	09/13/2015

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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	<p>interview, the agency failed to ensure the state agency was notified of branch sites and /or branch was approved by the Centers for Medicare and Medicaid Services (CMS) prior to a location functioning as a branch for 1 of 1 agency.</p> <p>Findings include:</p> <p>1. Upon entering the home health agency on 08/10/15 at 10:45 AM, it was observed that a sister agency called Better Living Home Health Care was advertised on the sign outside of the business. After introductions, the Director of Nursing of the sister agency asked if this was a Federal Survey with the sister agency or a State Survey with Welcome Home Health Care, Inc. The Director of Nursing of the sister agency indicated that both businesses was operated out of the building. There was no sign or public notifications that Welcome Home Health Care, Inc. was operated within the building.</p> <p>2. On 8/11/15 at 1:20 PM, the location at 524 Hart St, Princeton, IN was observed. Upon entering the building, there was a table to the left that contained brochures of Welcome Home Health Care along with the administrator's business card. On the right, there was a table with clip boards and applications for employment</p>		<p>deficiency: 8/30/15 the Administrator reviewed the State Regulations and definitions concerning Branch locations as well as the surveyor's guidance provided in the exit survey.</p> <p>8/30/15 Better Living Brochures and Administrator Business Card removed from lobby by Administrator.</p> <p>8/30/15 applications for employment were removed from the table in the lobby by Administrator</p> <p>9/10/15 the Administrator's agent contacted IAHC for additional clarification activities that jeopardize the location's status as a drop-site.</p> <p>9/13/15 all scheduling activities removed from the Princeton location under direct supervision of the Administrator.</p> <p>On 9/13/15 the Administrator ensured that the location was operating only in accordance with guidance provided by 410 IAC 17-9-5 and that provided by the surveyor during the exit conference: · Pick up and drop off paperwork · In-service location · Maintenance of a very limited amount of routine supplies · Location for brief exchanges of information among</p>				

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	<p>attached. Walking past the two tables there was an office with two desks on the left where an employee was working at and an office to the right with a desk. Both areas had computers and file cabinets. The owner provided a tour of the office and indicated that the office on the left was where payroll / billing were managed and the office on the right was where scheduling was managed. The owner continued on with the tour and beyond the scheduling office was the nurses area where inservices and meetings with supervisors would take place. A computer, file cabinets, table and chairs was observed. Beyond the nursing area was a small kitchen area.</p> <p>3. On 8/11/15, a brochure located at the Princeton office was reviewed. The brochure indicated the address as P.O. Box 486, Princeton, IN 47670. The phone number indicated 812-386-6499 and toll free number was 800-414-4428. The fax number indicated 812-385-1144.</p> <p>4. On 08/14/15, a fax cover sheet was observed and noted to have the address as 2040 Washington Ave, Evansville, IN 47714. The phone number indicated 812-491-2273 with no toll free number. The fax number indicated 812-401-0313. The fax transmission sheet indicated the office was shared with a sister agency</p>		<p>field staff</p> <ul style="list-style-type: none"> · No staff assigned to the location · No advertising the location as part of the HHA · No agency services provided from location · No advertising the location as part of the HHA <p>Actions taken to prevent deficiency from recurring in the future: The Administrator developed a policy to identify allowable and non-allowable activities at the location.</p> <p>The Administrator will monitor the location at least weekly to ensure that the location does not cross the line from drop site to branch. Monitoring will continue until such time that the HHA discontinues using the location as a drop-site.</p>				

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	<p>that provides Medicare and Medicaid services.</p> <p>5. On 8/12/15 at 10:00 AM, the administrator was interviewed and indicated she thought that as long as patient charts were not in the office, it was not considered a branch. The Administrator also indicated that she was speaking with the owner of the two agencies and plan was to totally separate the two businesses completely or close one of the two / merge them together under one business.</p>				