

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15K076	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/22/2014
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NAME OF PROVIDER OR SUPPLIER HEAVEN SENT HOME HEALTH CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 10484 N SR 13 ELWOOD, IN 46036
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G000000	<p>This visit was for a federal home health recertification survey. This was a partially extended survey.</p> <p>Survey Dates: December 15, 16, 18, and 22, 2014</p> <p>Facility #: 12612</p> <p>Medicaid vendor #: 201050610</p> <p>Surveyor: Tonya Tucker, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN January 5, 2015</p>	G000000	Heaven Sent Home Health Care LLC takes regulatory compliance very seriously. This plan of correction is to serve as our credible allegation of compliance.	
G000121	<p>484.12(c) COMPLIANCE W/ ACCEPTED PROFESSIONAL STD</p> <p>The HHA and its staff must comply with accepted professional standards and principles that apply to professionals furnishing services in an HHA.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure it had followed its own policies regarding management of diabetic hyperglycemia creating the potential to affect all patients of the agency requiring diabetic management. (#5)</p> <p>Findings include:</p>	G000121	The management of diabetic hyperglycemia has been reviewed and updated (copies enclosed). Heaven Sent will educate all current and or new staff on diabetic policies and procedures via in-service on or by 1-30-2015. Heaven Sent will maintain compliance through performance evaluations, education and all nursing notes monitored by QA for compliance. If found out of	01/30/2015

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>1. The agency policy with a reviewed date of 10/1/14 titled "C-100 Management Of Diabetic Hyperglycemia" states, "PURPOSE To identify and treat a high blood sugar level. ... EQUIPMENT/SUPPLIES Reagent strips to test urine for ketones, i.e., Ketostix. ... PROCEDURE High Blood Glucose Level (more than 180 mg/dl). 1. Assess the client for symptoms, which may include: a. increased urination. b. Increased thirst. c. Feeling weak or tired. ... e. Weight loss. ... Very High Blood Glucose Level (over 350 mg/dl) 1. Assess the client for symptoms, which are the same as for high blood glucose level, but with: ... c. Abdominal pain. ... e. Fruity, acetone breath. ... h. Ketones in urine. 2. if any of the above symptoms are present, a. check the blood sugar b. call doctor if blood sugar is more than 300 mg/dl ... DOCUMENTATION GUIDELINES 1. Document in the clinical record: a. blood glucose level. b. Results of urine tests for ketones. c. The client's symptoms. d. Actions taken and results. e. insulin/fluids given."</p> <p>2. Clinical record #5 contained a plan of care for certification period 10/17 to 12/15/14 with a primary diagnosis as Diabetic and orders for skilled nursing services to assess and evaluate every 60</p>		<p>compliance employee will be counseled and retrained one time if continues will be terminated. Heaven Sent will monitor that MD is notified of any out of range glucose readings via Care Coordination Notes. 10% of all clinical records will be audited quarterly for compliance that all nursing management of diabetic hyperglycemia are met. Director of nursing will be responsible for monitoring these corrective actions to ensure that deficiency is corrected and will not recur.</p>				

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	<p>days at recertification and every 14 days for supervised visits for any health or safety issues and medication sets 1 time per week and to check blood sugars and give insulin 3 times per day, seven days per week. The plan of care listed medications to include Lantus insulin 140 Units subcutaneous in the morning, Novolog Insulin 30 Units subcutaneous before meals three times per day, and Victoza 1.8 units subcutaneous one time per day.</p> <p>A. The record evidenced a skilled nursing visit note dated 10/15/14 by employee D (registered nurse) stating, "Time in '1:00 PM' Out '2:00 PM' Vitals T [temperature] '98.8' Wt. [weight] [blank] Resp. [Respiratory] '98%' 18' Reg. [Regular] [checked] Pulse: '73' Regular [checked] B/P [blood pressure] Sitting Right '136/87' NURSING ASSESSMENT AND OBSERVATION SIGNS/SYMPTOMS ... GENITOURINARY ... Urine [checked] Color: 'Yellow' Consistency: [blank] Odor: [none] Pain [none] ...Diabetic Urine Testing [blank] ... INTERVENTIONS/INSTRUCTIONS Skilled observation & assessment [checked] ... Urine Testing [blank] ... Observe/Teach medication [checked] ... Prep/admin [preparation and administration] Insulin [checked]</p>			

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	<p>Evaluate diet/fluid intake [blank] Diet teaching [checked] ...</p> <p>ANALYSIS/INTERVENTIONS/INSTRUCTIONS/PATIENT RESPONSE 'BS [blood sugar] 406 30 Units Nov [Novolog] Client is well, pleasant and alert. VS [vital signs] WNL [within normal limits] [no] pain reported at this time. checked blood sugar 406, gave coverage insulin subcutaneous in abdomen. client tolerated well. asked him what he has been eating, client stated grapes, ham sandwich. i explained grapes have a lot of natural sugar in them unfortunately and really are not a good choice.' " The registered nurse failed to assess the client for ketones in the urine, failed to notify the doctor of blood sugar more than 300 mg/dl, and failed to document actions taken and the results.</p> <p>On 12/22/14 at 12:35 PM, employee D indicated the patient is non-compliant with diet and 300-400 is the patient's normal high. The employee indicated if the patient's blood sugar ever got to 500, "I definitely would call" the physician. The employee indicated the blood sugar check was performed only one time during this visit.</p> <p>B. The record evidenced a skilled nursing visit note dated 10/19/14 by employee E (Licensed practical nurse)</p>						

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	<p>stating, "Time in '9 A' Out '10 A' Vitals T '98.7' Wt. [blank] Resp. '20' Reg. [checked] Pulse: '80' Regular [checked] B/P Sitting Right '162/65' NURSING ASSESSMENT AND OBSERVATION SIGNS/SYMPTOMS ... GENITOURINARY ... Urine [blank] Color: [blank] Consistency: [blank] Odor: [blank] Pain [blank] ...Diabetic Urine Testing [blank] ... INTERVENTIONS/INSTRUCTIONS Skilled observation & assessment [checked] ... Urine Testing [blank] ... Observe/Teach medication [blank] ... Prep/admin Insulin [checked] Evaluate diet/fluid intake [checked] Diet teaching [checked] ... ANALYSIS/INTERVENTIONS/INSTRUCTIONS/PATIENT RESPONSE '9 A BS 436 Insulin SQ [subcutaneous] in Abd. [abdomen] Denies pain and discomfort to site. A & O [alert and oriented] x [times] 3. has periods of being forget. proper diet encouraged. encouraged to elevate legs while in recliner. 140 Units Lantus, 30 Units of Novolog, 1.8 units of Victoza [right] thigh tolerate well inner thigh Lantus LUQ [left upper quadrant] Novolog RUQ [right upper quadrant]" The licensed practical nurse failed to assess the client for increased urination, ketones in the urine, failed to notify the doctor of blood sugar more than 300 mg/dl, and failed to</p>			

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G000159	<p>document actions taken and the results.</p> <p>On 12/22/14 at 12:38 PM, employee A (administrator) indicated the patient should have had a sliding scale coverage listed on the medication profile and a blood sugar level over 400 requires physician notification and documentation of the notification. The employee failed to provide documentation of physician notification of the 10/15/14 blood sugar level reading of 406 and the 10/19/14 blood sugar level reading of 436.</p> <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. Based on clinical record and policy review, observation, and interview, the</p>	G000159	To maintain a current record of all medical supplies and equipment	01/30/2015			

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	<p>agency failed to ensure the plan of care included all the patient's equipment in 2 of 3 home visit observations creating the potential to affect all 43 of the agency's patient's. (#5 and #7)</p> <p>Findings include:</p> <p>1. Clinical record #5, start of care 8/28/12, included a plan of care for the certification period 10/17 to 12/15/14 that failed to include all patient equipment.</p> <p>A. On 12/18/14 at 1 PM, a home visit was conducted at which time a cane and hospital bed were observed. The cane and hospital bed were not included on the plan of care.</p> <p>B. On 12/22/14 at 12:30 PM, employee A (administrator) indicated the hospital bed was not listed on the plan of care for this certification period.</p> <p>2. Clinical record #7, start of care 12/31/12, included a plan of care for the certification period 10/22 to 12/20/14 that failed to include all patient equipment.</p> <p>A. On 12/18/14 at 9 AM, a home visit was conducted at which time a cane was observed. The cane was not included on the plan of care.</p>		<p>used in home a new form listing all medical supplies will be initiated and used on admission with the client signing what is currently in home being used. Also when recertification is due the nurse will be responsible to ask if any new supplies or equipment has been added. 10% of all clinical records will be audited quarterly for compliance that all supplies and equipment have been updated to keep current record on plan of care. Director of nursing will be responsible for monitoring these corrective actions to ensure this deficiency is corrected and will not recur</p>				

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G000176	<p>B. On 12/18/14 at 9:15 AM, employee F (home health aide) indicated the patient uses a cane to assist with ambulation.</p> <p>3. The agency policy with a review date of 10/1/14 titled "C-580 Plan of Care" states, "SPECIAL INSTRUCTIONS 1. An individualized plan of care signed by a physician shall be required for each patient receiving home health and personal care services. 2. The plan of care shall be completed in full to include: ... k. medical supplies and equipment required. ... s. all of the above items must always be addressed on the plan of care."</p> <p>484.30(a) DUTIES OF THE REGISTERED NURSE The registered nurse prepares clinical and progress notes, coordinates services, informs the physician and other personnel of changes in the patient's condition and needs.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure the registered nurse informed the physician of changes in the patient's condition in 1 of 4 active patients receiving skilled nursing services creating the potential to affect all patients</p>	G000176	All registered nurse and new hires will be in-serviced on policy C-200 and given handouts of policy to review. RN was counseled for non compliance of policy a written warning placed in employee file. All nursing notes are to be audited before going into patients charts for compliance of policy C-200. 10%	01/30/2015

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	<p>of the agency receiving skilled nursing services. (#5)</p> <p>Findings include:</p> <p>1. Clinical record #5 contained a plan of care for certification period 10/17 to 12/15/14 with a primary diagnosis as Diabetic and orders for skilled nursing services to assess and evaluate every 60 days at recertification and every 14 days for supervised visits for any health or safety issues and medication sets 1 time per week and to check blood sugars and give insulin 3 times per day, seven days per week. The plan of care listed medications to include Lantus insulin 140 Units subcutaneous in the morning, Novolog Insulin 30 Units subcutaneous before meals three times per day, and Victoza 1.8 milligrams subcutaneous one time per day.</p> <p>A. The record evidenced a skilled nursing visit note dated 10/15/14 by employee D (registered nurse) stating, "Time in '1:00 PM' Out '2:00 PM' Vitals T [temperature] '98.8' Wt. [weight] [blank] Resp. [Respiratory] '98% 18' Reg. [Regular] [checked] Pulse: '73' Regular [checked] B/P [blood pressure] Sitting Right '136/87' NURSING ASSESSMENT AND OBSERVATION SIGNS/SYMPTOMS ...</p>		<p>of all clinical records will be audited quarterly for compliance that physician was notified and orders followed. The director of home health care services will be responsible for monitoring these corrective actions to ensure that the deficiency is correct and will not recur.</p>				

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	<p>GENITOURINARY ... Urine [checked] Color: 'Yellow' Consistency: [blank] Odor: [none] Pain [none] ...Diabetic Urine Testing [blank] ...</p> <p>INTERVENTIONS/INSTRUCTIONS Skilled observation & assessment [checked] ... Urine Testing [blank] ... Observe/Teach medication [checked] ... Prep/admin [preparation and administration] Insulin [checked] Evaluate diet/fluid intake [blank] Diet teaching [checked] ...</p> <p>ANALYSIS/INTERVENTIONS/INSTRUCTIONS/PATIENT RESPONSE 'BS [blood sugar] 406 30 Units Nov [Novolog] Client is well, pleasant and alert. VS [vital signs] WNL [within normal limits] [no] pain reported at this time. checked blood sugar 406, gave coverage insulin subcutaneous in abdomen. client tolerated well. asked him what he has been eating, client stated grapes, ham sandwich. i explained grapes have a lot of natural sugar in them unfortunately and really are not a good choice.' " The record failed to evidence the registered nurse informed the physician of the blood sugar level reading.</p> <p>B. On 12/22/14 at 12:35 PM, employee D indicated the patient is non-compliant with diet and 300-400 is the patient's normal high. The employee</p>			

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	<p>indicated if the patient's blood sugar ever got to 500, "I definitely would call" the physician. The employee indicated the blood sugar check was performed only one time during this visit and the physician was not notified of the blood sugar level reading of 406.</p> <p>C. On 12/22/14 at 12:38 PM, employee A (administrator) indicated the patient should have had a sliding scale coverage listed on the medication profile and a blood sugar level over 400 requires physician notification and documentation of the notification. The employee indicated the patient's blood sugar level reading on this day at 9 AM was 172, 406 at 1 PM, and 171 at 4 PM.</p> <p>2. The agency policy with a reviewed date of 10/1/14 titled "C-100 Management Of Diabetic Hyperglycemia" states, "PURPOSE To identify and treat a high blood sugar level. ... EQUIPMENT/SUPPLIES Reagent strips to test urine for ketones, i.e., Ketostix. ... PROCEDURE High Blood Glucose Level (more than 180 mg/dl). 1. Assess the client for symptoms, which may include: a. increased urination. b. Increased thirst. c. Feeling weak or tired. ... e. Weight loss. ... Very High Blood Glucose Level (over 350 mg/dl) 1. Assess the client for</p>						

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G000179	<p>symptoms, which are the same as for high blood glucose level, but with: ... c. Abdominal pain. ... e. Fruity, acetone breath. ... h. Ketones in urine. 2. if any of the above symptoms are present, a. check the blood sugar b. call doctor if blood sugar is more than 300 mg/dl ... DOCUMENTATION GUIDELINES 1. Document in the clinical record: a. blood glucose level. b. Results of urine tests for ketones. c. The client's symptoms. d. Actions taken and results. e. insulin/fluids given."</p> <p>3. The agency policy with a reviewed date of 10/1/14 titled, "C-200 SKILLED NURSING SERVICES" states, "POLICY Skilled nursing services will be provided by a registered nurse or a licensed practical/vocational nurse under the supervision of a registered nurse and in accordance with a medically approved plan of care ... SPECIAL INSTRUCTIONS 1. The registered nurse: ... e. informs the physician and other personnel of changes in the patient condition and needs."</p> <p>484.30(b) DUTIES OF THE LICENSED PRACTICAL NURSE The licensed practical nurse furnishes</p>			

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	<p>services in accordance with agency policy. Based on clinical record review, agency policy review, and interview, the agency failed to ensure the LPN (licensed practical nurse) reported findings and observations to the registered nurse to assure coordination and timely response to patient changes or needs in 1 of 4 active patients records reviewed of patients receiving skilled nursing services creating the potential to affect all patients of the agency receiving skilled nursing services. (#5)</p> <p>Findings include:</p> <p>1. Clinical record #5 contained a plan of care for certification period 10/17 to 12/15/14 with a primary diagnosis as Diabetic and orders for skilled nursing services to assess and evaluate every 60 days at recertification and every 14 days for supervised visits for any health or safety issues and medication sets 1 time per week and to check blood sugars and give insulin 3 times per day, seven days per week. The plan of care listed medications to include Lantus insulin 140 Units subcutaneous in the morning, Novolog Insulin 30 Units subcutaneous before meals three times per day, and Victoza 1.8 milligrams subcutaneous one time per day.</p>	G000179	All LPN'S and new hires will be in-serviced on policy C-200 on or by 1-30-2015 and given handouts of policy to review LPN was counseled for non compliance for policy C-200 a written warning was placed in employee file. All nursing notes are to be audited before going into patients chart for compliance of policy C-200. 10% of all clinical records will be audited quarterly for compliance that physician was notified and orders are followed. The director of Home Health Care Services will be responsible for monitoring these corrective actions to ensure that the deficiency is corrected and will not recur.	01/30/2015			

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	<p>A. The record evidenced a skilled nursing visit note dated 10/15/14 by employee D (registered nurse) stating, "Time in '1:00 PM' Out '2:00 PM' Vitals T [temperature] '98.8' Wt. [weight] [blank] Resp. [Respiratory] '98% 18' Reg. [Regular] [checked] Pulse: '73' Regular [checked] B/P [blood pressure] Sitting Right '136/87' NURSING ASSESSMENT AND OBSERVATION SIGNS/SYMPTOMS ... GENITOURINARY ... Urine [checked] Color: 'Yellow' Consistency: [blank] Odor: [none] Pain [none] ...Diabetic Urine Testing [blank] ... INTERVENTIONS/INSTRUCTIONS Skilled observation & assessment [checked] ... Urine Testing [blank] ... Observe/Teach medication [checked] ... Prep/admin [preparation and administration] Insulin [checked] Evaluate diet/fluid intake [blank] Diet teaching [checked] ... ANALYSIS/INTERVENTIONS/INSTRUCTIONS/PATIENT RESPONSE 'BS [blood sugar] 406 30 Units Nov [Novolog] Client is well, pleasant and alert. VS [vital signs] WNL [within normal limits] [no] pain reported at this time. checked blood sugar 406, gave coverage insulin subcutaneous in abdomen. client tolerated well. asked him what he has been eating, client stated grapes, ham sandwich. i explained</p>			

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NAME OF PROVIDER OR SUPPLIER HEAVEN SENT HOME HEALTH CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 10484 N SR 13 ELWOOD, IN 46036
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	<p>grapes have a lot of natural sugar in them unfortunately and really are not a good choice.' " The record failed to evidence the registered nurse informed the physician of the blood sugar level reading.</p> <p>B. On 12/22/14 at 12:35 PM, employee D indicated the patient is non-compliant with diet and 300-400 is the patient's normal high. The employee indicated if the patient's blood sugar ever got to 500, "I definitely would call" the physician. The employee indicated the blood sugar check was performed only one time during this visit and the physician was not notified of the blood sugar level reading of 406.</p> <p>C. On 12/22/14 at 12:38 PM, employee A (administrator) indicated the patient should have had a sliding scale coverage listed on the medication profile and a blood sugar level over 400 requires physician notification and documentation of the notification. The employee indicated the patient's blood sugar level reading on this day at 9 AM was 172, 406 at 1 PM, and 171 at 4 PM.</p> <p>2. The agency policy with a reviewed date of 10/1/14 titled "C-100 Management Of Diabetic Hyperglycemia" states, "PURPOSE To</p>			

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	<p>identify and treat a high blood sugar level. ... EQUIPMENT/SUPPLIES Reagent strips to test urine for ketones, i.e., Ketostix. ... PROCEDURE High Blood Glucose Level (more than 180 mg/dl). 1. Assess the client for symptoms, which may include: a. increased urination. b. Increased thirst. c. Feeling weak or tired. ... e. Weight loss. ... Very High Blood Glucose Level (over 350 mg/dl) 1. Assess the client for symptoms, which are the same as for high blood glucose level, but with: ... c. Abdominal pain. ... e. Fruity, acetone breath. ... h. Ketones in urine. 2. if any of the above symptoms are present, a. check the blood sugar b. call doctor if blood sugar is more than 300 mg/dl ... DOCUMENTATION GUIDELINES 1. Document in the clinical record: a. blood glucose level. b. Results of urine tests for ketones. c. The client's symptoms. d. Actions taken and results. e. insulin/fluids given."</p> <p>3. The agency policy with a reviewed date of 10/1/14 titled, "C-200 SKILLED NURSING SERVICES" states, "POLICY Skilled nursing services will be provided by a registered nurse or a licensed practical/vocational nurse under the supervision of a registered nurse and in accordance with a medically approved plan of care ... SPECIAL</p>						

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N000000	INSTRUCTIONS 1. The registered nurse: ... e. informs the physician and other personnel of changes in the patient condition and needs. ... "			
	This was a state home health re-licensure survey. Survey Dates: December 15, 16, 18, and 22, 2014 Facility # : 12612 Medicaid Vendor #: 201050610 Surveyor: Tonya Tucker, RN, PHNS Quality Review: Joyce Elder, MSN, BSN, RN January 5, 2015	N000000	Heaven Sent Home Health Care LLC takes regulatory compliance very seriously. This plan of correction is to serve as our credible allegation of compliance.	
N000524	410 IAC 17-13-1(a)(1) Patient Care Rule 13 Sec. 1(a)(1) As follows, the medical plan of care shall: (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.			

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	<p>(B) Cover all pertinent diagnoses. (C) Include the following: (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 and policy review, observation, and interview, the agency failed to ensure the plan of care included all the patient's equipment in 2 of 3 home visit observations creating the potential to affect all 43 of the agency's patient's. (#5 and #7)</p> <p>Findings include:</p> <p>1. Clinical record #5, start of care 8/28/12, included a plan of care for the certification period 10/17 to 12/15/14 that failed to include all patient equipment.</p> <p>A. On 12/18/14 at 1 PM, a home visit was conducted at which time a cane and hospital bed were observed. The cane and hospital bed were not included</p>	N000524	To maintain a current record of all medical supplies and equipment used in home a new form listing all medical supplies will be initiated and used on admission with the client signing what is currently in home being used. Also when recertification is due the nurse will be responsible to ask if any new supplies or equipment has been added. 10% of all clinical records will be audited quarterly for compliance that all supplies and equipment have been updated to keep current record on plan of care. Director of nursing will be responsible for monitoring these corrective actions to ensure this deficiency is corrected and will not recur	01/30/2015	

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	<p>on the plan of care.</p> <p>B. On 12/22/14 at 12:30 PM, employee A (administrator) indicated the hospital bed was not listed on the plan of care for this certification period.</p> <p>2. Clinical record #7, start of care 12/31/12, included a plan of care for the certification period 10/22 to 12/20/14 that failed to include all patient equipment.</p> <p>A. On 12/18/14 at 9 AM, a home visit was conducted at which time a cane was observed. The cane was not included on the plan of care.</p> <p>B. On 12/18/14 at 9:15 AM, employee F (home health aide) indicated the patient uses a cane to assist with ambulation.</p> <p>3. The agency policy with a review date of 10/1/14 titled "C-580 Plan of Care" states, "SPECIAL INSTRUCTIONS 1. An individualized plan of care signed by a physician shall be required for each patient receiving home health and personal care services. 2. The plan of care shall be completed in full to include: ... k. medical supplies and equipment required. ... s. all of the above items must always be addressed on the plan of care."</p>			

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N000546	<p>410 IAC 17-14-1(a)(1)(G) Scope of Services Rule 14 Sec. 1(a) (1)(G) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (G) Inform the physician and other appropriate medical personnel of changes in the patient's condition and needs, counsel the patient and family in meeting nursing and related needs, participate in inservice programs, and supervise and teach other nursing personnel.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure the registered nurse informed the physician of changes in the patient's condition in 1 of 4 active patients receiving skilled nursing services creating the potential to affect all patients of the agency receiving skilled nursing services. (#5)</p> <p>Findings include:</p> <p>1. Clinical record #5 contained a plan of care for certification period 10/17 to 12/15/14 with a primary diagnosis as Diabetic and orders for skilled nursing services to assess and evaluate every 60 days at recertification and every 14 days for supervised visits for any health or</p>	N000546	<p>All registered nurse new hires will be in-serviced on policy C-200 and given handouts of policy to review RN was counseled for non compliance of policy a written warning placed in employee file. All nursing notes are to be audited before going into patients charts for compliance of policy C-200. 10% of all clinical records will be audited quarterly for compliance that physician was notified and orders followed. The director of home health care services will be responsible for monitoring these corrective actions to ensure that the deficiency is correct and will not recur.</p>	01/30/2015			

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	<p>safety issues and medication sets 1 time per week and to check blood sugars and give insulin 3 times per day, seven days per week. The plan of care listed medications to include Lantus insulin 140 Units subcutaneous in the morning, Novolog Insulin 30 Units subcutaneous before meals three times per day, and Victoza 1.8 milligrams subcutaneous one time per day.</p> <p>A. The record evidenced a skilled nursing visit note dated 10/15/14 by employee D (registered nurse) stating, "Time in '1:00 PM' Out '2:00 PM' Vitals T [temperature] '98.8' Wt. [weight] [blank] Resp. [Respiratory] '98% 18' Reg. [Regular] [checked] Pulse: '73' Regular [checked] B/P [blood pressure] Sitting Right '136/87' NURSING ASSESSMENT AND OBSERVATION SIGNS/SYMPTOMS ... GENITOURINARY ... Urine [checked] Color: 'Yellow' Consistency: [blank] Odor: [none] Pain [none] ...Diabetic Urine Testing [blank] ... INTERVENTIONS/INSTRUCTIONS Skilled observation & assessment [checked] ... Urine Testing [blank] ... Observe/Teach medication [checked] ... Prep/admin [preparation and administration] Insulin [checked] Evaluate diet/fluid intake [blank] Diet teaching [checked] ...</p>						

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	<p>ANALYSIS/INTERVENTIONS/INSTRUCTIONS/PATIENT RESPONSE 'BS [blood sugar] 406 30 Units Nov [Novolog] Client is well, pleasant and alert. VS [vital signs] WNL [within normal limits] [no] pain reported at this time. checked blood sugar 406, gave coverage insulin subcutaneous in abdomen. client tolerated well. asked him what he has been eating, client stated grapes, ham sandwich. i explained grapes have a lot of natural sugar in them unfortunately and really are not a good choice.' " The record failed to evidence the registered nurse informed the physician of the blood sugar level reading.</p> <p>B. On 12/22/14 at 12:35 PM, employee D indicated the patient is non-compliant with diet and 300-400 is the patient's normal high. The employee indicated if the patient's blood sugar ever got to 500, "I definitely would call" the physician. The employee indicated the blood sugar check was performed only one time during this visit and the physician was not notified of the blood sugar level reading of 406.</p> <p>C. On 12/22/14 at 12:38 PM, employee A (administrator) indicated the patient should have had a sliding scale coverage listed on the medication profile</p>						

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	<p>and a blood sugar level over 400 requires physician notification and documentation of the notification. The employee indicated the patient's blood sugar level reading on this day at 9 AM was 172, 406 at 1 PM, and 171 at 4 PM.</p> <p>2. The agency policy with a reviewed date of 10/1/14 titled "C-100 Management Of Diabetic Hyperglycemia" states, "PURPOSE To identify and treat a high blood sugar level. ... EQUIPMENT/SUPPLIES Reagent strips to test urine for ketones, i.e., Ketostix. ... PROCEDURE High Blood Glucose Level (more than 180 mg/dl). 1. Assess the client for symptoms, which may include: a. increased urination. b. Increased thirst. c. Feeling weak or tired. ... e. Weight loss. ... Very High Blood Glucose Level (over 350 mg/dl) 1. Assess the client for symptoms, which are the same as for high blood glucose level, but with: ... c. Abdominal pain. ... e. Fruity, acetone breath. ... h. Ketones in urine. 2. if any of the above symptoms are present, a. check the blood sugar b. call doctor if blood sugar is more than 300 mg/dl ... DOCUMENTATION GUIDELINES 1. Document in the clinical record: a. blood glucose level. b. Results of urine tests for ketones. c. The client's symptoms. d. Actions taken and results. e.</p>			

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N000553	<p>insulin/fluids given."</p> <p>3. The agency policy with a reviewed date of 10/1/14 titled, "C-200 SKILLED NURSING SERVICES" states, "POLICY Skilled nursing services will be provided by a registered nurse or a licensed practical/vocational nurse under the supervision of a registered nurse and in accordance with a medically approved plan of care ... SPECIAL INSTRUCTIONS 1. The registered nurse: ... e. informs the physician and other personnel of changes in the patient condition and needs."</p> <p>410 IAC 17-14-1(a)(2)(A) Scope of Services Rule 14 Sec. 1(a) (2) For purposes of practice in the home health setting, the licensed practical nurse shall do the following: (A) Provide services in accordance with agency policies. Based on clinical record review, agency policy review, and interview, the agency failed to ensure the LPN (licensed practical nurse) reported findings and observations to the registered nurse to assure coordination and timely response to patient changes or needs in 1 of 4 active patients records reviewed of patients receiving skilled nursing services</p>	N000553	All LPN'S and new hires will be in-serviced on policy C-200 and given handouts of policy to read from time to time. LPN was counseled for non compliance for policy C-200 a written warning was placed in employee file. All nursing notes are to be audited before going into patients chart for compliance of policy C-200. 10% of all clinical records will be	01/30/2015			

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	<p>creating the potential to affect all patients of the agency receiving skilled nursing services. (#5)</p> <p>Findings include:</p> <p>1. Clinical record #5 contained a plan of care for certification period 10/17 to 12/15/14 with a primary diagnosis as Diabetic and orders for skilled nursing services to assess and evaluate every 60 days at recertification and every 14 days for supervised visits for any health or safety issues and medication sets 1 time per week and to check blood sugars and give insulin 3 times per day, seven days per week. The plan of care listed medications to include Lantus insulin 140 Units subcutaneous in the morning, Novolog Insulin 30 Units subcutaneous before meals three times per day, and Victoza 1.8 milligrams subcutaneous one time per day.</p> <p>A. The record evidenced a skilled nursing visit note dated 10/15/14 by employee D (registered nurse) stating, "Time in '1:00 PM' Out '2:00 PM' Vitals T [temperature] '98.8' Wt. [weight] [blank] Resp. [Respiratory] '98% 18' Reg. [Regular] [checked] Pulse: '73' Regular [checked] B/P [blood pressure] Sitting Right '136/87' NURSING ASSESSMENT AND OBSERVATION</p>		<p>audited quarterly for compliance that physician was notified and orders are followed. The director of Home Health Care Services will be responsible for monitoring these corrective actions to ensure that the deficiency is corrected and will not recur.</p>				

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	<p>SIGNS/SYMPTOMS ... GENITOURINARY ... Urine [checked] Color: 'Yellow' Consistency: [blank] Odor: [none] Pain [none] ...Diabetic Urine Testing [blank] ...</p> <p>INTERVENTIONS/INSTRUCTIONS Skilled observation & assessment [checked] ... Urine Testing [blank] ... Observe/Teach medication [checked] ... Prep/admin [preparation and administration] Insulin [checked] Evaluate diet/fluid intake [blank] Diet teaching [checked] ...</p> <p>ANALYSIS/INTERVENTIONS/INSTRUCTIONS/PATIENT RESPONSE 'BS [blood sugar] 406 30 Units Nov [Novolog] Client is well, pleasant and alert. VS [vital signs] WNL [within normal limits] [no] pain reported at this time. checked blood sugar 406, gave coverage insulin subcutaneous in abdomen. client tolerated well. asked him what he has been eating, client stated grapes, ham sandwich. i explained grapes have a lot of natural sugar in them unfortunately and really are not a good choice.' " The record failed to evidence the registered nurse informed the physician of the blood sugar level reading.</p> <p>B. On 12/22/14 at 12:35 PM, employee D indicated the patient is non-compliant with diet and 300-400 is</p>			

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	<p>the patient's normal high. The employee indicated if the patient's blood sugar ever got to 500, "I definitely would call" the physician. The employee indicated the blood sugar check was performed only one time during this visit and the physician was not notified of the blood sugar level reading of 406.</p> <p>C. On 12/22/14 at 12:38 PM, employee A (administrator) indicated the patient should have had a sliding scale coverage listed on the medication profile and a blood sugar level over 400 requires physician notification and documentation of the notification. The employee indicated the patient's blood sugar level reading on this day at 9 AM was 172, 406 at 1 PM, and 171 at 4 PM.</p> <p>2. The agency policy with a reviewed date of 10/1/14 titled "C-100 Management Of Diabetic Hyperglycemia" states, "PURPOSE To identify and treat a high blood sugar level. ... EQUIPMENT/SUPPLIES Reagent strips to test urine for ketones, i.e., Ketostix. ... PROCEDURE High Blood Glucose Level (more than 180 mg/dl). 1. Assess the client for symptoms, which may include: a. increased urination. b. Increased thirst. c. Feeling weak or tired. ... e. Weight loss. ... Very High Blood Glucose Level</p>			

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>(over 350 mg/dl) 1. Assess the client for symptoms, which are the same as for high blood glucose level, but with: ... c. Abdominal pain. ... e. Fruity, acetone breath. ... h. Ketones in urine. 2. if any of the above symptoms are present, a. check the blood sugar b. call doctor if blood sugar is more than 300 mg/dl ... DOCUMENTATION GUIDELINES 1. Document in the clinical record: a. blood glucose level. b. Results of urine tests for ketones. c. The client's symptoms. d. Actions taken and results. e. insulin/fluids given."</p> <p>3. The agency policy with a reviewed date of 10/1/14 titled, "C-200 SKILLED NURSING SERVICES" states, "POLICY Skilled nursing services will be provided by a registered nurse or a licensed practical/vocational nurse under the supervision of a registered nurse and in accordance with a medically approved plan of care ... SPECIAL INSTRUCTIONS 1. The registered nurse: ... e. informs the physician and other personnel of changes in the patient condition and needs."</p>			