

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  157557	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  03/25/2013
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NAME OF PROVIDER OR SUPPLIER  ADARNA HOME HEALTH CARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 EAST JOLIET STREET CROWN POINT, IN 46307
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G000000	<p>This was a federal home health complaint investigation of a home health agency.</p> <p>Complaint # IN 00125513 - Substantiated: A Federal deficiency related to the allegation was cited.</p> <p>Facility #: 004058.</p> <p>Survey Dates: 3/25/13.</p> <p>Medicaid Vendor #: 200473790.</p> <p>Surveyor: Janet Brandt, RN, PHNS.</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 27, 2013</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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G000125	<p>484.14 ORGANIZATION, SERVICES &amp; ADMINISTRATION</p> <p>All services not furnished directly, including services provided through subunits are monitored and controlled by the parent agency.</p> <p>Based on observation and interview, the agency failed to ensure the state agency was notified of branch sites and branches were approved by the Centers for Medicare and Medicaid Services (CMS) prior to functioning as a branch for 1 of 1 agency with the potential to affect all patients of the agency receiving services via the site.</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. On March 25, 2013, at 10:20 AM, the location at 5601 Melton Road in Gary, Indiana, was visited. The site was housed in an assisted living facility which had 2 sets of glass doors to go through to gain entrance to the lobby area. The first set of glass doors was unlocked. The second set of glass doors was locked and could only be unlocked by using a call system to contact someone in the building to unlock the door via electronic gate system or by someone in the lobby physically</li> </ol>	G000125	The two glass doors referred to are the Main entrance of the Facility. The very small signage of Adarna Home Health Care Services, Inc. found on the door at the left side of the corridor has already been removed. The expired (2012) agency license is no longer displayed on the office wall. The current license will never be displayed in this location. The LPN does not work in the location, but she has 22 patient assignments in that Facility. She was instructed that she must not stay in this location for a longer period of time and that this location would only be for a drop off and/or pick up point for forms or supplies needed for that day only. All completed notes and forms MUST not be dropped off by disciplines concerned to this location, but these must be submitted directly to the Crown Point Office. The Administrator will ensure that no signage or license be displayed in this location and that no one is allowed to stay and work in this location at any time. This location will serve only as a drop off, delivery and/or pick up point for forms or supplies only on the days that they are needed. The Administrator will be	03/25/2013	

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	<p>unlocking and opening the door to allow entrance.</p> <p>On entering, there was a large lobby area with 2 corridors branching off, one to the right of the lobby and one to the left of the lobby. On entering the left corridor immediately on the left side of the hall was a wooden door with a plaque to the left of the door identifying the space as "Administration #119." Immediately beneath the "Administration" plaque was a second plaque that identified "Adarna Home Health Care."</p> <p>After entering the first door there was a small anteroom. On the left side of the wall was a wooden pamphlet holder containing pamphlets for Adarna Home Health Care and a personal services agency "Lakeside Private Duty." Each set of pamphlets was in an individual pamphlet holder. On the right side of the anteroom, there was a door labeled "Beauty Shop."</p> <p>Going forward, there was a 2nd door that was half wood, half glass. The glass portion had the name of a personal services agency lettered on it. The second door opened in to a waiting area with a sofa and coffee table in it. The coffee table was large and round and had pamphlets for Vitos Pharmacy and</p>		responsible in making sure that this discrepancy will not happen again.MA. Cynthia CastorAdministrator				

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	<p>Adarna Home Health Care on top of it.</p> <p>Leaving the reception area there was a bathroom identified by a sign on the door to the right. To the left was a copy of a state home health agency license for Adarna Home Health which expired in March, 2012, on the wall. Immediately next to the copy of the license was a doorway that opened into a room that had a hall tree coat rack, 3 chairs, and a wood grain pattern laminate desk with a large "Swingline" brand stapler and a smaller black stapler, a stacked 6 bin plastic document holder, and a telephone on it. To the right of the desk against the wall was a 2 drawer hanging type file cabinet. The first drawer held 6-8 green collapsed hanging type file folders. The rest of the drawer was empty. The second drawer contained miscellaneous supplies such as pens, pencils, and note pads. The rest of the drawer was empty. On top of the file cabinet there was a "Brother" brand fax/copier machine, blank chart forms, and a red topped needle disposal container. Next to the file cabinet was a small GE white refrigerator containing a single bottle of water. There was a chair behind the desk and 2 chairs set opposite each other in front of the desk. Exiting that office space and going immediately to the right, there was a large room with cabinets and a coffee maker and 1 large</p>			
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	<p>exam type chair.</p> <p>On re-entering the door immediately to the left of the Adarna Home Health Care license sign, at 10:30 AM CST on 3-25-13, the surveyor encountered employee B who indicated being an employee of the Adarna Home Health agency this site was a branch office for the Adarna Home Health Care agency with the main office in Crown Point.</p> <p>2. On 3-25-13 at 10:30 AM CST, employee B indicated that the office located in the assisted living complex at 5601 Melton Road, in Gary, IN was a branch office of the Adorn Home Health Care office. Employee B indicated the main office was located in Crown Point, IN. Employee B indicated working at the Adarna office in the assisted living complex at 5601 Melton Road in Gary, IN since January of 2013 as a licensed practical nurse and being in the office Monday, Thursday and Friday each week from 10:00 AM to 3 PM. Employee B indicated doing patient visits in the building. Employee B indicated taking clinical paperwork from patient visits to Crown Point by Monday every week for the prior week's visits. Employee B indicated there were no medical records or employee files at the site.</p>				

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	<p>Employee B indicated having been hired by Adarna Home Health Care in January of 2013 to work at the site at 5601 Melton Road in Gary, IN on Monday, Thursday and Fridays from 10:00 AM to 3:00 PM. Employee B indicated making skilled nurse visits to patients in the building. Employee B indicated there was one primary home health aide, Employee C, who also worked in the building seeing patients. Employee B indicated that various Adarna registered nurses would do recertification assessments and Employee B would be furnished a copy of the Plan of Care for each patient served in the building. Employee B indicated there were no medical records or personnel records kept at the Melton Road office site, just blank chart forms that might be needed and a few miscellaneous office supplies.</p> <p>Employee B indicated, on 3-25-13 at 11:30 AM, having a key to enter the Adarna / Administrative offices inside the facility. Employee B indicated that when Employee C was scheduled to make a patient visit to the building and the entrance doors for the building were locked, Employee C would either gain entrance via the patient unlocking the entrance door to the building or Employee C "calls me on my cell phone and I go unlock the front entrance door to the</p>			

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	<p>building and let her in." Employee B indicated having been the "only Adarna employee to have a set of keys to enter the Adarna office(s) in the building.</p> <p>Employee B indicated the physician who visited residents in the building used the room immediately to the right of the Adarna office space and the physician had no relationship with the Adarna agency. Employee B indicated, at 10:55 AM CST, a desire to phone the main office in Crown Point and request the Alternate Administrator / Director of Nursing, Employee A, to come to the site.</p> <p>3. Employee A arrived at 11:20 AM on 3-25-13 Employee A arrived at the site. The surveyor explained the purpose of the visit was for a complaint investigation related to an unreported branch office.</p> <p>At 11:30 AM CST on 3-25-13, Employee A indicated that the office at the address named in the complaint was a conference room - the room was shared with a physician and the space was used for nurses and aides to get ready to go see clients. Employee A indicated blank forms for clinician's use were kept in the conference room. Employee A indicated Employee B was the primary nurse that saw patients in the building. Employee A indicated Employee B would receive a</p>			

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	<p>copy of the Plan of Care for each patient assigned. Employee A indicated that Employee C was the primary home health aide assigned to provide services for the patients in the building at 5601 Melton in Gary, IN. Employee A indicated different registered nurses come and do the recertification assessments. Employee A estimated the "conference room" had been in use by Adarna employees for approximately 2 years.</p> <p>Employee A, at 11:40 AM on 3-25-13, indicated that no medical files or personnel files are kept at the assisted living facility office. Employee A indicated that supplies are in the main office in Crown Point and Employee B either picked up supplies there or supplies were delivered to Employee B at the assisted living facility. Employee A indicated the conference room was not a branch, the agency has only 1 branch in Columbus City, Indiana. Employee A indicated not being aware of whether the space in the assisted living building was rented or whether there was a contract of any kind. Employee A further indicated the "doctor and us both use the space but we each do our own thing." Employee A indicated the refrigerator was used for water or food items and no lab specimens were kept in the refrigerator. Employee A reiterated the conference room was used</p>			

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	for Employee B to "figure out what was needed for visits." Employee A indicated the agency has staff assigned to visit patients in other residential facilities but the agency does not maintain a conference room in any of the other residential buildings where they have patients.			

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N000000	<p>This was a state home health complaint investigation.</p> <p>Complaint: IN 00125513 - Substantiated: No deficiencies related to the allegation are cited.</p> <p>Facility #: 004058.</p> <p>Survey Dates: 3/25/13.</p> <p>Medicaid Vendor #: 200473790.</p> <p>Surveyor: Janet Brandt, RN, PHS.</p> <p>Adarna Home Health Care Services is in compliance with 410 IAC 17-9-5 as related to this complaint.</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 27, 2013</p>	N000000			

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 05/01/2013  
FORM APPROVED  
OMB NO. 0938-0391

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