

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  157211	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  05/17/2012
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NAME OF PROVIDER OR SUPPLIER  HOME NURSING SERVICES	STREET ADDRESS, CITY, STATE, ZIP CODE 528 W WASHINGTON BLVD FORT WAYNE, IN 46802
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G0000	<p>This was a home health Federal recertification survey. This was a partial extended survey.</p> <p>Survey dates: May 14-17, 2012</p> <p>Facility #: IN005372</p> <p>Medicaid #: 100265370A</p> <p>Surveyor: Miriam Bennett, RN, BSN, PHNS</p> <p>Census Service Type: Skilled: 66 Home Health Aide Only: 167 Personal Service Only: 32 Total: 265</p> <p>Sample: RR w/HV: 6 RR w/o HV: 6 Total: 12</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN May 24, 2012</p>	G0000	no response required	

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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G0111	<p>484.10(d) CONFIDENTIALITY OF MEDICAL RECORDS</p> <p>The patient has the right to confidentiality of the clinical records maintained by the HHA.</p> <p>Based on observation, policy and document review, and interview, the agency failed to ensure all employees were following the agency policy for confidentiality of patients for 1 of 6 home visit observations with the potential to affect all the agency's patients. (#5)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>On 5/15/12 at 9:00 AM, during home visit with patient #5, employee G, LPN (Licensed Practical Nurse), was observed conversing with employee E (Clinical Director) in front of patient #5. Employee G identified another patient by first and last name.</li> <li>On 5/15/12 at 10:35 AM, employees D and F indicated the LPN should not have mentioned a patient's name in front of another patient.</li> <li>The agency's policy titled "Confidentiality of Client Information," #D-340, was provided by employee D on 5/16/12 and indicated this is their current policy. The policy states, "Carefully refrain from discussing any client's condition or personal affairs with anyone</li> </ol>	G0111	<p><u>Correct</u> We will inservice Employee G on the following: 1) HNS Policy "Confidentiality of Client Information" 2) Patient Rights 3) House Rules 4) Job Description <u>Prevent</u> Administrator will inservice Clinical Director and Registered Nurse Case Managers on: 1) HNS Policy "Confidentiality of Client Information" 2) Patient Rights 3) House Rules 4) Job Description to ensure that supervisory visits with all staff include confidentiality. We will continue to provide annual inservices on confidentiality of protected health information including medical records. <u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012

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	<p>outside Home Nursing Services, unless you are expressly authorized to do so. Do not pass on medical information to clients and visitors unless you have been instructed to do so by your supervisor. In addition, all information seen or heard regarding clients, directly or indirectly, is completely confidential and not to be discussed even with your family."</p> <p>4. The agency's admission packet provided to all patients was provided by employee E on 5/14/12. Employee E indicated this was the current admission packet including the list of patients rights. Under the section titled "Respect and Confidentiality", it states, "You have the right: ... 4. To maintain confidentiality of your clinical records in accordance with legal requirements and to anticipate the organization will release information only with your authorization or as required by law. 5. To be informed of Home Nursing Services' policies and procedures for disclosure of your clinical record." Under the section "House Rules," the admission packet states, "Our employees are not to discuss their personal problems with you or breach confidentiality of other clients and employees."</p> <p>5. The agency's job description for Licensed Practical Nurse, dated 4/25/02, states, under the section "Essential Job</p>				

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	Functions", "26. Utilizes appropriate channels of communication at all times. 27. Maintains confidentiality in all aspects of the job."			

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G0121	<p>484.12(c) COMPLIANCE W/ ACCEPTED PROFESSIONAL STD 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 observation, policy and document review and interview, the agency failed to ensure employees were following infection control guidelines for 2 of 6 home visits with the potential to spread infectious organisms to all the agency's patients. (#4, 8)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. During home visit observation on 5/15/12 at 7:15 AM, employee A was observed providing a partial bath for patient #4. While drying the patient, employee A dried the patient's buttocks and then proceeded to dry the perineal area with the same section of the towel.</li> <li>2. During home visit observation for patient #8 on 5/16/12 at 10:00 AM, employee H was observed washing hands prior to providing care but only scrubbed with soap for approximately 5 seconds. After wound care was provided for the first wound, employee H removed gloves and washed hands again, only scrubbing hands with soap for approximately 7 seconds.</li> </ol>	G0121	<p><u>Correct</u> We will inservice Employee H on: 1) Proper Handwashing Hygiene We will inservice Employee A on: 1) Infection Control <u>Prevent</u> Administrator will inservice all employees on: 1) Proper Handwashing Hygiene 2) Infection Control We will ensure that supervisory visits with all staff include observation of infection control including proper handwashing hygiene. We will continue to provide annual inservices on infection control. <u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012	

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	<p>3. On 5/16/12 at 12:10 PM, employee D indicated all employees are instructed to wash hands for a certain period of time (longer than 5-7 seconds) during orientation.</p> <p>4. On 5/16/12 at 12:30 PM, employee F provided Hand Hygiene documentation dated May 2009 and indicated this is what the agency uses for orientation to hand washing. The document titled "Handwashing Competency Evaluation" dated August 2002 states, under section 3, "Scrubs hand and wrists well, paying attention to fingernails and between fingers for at least 20 seconds."</p> <p>5. The job description for Home Health Aide dated 6/2006 states, under the section "Essential Job Functions," "6. Promotes personal safety and a safe environment for clients by observing infection control practices, following agency guidelines, and reporting unsafe situations to the RN [Registered Nurse] Case Manager/Clinical Director."</p> <p>6. The job description for Licensed Practical Nurse dated 4/25/02 states, under the section "Essential Job Functions," "21. Promotes personal safety and a safe environment for client's and co-workers by demonstrating knowledge</p>			

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	of safety/infection control practices."			

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G0159	<p>484.18(a) PLAN OF CARE</p> <p>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.</p> <p>Based on observation during home visits, clinical record review, policy review, and interview, the agency failed to ensure all DME (durable medical equipment) used by patients was listed on the Plan of Care for 2 of 6 home visit patients (#7, 9) with the potential to affect all the agency's patients.</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>On 5/16/12 at 8:15 AM, a home visit identified patient #7 had a toilet riser, bed assist bar, and right leg brace in the home. The plan of care for the certification period 3/24-5/22/12 failed to evidence these pieces of equipment.</li> <li>On 5/16/12 at 11:00 AM, a home visit identified patient #9 had a wheel chair in the home. The plan of care for the certification period 4/9- 6/7/12 failed to evidence this piece of equipment. On</li> </ol>	G0159	<p><u>Correct</u> We will inservice Registered Nurse Case Managers for Patient #7 and Patient #3: 1) Add all current DME to care plans for these specific patients. 2) Review of policy on Plan of Care Documentation <u>Prevent</u> Administrator will inservice all Registered Nurse Case Managers on: 1) Documentation of Durable Medical Equipment on Plans of Care 2) Audit 25% sample of all POCs to ensure that all equipment is recorded properly on the Plan of Care. <u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012			

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	<p>5/16/12 at 11:20 AM, the patient indicated they use the wheel chair when they go to the shopping mall and they use the electric wheel chair shopping at other places.</p> <p>3. The agency's undated policy titled "Plan of Care" #C-480 was provided by employee D on 5/16/12. The employee indicated this was their current policy. Under "Special Instructions", the policy states, "2. The Plan of Care shall be fully completed to include: ... m. Medical supplies and equipment required."</p> <p>4. On 5/16/12 at 12:15 PM, employee D indicated employee F was not aware of patient #9 having a wheel chair in addition to the electric wheel chair. Employee D also indicated employee F was not aware of toilet riser and bed assist bar not being on plan of care for patient #7.</p>				

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G0218	<p>484.36(b)(3)(iii) COMPETENCY EVALUATION &amp; IN-SERVICE TRAI</p> <p>The subject areas listed at paragraphs (a)(1) (iii), (ix), (x), and (xi) of this section must be evaluated after observation of the aides performance of the tasks with a patient. The other subject areas in paragraph (a)(1) of this section may be evaluated through written examination, oral examination, or after observation of a home health aide with a patient.</p> <p>Based on employee file review and interview, the agency failed to ensure the competency of Home Health Aides was performed on a pseudo client for 1 of 6 Home Health Aide files reviewed with the potential to affect all the agency's patients who received home health aide services. (A)</p> <p>Findings include:</p> <p>1. The file for employee A (Home Health Aide), hire date 5/4/10, contained a Certified Home Health Aide and Personal Care Assistant Skills Check List dated 5/4/10. In 6 of the 19 sections for competency, under the "Comments" section, the evaluator wrote the aide "explained" portions of the Demonstration of Skills, as listed below:</p> <p>a. Under the section "Mobility": "Explained assist with walker- explained would stand on weak side a little bit</p>	G0218	<p><u>Correct</u> We will inservice Registered Nurse Case Manager for this specifically cited competency evaluation: 1) Competency Evaluation and In-Service Training, emphasizing actual demonstration of skill as opposed to explanation of tasks. <u>Prevent</u> Administrator will inservice all Registered Nurse Case Managers on: 1) Competency Evaluation and In-Service Training, emphasizing actual demonstration of skill as opposed to explanation of tasks. 2) Audit 25% sample of all Competency Evaluations to ensure that all evaluations are being completed correctly and accurately. <u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012			

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	<p>behind client."</p> <p>b. Under the section "Transfer": "explained transfer from bed to chair-pivot."</p> <p>c. Under the section "Personal Care": "explained denture care."</p> <p>d. Under the section "Nail Care": "explained procedure of soaking nails, trim and file."</p> <p>e. Under the section "Hair: Shampoo": "explained procedure."</p> <p>f. Under the section "Bodily Functions": "explained cleaning procedure front to back, wash cath from insertion out- gently."</p> <p>2. On 5/17/12 at 12:00 PM, employee D indicated the agency has employee F now doing skills competency check offs for the Home Health Aides and they are done in the home while the Aides are providing care to the clients. The Registered Nurse who did the skills competency checks for employee A did them incorrectly and they should have been observed performing the skills on a pseudo patient.</p>				

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G0225	<p>484.36(c)(2) ASSIGNMENT &amp; DUTIES OF HOME HEALTH AIDE</p> <p>The home health aide provides services that are ordered by the physician in the plan of care and that the aide is permitted to perform under state law.</p> <p>Based on observation, policy review, and interview, the agency failed to ensure the Home Health Aide did not administer medications 1 of 2 home health aide home visits with the potential to affect all the agency's patients receiving Home Health Aide services. (#4)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. During home visit on 5/15/12 at 7:15 AM, employee A, a home health aide, was observed administering Systane eye drops into both eyes of the patient.</li> <li>2. During interview on 5/15/12 at 7:15 AM, when asked about patient's oral medications, the patient indicated the patient would take their oral medications later when they get up out of bed. When asked how the patient takes the oral medications due to not having use of either arm, employee A indicated they put the oral medications on a spoon and feed them to the patient.</li> <li>3. After home visit on 5/15/12 at 8:30 AM, employee F indicated the Home</li> </ol>	G0225	<p><u>Correct</u> We will inservice Employee A on: 1) Administration of eye drops 2) Assisting client with medications</p> <p><u>Prevent</u> Administrator will inservice all Home Health Aides on: 1) Assisting client with medications in accordance with IAC 17-9-20.</p> <p><u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012			

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	<p>Health Aides are allowed to assist with medications as just seen with the eye drops and they are allowed to administer eye drops.</p> <p>4. On 5/15/12 at 10:35 AM, employee D indicated home health aided can only give eye drops and can only assist with oral medications to patient, not administer. Employee F indicated the home health aides can assist with pre-set medications to the patients' mouths because they are not getting the supply out of the bottles. Therefore, the home health aides are not administering the medications.</p> <p>5. The Home Health Aide job description, dated 6/2000, states under the section "Essential Job Functions," "4. Reminds the client in administration of medications that are ordinarily self-administered under the direction and supervision of a Registered Nurse."</p> <p>6. The agency's policy titled "Home Health Aide Care Plan," #C-640, was provided on 5/16/12 by employee D, who indicated this is their current policy, states under the section "Special Instructions", "2. The Care Plan shall be developed in plain, non-technical, lay terms. It shall identify the duties to be performed, such as, but not limited to: ... d. Assistance with medications that are ordinarily</p>			

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	<p>self-administered Providing reminders or cues to take medication, the opening of pre-set medication container, and providing assistance in the handling or ingesting of non-controlled substance medications, including eye drops, herbs, supplements, and over-the-counter medications: and to an individual who is unable to accomplish the task due to an impairment and who is: i. competent and has directed the services. .... 4. The Home Health Aide ... If the Home Health Aide is assigned to delegated nursing functions, such as administering medications; i.e., eye drops; the Home Health Aide must be oriented to the procedure by a Registered Nurse who documents evidence of competency."</p> <p>7. The Certified Home Health Aide and Personal Care Assistant Skills Check List for employee A indicates the demonstration of skills for medication assistance was completed on 5/4/10.</p>			

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G0229	<p>484.36(d)(2) SUPERVISION</p> <p>The registered nurse (or another professional described in paragraph (d)(1) of this section) must make an on-site visit to the patient's home no less frequently than every 2 weeks.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure the registered nurse completed a supervisory visit of the home health aide every 14 days in 1 of 4 records reviewed of patients who received skilled and home health aide services for longer than 14 days (#6) with the potential to affect all the agency's patient who receive skilled and home health aide services.</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. Clinical record #6 included a plan of care for the certification period 3/6-5/24/12 with orders for skilled and home health aide services. The record evidenced a Home Health Aide supervisory visit had been completed on 4/3/12 and not again until 5/1/12.</li> <li>2. The agency's policy titled "Home Health Aide Supervision" #C-340 states, under the section "Special Instructions", "3. Supervisory visits of Home Health Aides shall be completed according to the following frequency: a. Skilled Nursing Services: When a client is receiving skilled nursing and home health aide</li> </ol>	G0229	<p><u>Correct</u> We will inservice Registered Nurse Case Manager for this specifically cited supervisory visit for Patient #6: 1) HNS Home Health Supervision policy (C-340) 2) Audit this specific Registered Nurse Case Manager's caseload to ensure that all supervisory visits are completed in a timely manner. <u>Prevent</u> Administrator will inservice all Registered Nurse Case Managers on: 1) HNS Home Health Supervision policy (C-340) 2) Audit 25% sample of all charts to ensure that all supervisory visits are being completed on time. <u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012			

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	<p>services, a Registered Nurse must make a supervisory visit to the client's residence at least every other week."</p> <p>3. During interview on 5/16/12 at 2:35 PM, employee F indicated the Supervisory Visit sheet dated 4/17/12 did not include supervision of the Home Health Aide, but rather it was for a Nurse supervision. The supervising nurse could have included the Home Health Aide supervision on this same sheet, but did not.</p> <p>4. During interview on 5/17/12 at 9:10 AM, employee D confirmed the Home Health Aide supervisory visit was not completed.</p>				

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N0462	<p>410 IAC 17-12-1(h) Home health agency administration/management Rule 12 Sec. 1(h) Each employee who will have direct patient contact shall have a physical examination by a physician or nurse practitioner no more than one hundred eighty (180) days before the date that the employee has direct patient contact. The physical examination shall be of sufficient scope to ensure that the employee will not spread infectious or communicable diseases to patients.</p> <p>Based on employee file review, job description review, and interview, the agency failed to ensure employees were free from communicable disease prior to working with patients for 3 of 14 employee files reviewed with the potential to affect all the agency's patients. (B, I, K)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. The file for employee B (a Registered Nurse), hire date 3/2/09, contained a physical dated 12/6/08. The physical failed to evidence the employee was free from communicable disease.</li> <li>2. The file for employee I (a Licensed Practical Nurse), hire date 10/6/09, contained a physical dated 9/2/09. The physical failed to evidence the employee was free from communicable disease.</li> </ol>	N0462	<p><u>Correct</u> We will inservice HR Coordinator on: 1) HNS Health Screening (D-240) <u>Prevent</u> Administrator will: 1) Audit 100% of new personnel files to ensure that physical forms include certification that employees are free from communicable disease. 2) Provide new physical form to all new employees that includes a line item addressing freedom from communicable disease. <u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012	

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	<p>3. The file for employee K (a home health aide), hire date 12/17/10, contained a physical dated 8/4/10. The physical failed to evidence the employee was free from communicable disease.</p> <p>4. During interview on 5/17/12 at 12:00 PM, employee D indicated the agency did not have a written policy regarding the physicals of employees to state the employees are free from communicable disease, but the issue had been identified in the past and the agency changed their physical forms to include this statement. Employee D indicated the agency does require the statement to be on employee physicals. Also employees B, I, and K apparently did not receive the agency's new form at the time the employees obtained their physicals.</p> <p>5. The section titled "Qualifications" of the Home Health Aide Job Description dated 6/00 states, "9. Physical demonstrating free of communicable diseases."</p>				

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N0470	<p>410 IAC 17-12-1(m) Home health agency administration/management Rule 12 Sec. 1(m) Policies and procedures shall be written and implemented for the control of communicable disease in compliance with applicable federal and state laws.</p> <p>Based on observation, policy and document review and interview, the agency failed to ensure employees were following infection control guidelines for 2 of 6 home visits with the potential to spread infectious organisms to all the agency's patients. (#4, 8)</p> <p>Findings include:</p> <p>1. During home visit observation on 5/15/12 at 7:15 AM, employee A was observed providing a partial bath for patient #4. While drying the patient, employee A dried the patient's buttocks and then proceeded to dry the perineal area with the same section of the towel.</p> <p>2. During home visit observation for patient #8 on 5/16/12 at 10:00 AM, employee H was observed washing hands prior to providing care but only scrubbed with soap for approximately 5 seconds. After wound care was provided for the first wound, employee H removed gloves and washed hands again, only scrubbing hands with soap for approximately 7</p>	N0470	<p><u>Correct</u> We will inservice Employee H on: 1) Proper Handwashing Hygiene</p> <p>We will inservice Employee A on: 1) Infection Control</p> <p><u>Prevent</u> Administrator will inservice all employees on: 1) Proper Handwashing Hygiene 2) Infection Control</p> <p>We will ensure that supervisory visits with all staff include observation of infection control including proper handwashing hygiene. We will continue to provide annual inservices on infection control.</p> <p><u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012			

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	<p>seconds.</p> <p>3. On 5/16/12 at 12:10 PM, employee D indicated all employees are instructed to wash hands for a certain period of time (longer than 5-7 seconds) during orientation.</p> <p>4. On 5/16/12 at 12:30 PM, employee F provided Hand Hygiene documentation dated May 2009 and indicated this is what the agency uses for orientation to hand washing. The document titled "Handwashing Competency Evaluation" dated August 2002 states, under section 3, "Scrubs hand and wrists well, paying attention to fingernails and between fingers for at least 20 seconds."</p> <p>5. The job description for Home Health Aide dated 6/2006 states, under the section "Essential Job Functions," "6. Promotes personal safety and a safe environment for clients by observing infection control practices, following agency guidelines, and reporting unsafe situations to the RN [Registered Nurse] Case Manager/Clinical Director."</p> <p>6. The job description for Licensed Practical Nurse dated 4/25/02 states, under the section "Essential Job Functions," "21. Promotes personal safety and a safe environment for client's and</p>			

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	co-workers by demonstrating knowledge of safety/infection control practices."			

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N0508	<p>410 IAC 17-12-3(b)(2)(E) Patient Rights Rule 12 Sec. 3(b)(2)(E) (b) The patient has the right to exercise his or her rights as a patient of the home health agency as follows: (2) The patient has the right to the following: (E) Confidentiality of the clinical records maintained by the home health agency. The home health agency shall advise the patient of the agency's policies and procedures regarding disclosure of clinical records.</p> <p>Based on observation, policy and document review, and interview, the agency failed to ensure all employees were following the agency policy for confidentiality of patients for 1 of 6 home visit observations with the potential to affect all the agency's patients. (#5)</p> <p>Findings include:</p> <p>1. On 5/15/12 at 9:00 AM, during home visit with patient #5, employee G, LPN (Licensed Practical Nurse), was observed conversing with employee E (Clinical Director) in front of patient #5. Employee G identified another patient by first and last name.</p> <p>2. On 5/15/12 at 10:35 AM, employees D and F indicated the LPN should not have mentioned a patient's name in front of another patient.</p>	N0508	<p><u>Correct</u> We will inservice Employee G on the following: 1) HNS Policy "Confidentiality of Client Information" 2) Patient Rights 3) House Rules 4) Job Description</p> <p><u>Prevent</u> Administrator will inservice Clinical Director and Registered Nurse Case Managers on: 1) HNS Policy "Confidentiality of Client Information" 2) Patient Rights 3) House Rules 4) Job Description</p> <p>to ensure that supervisory visits with all staff include confidentiality. We will continue to provide annual inservices on confidentiality of protected health information including medical records.</p> <p><u>Responsible</u></p>	06/15/2012			

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	<p>3. The agency's policy titled "Confidentiality of Client Information," #D-340, was provided by employee D on 5/16/12 and indicated this is their current policy. The policy states, "Carefully refrain from discussing any client's condition or personal affairs with anyone outside Home Nursing Services, unless you are expressly authorized to do so. Do not pass on medical information to clients and visitors unless you have been instructed to do so by your supervisor. In addition, all information seen or heard regarding clients, directly or indirectly, is completely confidential and not to be discussed even with your family."</p> <p>4. The agency's admission packet provided to all patients was provided by employee E on 5/14/12. Employee E indicated this was the current admission packet including the list of patients rights. Under the section titled "Respect and Confidentiality", it states, "You have the right: ... 4. To maintain confidentiality of your clinical records in accordance with legal requirements and to anticipate the organization will release information only with your authorization or as required by law. 5. To be informed of Home Nursing Services' policies and procedures for disclosure of your clinical record." Under the section "House Rules," the admission packet states, "Our employees are not to</p>		Gina Yonkman, MS, Administrator		

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	<p>discuss their personal problems with you or breach confidentiality of other clients and employees."</p> <p>5. The agency's job description for Licensed Practical Nurse, dated 4/25/02, states, under the section "Essential Job Functions", "26. Utilizes appropriate channels of communication at all times. 27. Maintains confidentiality in all aspects of the job."</p>			

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N0524	<p>410 IAC 17-13-1(a)(1) Patient Care Rule 13 Sec. 1(a)(1) As follows, the medical plan of care shall:</p> <p>(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. (B) Cover all pertinent diagnoses. (C) Include the following:</p> <p>(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 observation during home visits, clinical record review, policy review, and interview, the agency failed to ensure all DME (durable medical equipment) used by patients was listed on the Plan of Care for 2 of 6 home visit patients (#7, 9) with the potential to affect all the agency's patients.</p> <p>Findings include:</p> <p>1. On 5/16/12 at 8:15 AM, a home visit</p>	N0524	<p><u>Correct</u> We will inservice Registered Nurse Case Managers for Patient #7 and Patient #3: 1) Add all current DME to care plans for these specific patients. 2) Review of policy on Plan of Care Documentation</p> <p><u>Prevent</u> Administrator will inservice all Registered Nurse Case Managers on: 1) Documentation of Durable Medical Equipment on Plans of</p>	06/15/2012			

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	<p>identified patient #7 had a toilet riser, bed assist bar, and right leg brace in the home. The plan of care for the certification period 3/24-5/22/12 failed to evidence these pieces of equipment.</p> <p>2. On 5/16/12 at 11:00 AM, a home visit identified patient #9 had a wheel chair in the home. The plan of care for the certification period 4/9- 6/7/12 failed to evidence this piece of equipment. On 5/16/12 at 11:20 AM, the patient indicated they use the wheel chair when they go to the shopping mall and they use the electric wheel chair shopping at other places.</p> <p>3. The agency's undated policy titled "Plan of Care" #C-480 was provided by employee D on 5/16/12. The employee indicated this was their current policy. Under "Special Instructions", the policy states, "2. The Plan of Care shall be fully completed to include: ... m. Medical supplies and equipment required."</p> <p>4. On 5/16/12 at 12:15 PM, employee D indicated employee F was not aware of patient #9 having a wheel chair in addition to the electric wheel chair. Employee D also indicated employee F was not aware of toilet riser and bed assist bar not being on plan of care for patient #7.</p>		<p>Care</p> <p>2) Audit 25% sample of all POCs to ensure that all equipment is recorded properly on the Plan of Care.</p> <p><u>Responsible</u> Gina Yonkman, MS, Administrator</p>		

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N0550	<p>410 IAC 17-14-1(a)(1)(K) Scope of Services Rule 14 Sec. 1(a) (1)(K) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (K) Delegate duties and tasks to licensed practical nurses and other individuals as appropriate.</p> <p>Based on observation, policy review, and interview, the agency failed to ensure the registered nurse only delegated tasks to the Home Health Aide that the aide is allowed to perform under state law in 1 of 2 home health aide home visits with the potential to affect all the agency's patients receiving Home Health Aide services. (#4)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. During home visit on 5/15/12 at 7:15 AM, employee A, a home health aide, was observed administering Systane eye drops into both eyes of the patient.</li> <li>2. During interview on 5/15/12 at 7:15 AM, when asked about patient's oral medications, the patient indicated the patient would take their oral medications later when they get up out of bed. When asked how the patient takes the oral medications due to not having use of either arm, employee A indicated they put</li> </ol>	N0550	<p><u>Correct</u> We will inservice Employee A on: 1) Administration of eye drops 2) Assisting client with medications</p> <p><u>Prevent</u> Administrator will inservice all Home Health Aides on: 1) Assisting client with medications in accordance with IAC 17-9-20.</p> <p><u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012	

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	<p>the oral medications on a spoon and feed them to the patient.</p> <p>3. After home visit on 5/15/12 at 8:30 AM, employee F indicated the Home Health Aides are allowed to assist with medications as just seen with the eye drops and they are allowed to administer eye drops.</p> <p>4. On 5/15/12 at 10:35 AM, employee D indicated home health aided can only give eye drops and can only assist with oral medications to patient, not administer. Employee F indicated the home health aides can assist with pre-set medications to the patients' mouths because they are not getting the supply out of the bottles. Therefore, the home health aides are not administering the medications.</p> <p>5. The Home Health Aide job description, dated 6/2000, states under the section "Essential Job Functions," "4. Reminds the client in administration of medications that are ordinarily self-administered under the direction and supervision of a Registered Nurse."</p> <p>6. The agency's policy titled "Home Health Aide Care Plan," #C-640, was provided on 5/16/12 by employee D, who indicated this is their current policy, states under the section "Special Instructions",</p>			

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	<p>"2. The Care Plan shall be developed in plain, non-technical, lay terms. It shall identify the duties to be performed, such as, but not limited to: ... d. Assistance with medications that are ordinarily self-administered Providing reminders or cues to take medication, the opening of pre-set medication container, and providing assistance in the handling or ingesting of non-controlled substance medications, including eye drops, herbs, supplements, and over-the-counter medications: and to an individual who is unable to accomplish the task due to an impairment and who is: i. competent and has directed the services. .... 4. The Home Health Aide ... If the Home Health Aide is assigned to delegated nursing functions, such as administering medications; i.e., eye drops; the Home Health Aide must be oriented to the procedure by a Registered Nurse who documents evidence of competency."</p> <p>7. The Certified Home Health Aide and Personal Care Assistant Skills Check List for employee A indicates the demonstration of skills for medication assistance was completed on 5/4/10.</p>						

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NAME OF PROVIDER OR SUPPLIER  HOME NURSING SERVICES				STREET ADDRESS, CITY, STATE, ZIP CODE 528 W WASHINGTON BLVD FORT WAYNE, IN 46802			
(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			
N0596	<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</p> <p>Based on employee file review and interview, the agency failed to ensure the competency of Home Health Aides was performed on a pseudo client for 1 of 6 Home Health Aide files reviewed with the potential to affect all the agency's patients who received home health aide services. (A)</p> <p>Findings include:</p> <p>1. The file for employee A (Home Health Aide), hire date 5/4/10, contained a Certified Home Health Aide and Personal Care Assistant Skills Check List dated 5/4/10. In 6 of the 19 sections for competency, under the "Comments" section, the evaluator wrote the aide "explained" portions of the Demonstration of Skills, as listed below:</p> <p>a. Under the section "Mobility": "Explained assist with walker- explained would stand on weak side a little bit</p>	N0596	<p><u>Correct</u> We will inservice Registered Nurse Case Manager for this specifically cited competency evaluation: 1) Competency Evaluation and In-Service Training, emphasizing actual demonstration of skill as opposed to explanation of tasks.</p> <p><u>Prevent</u> Administrator will inservice all Registered Nurse Case Managers on: 1) Competency Evaluation and In-Service Training, emphasizing actual demonstration of skill as opposed to explanation of tasks. 2) Audit 25% sample of all Competency Evaluations to ensure that all evaluations are being completed correctly and accurately.</p> <p><u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012			

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	<p>behind client."</p> <p>b. Under the section "Transfer": "explained transfer from bed to chair-pivot."</p> <p>c. Under the section "Personal Care": "explained denture care."</p> <p>d. Under the section "Nail Care": "explained procedure of soaking nails, trim and file."</p> <p>e. Under the section "Hair: Shampoo": "explained procedure."</p> <p>f. Under the section "Bodily Functions": "explained cleaning procedure front to back, wash cath from insertion out- gently."</p> <p>2. On 5/17/12 at 12:00 PM, employee D indicated the agency has employee F now doing skills competency check offs for the Home Health Aides and they are done in the home while the Aides are providing care to the clients. The Registered Nurse who did the skills competency checks for employee A did them incorrectly and they should have been observed performing the skills on a pseudo patient.</p>			

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N0606	<p>410 IAC 17-14-1(n) Scope of Services Rule 14 Sec. 1(n) A registered nurse, or therapist in therapy only cases, shall make the initial visit to the patient's residence and make a supervisory visit at least every thirty (30) days, either when the home health aide is present or absent, to observe the care, to assess relationships, and to determine whether goals are being met.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure the registered nurse completed a supervisory visit of the home health aide every 14 days in 1 of 4 records reviewed of patients who received skilled and home health aide services for longer than 14 days (#6) as required by agency policy with the potential to affect all the agency's patient who receive skilled and home health aide services.</p> <p>Findings include:</p> <p>1. Clinical record #6 included a plan of care for the certification period 3/6-5/24/12 with orders for skilled and home health aide services. The record evidenced a Home Health Aide supervisory visit had been completed on 4/3/12 and not again until 5/1/12.</p> <p>2. The agency's policy titled "Home Health Aide Supervision" #C-340 states, under the section "Special Instructions", "3. Supervisory visits of Home Health</p>	N0606	<p><u>Correct</u> We will inservice Registered Nurse Case Manager for this specifically cited supervisory visit for Patient #6: 1) HNS Home Health Supervision policy (C-340) 2) Audit this specific Registered Nurse Case Manager's caseload to ensure that all supervisory visits are completed in a timely manner.</p> <p><u>Prevent</u> Administrator will inservice all Registered Nurse Case Managers on: 1) HNS Home Health Supervision policy (C-340) 2) Audit 25% sample of all charts to ensure that all supervisory visits are being completed on time.</p> <p><u>Responsible</u> Gina Yonkman, MS, Administrator</p>	06/15/2012			

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	<p>Aides shall be completed according to the following frequency: a. Skilled Nursing Services: When a client is receiving skilled nursing and home health aide services, a Registered Nurse must make a supervisory visit to the client's residence at least every other week."</p> <p>3. During interview on 5/16/12 at 2:35 PM, employee F indicated the Supervisory Visit sheet dated 4/17/12 did not include supervision of the Home Health Aide, but rather it was for a Nurse supervision. The supervising nurse could have included the Home Health Aide supervision on this same sheet, but did not.</p> <p>4. During interview on 5/17/12 at 9:10 AM, employee D confirmed the Home Health Aide supervisory visit was not completed.</p>			