

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15K094	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/11/2014
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NAME OF PROVIDER OR SUPPLIER SCOTT'S HOME HEALTHCARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 1817 DOGWOOD CT KOKOMO, IN 46902
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G000000	<p>This was a home health federal complaint investigation.</p> <p>Complaint IN00145587 - Substantiated: No deficiencies related to the allegation are cited. An unrelated deficiency is cited.</p> <p>Survey Date: March 11, 2013</p> <p>Facility #012928</p> <p>Surveyor: Tonya Tucker, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 12, 2014</p>	G000000	introduction	
G000236	<p>484.48 CLINICAL RECORDS</p> <p>A clinical record containing pertinent past and current findings in accordance with accepted professional standards is maintained for every patient receiving home health services. In addition to the plan of care, the record contains appropriate identifying information; name of physician; drug, dietary, treatment, and activity orders; signed and dated clinical and progress notes; copies of summary reports sent to the attending physician; and a discharge summary.</p> <p>Based on clinical record review and interview, the agency failed to ensure</p>	G000236	Missed visit form is completed by schedulers when they know that a visit will be missed by an HHA for	03/24/2014

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>the clinical record contained documentation of telephone calls and missed visit forms for 2 of 3 clinical records reviewed creating the potential to affect all patients of the agency. (#1 and #2)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. On 3/11/14 at 10 :15 AM during entrance conference, employee A (administrator/alternate director of nursing) indicated if a scheduled visit is missed by any discipline, the patient is notified via telephone immediately and a "Missed Visit" note is completed and placed in the patient's chart. 2. Clinical record #1 evidenced physician's plans of care for the certification periods 12/20/13 to 2/17/14 and 2/18 to 4/18/14 with orders for skilled nursing services 4 times per day for 60 days to perform blood glucose checks and administer insulin per physician orders and 1 time per week for medication set-ups. The record failed to evidence skilled nursing visits were conducted on 1/6 and 1/7/14. <p>On 3/11/14 at 1:50 PM, employee A indicated the skilled nurse was unable to make the scheduled visits on 1/6 and 1/7/14 due to inclement weather</p>		<p>any reason and it is faxed to the doctor immediately If a nurse visit is missed, the nurse completes the missed visit form and sends to the doctor by fax This form includes what the plan is for patient to have needs met without our services Also, we now have a clerical person who is verifying all notes, including missed visits, in our newly installed computer system, so we will be able to ensure these are being completed in the future. The administrator is responsible to see that this procedure is followed. The scheduler also notifies the patient by phone as soon as the scheduler knows the visit will be missed</p>		

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	<p>conditions (large amount of snow) but did contact the patient and assist via telephone with the blood glucose checks and administration of insulin. Employee A indicated the clinical record did not contain documentation of the missed visits on a missed visit form or documentation of the telephone calls made to the patient by the skilled nurse.</p> <p>3. Clinical record #2 evidenced a physician's plan of care for the certification period 1/27 to 3/27/14 with orders for home health aide services 4 hours per day, 5 to 7 days per week for 60 days. The record evidenced a physician's verbal order dated 1/23/14 and signed by the physician on 1/27/14 to begin home health aide services 4 hours per day, 5 to 7 days per week, 1 to 2 visits per day. The record failed to evidence documentation that the patient was notified of a home health aides inability to return for a second visit on 2/16/14.</p> <p>A. The record evidenced a document completed by employee C (home health aide) dated 2/16/14 titled "Aide Visit Record" which indicated the home health aide conducted a 2 hour visit.</p> <p>B. The record evidenced a</p>						

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N000000	<p>document completed by a registered nurse and signed by employee D (home health aide) dated 2/16/14 titled "Missed Visit Form" which indicated employee D was unable to conduct the scheduled visit and coverage was unsuccessful.</p> <p>C. On 3/11/14 at 2:02 PM, employee A indicated the clinical record did not contain documentation that the patient was informed of the home health aide's inability to conduct the second visit of the day.</p> <p>This was a home health state complaint investigation.</p> <p>Complaint IN00145587 - Substantiated: No deficiencies related to the allegation are cited. An unrelated deficiency is cited.</p> <p>Survey Date: March 11, 2013</p> <p>Facility #012928</p>	N000000	introduction				

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N000608	<p>Surveyor: Tonya Tucker, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 12, 2014</p> <p>410 IAC 17-15-1(a)(1-6) Clinical Records Rule 15 Sec. 1(a) Clinical records containing pertinent past and current findings in accordance with accepted professional standards shall be maintained for every patient as follows:</p> <ol style="list-style-type: none"> (1) The medical plan of care and appropriate identifying information. (2) Name of the physician, dentist, chiropractor, podiatrist, or optometrist. (3) Drug, dietary, treatment, and activity orders. (4) Signed and dated clinical notes contributed to by all assigned personnel. Clinical notes shall be written the day service is rendered and incorporated within fourteen (14) days. (5) Copies of summary reports sent to the person responsible for the medical component of the patient's care. (6) A discharge summary. <p>Based on clinical record review and interview, the agency failed to ensure the clinical record contained documentation of telephone calls and missed visit forms for 2 of 3 clinical records reviewed creating the potential to affect all patients of the agency. (#1 and #2)</p>	N000608	Missed visit form is completed by schedulers when they know that a visit will be missed by an HHA for any reason and it is faxed to the doctor immediately If a nurse visit is missed, the nurse completes the missed visit form and sends to the doctor by fax This form includes what the plan is for patient to have needs met without our services and the scheduler also notifies the patient by phone as soon as the scheduler knows	03/24/2014			

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	<p>Findings include:</p> <p>1. On 3/11/14 at 10 :15 AM during entrance conference, employee A (administrator/alternate director of nursing) indicated if a scheduled visit is missed by any discipline, the patient is notified via telephone immediately and a "Missed Visit" note is completed and placed in the patient's chart.</p> <p>2. Clinical record #1 evidenced physician's plans of care for the certification periods 12/20/13 to 2/17/14 and 2/18 to 4/18/14 with orders for skilled nursing services 4 times per day for 60 days to perform blood glucose checks and administer insulin per physician orders and 1 time per week for medication set-ups. The record failed to evidence skilled nursing visits were conducted on 1/6 and 1/7/14.</p> <p>On 3/11/14 at 1:50 PM, employee A indicated the skilled nurse was unable to make the scheduled visits on 1/6 and 1/7/14 due to inclement weather conditions (large amount of snow) but did contact the patient and assist via telephone with the blood glucose checks and administration of insulin. Employee A indicated the clinical record did not contain documentation of the missed visits on a missed visit form or</p>		<p>the visit will be missed. Also, we now have a clerical person who is verifying all notes, including missed visits, in our newly installed computer system, so we will be able to ensure these are being completed in the future. The administrator is responsible to see that this procedure is followed.</p>		

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	<p>documentation of the telephone calls made to the patient by the skilled nurse.</p> <p>3. Clinical record #2 evidenced a physician's plan of care for the certification period 1/27 to 3/27/14 with orders for home health aide services 4 hours per day, 5 to 7 days per week for 60 days. The record evidenced a physician's verbal order dated 1/23/14 and signed by the physician on 1/27/14 to begin home health aide services 4 hours per day, 5 to 7 days per week, 1 to 2 visits per day. The record failed to evidence documentation that the patient was notified of a home health aides inability to return for a second visit on 2/16/14.</p> <p>A. The record evidenced a document completed by employee C (home health aide) dated 2/16/14 titled "Aide Visit Record" which indicated the home health aide conducted a 2 hour visit.</p> <p>B. The record evidenced a document completed by a registered nurse and signed by employee D (home health aide) dated 2/16/14 titled "Missed Visit Form" which indicated employee D was unable to conduct the scheduled visit and coverage was unsuccessful.</p>			

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	C. On 3/11/14 at 2:02 PM, employee A indicated the clinical record did not contain documentation that the patient was informed of the home health aide's inability to conduct the second visit of the day.			