

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15K060	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 11/13/2014
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NAME OF PROVIDER OR SUPPLIER BETHANY CARES HOME HEALTH AGENCY	STREET ADDRESS, CITY, STATE, ZIP CODE 3637 S SR 3 NEW CASTLE, IN 47362
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G000000	This was a Federal home health complaint investigation survey. Complaint # IN00156747 - Substantiated: Federal deficiencies related to the allegation are cited. Survey Date: 11-13-14 Facility #: 012408 Surveyor: Vicki Harmon, RN, PHNS Quality Review: Joyce Elder, MSN, BSN, RN November 14, 2014	G000000	Plan of Correction Submitted.	
G000158	484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER Care follows a written plan of care established and periodically reviewed by a doctor of medicine, osteopathy, or podiatric medicine. Based on clinical record and facility policy review and interview, the agency failed to ensure orders were present for skilled nursing services provided in 1 (#s 4) of 4 records reviewed creating the potential to affect all of the agency's 37 current patients that receive skilled nursing services.	G000158	<u>G158</u> 1. Staff will be educated on requirements of 484.18 Acceptance of Patients, POC, Med Supervision.	11/30/2014

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 findings include:</p> <ol style="list-style-type: none"> 1. Clinical record number 4 evidenced SN visits had been provided on 10-31-14, 11-1-14, 11-2-14, 11-3-14, 11-4-14, 11-5-14, 11-6-14, 11-7-14, 11-8-14, and 11-9-14. The record failed to evidence physician orders to provide the SN services. 2. Employee E, the registered nurse case manager, indicated the agency did not have any physician orders for the SN services provided. Employee E stated, on 11-13-14 at 12:25 PM, "The primary care physician refused to sign the plan of care. He referred the patient to an endocrinologist and said the endocrinologist could sign the plan of care. The patient has not been to see the endocrinologist yet." 3. The agency's undated "Skilled Nursing Services" policy number C-200 states, "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 (physician's orders)." 		<ol style="list-style-type: none"> 2. Staff will be educated on sending & receiving MD orders, & obtaining verbal MD orders. 3. Agency will inservice RN Case Managers on verbal order process. 4. Administrator is responsible for monitoring these actions & ensure the deficiency is corrected & will not recur. 5. Completion date 11-30-14. 	

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G000170	<p>484.30 SKILLED NURSING SERVICES The HHA furnishes skilled nursing services in accordance with the plan of care.</p> <p>Based on clinical record and facility policy review and interview, the agency failed to ensure orders were present on the plan of care for skilled nursing services provided in 1 (#s 4) of 4 records reviewed creating the potential to affect all of the agency's 37 current patients that receive skilled nursing services.</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. Clinical record number 4 evidenced SN visits had been provided on 10-31-14, 11-1-14, 11-2-14, 11-3-14, 11-4-14, 11-5-14, 11-6-14, 11-7-14, 11-8-14, and 11-9-14. The record failed to evidence physician orders to provide the SN services. 2. Employee E, the registered nurse case manager, indicated the agency did not have any physician orders for the SN services provided. Employee E stated, on 11-13-14 at 12:25 PM, "The primary care physician refused to sign the plan of care. He referred the patient to an endocrinologist and said the endocrinologist could sign the plan of care. The patient has not been to see the endocrinologist yet." 	G000170	<p>G170</p> <ol style="list-style-type: none"> 1. Staff will be educated on requirements of 484.30 Skilled nursing services. 2. Staff will be educated on sending & receiving MD orders, & obtaining verbal MD orders. 3. Agency will inservice RN Case Managers on verbal order process. 4. Administrator is responsible for monitoring these actions & ensure the deficiency is corrected & will not recur. 5. Completion date 11-30-14. 	11/30/2014
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N000000	<p>3. The agency's undated "Skilled Nursing Services" policy number C-200 states, "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 (physician's orders)."</p> <p>This was a State home health complaint investigation survey.</p> <p>Complaint # IN00156747 - Substantiated: State deficiencies related to the allegation are cited.</p> <p>Survey Date: 11-13-14</p> <p>Facility #: 012408</p> <p>Surveyor: Vicki Harmon, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN November 14, 2014</p>	N000000	Plan of Correction Submitted.	
N000522	<p>410 IAC 17-13-1(a) Patient Care Rule 13 Sec. 1(a) Medical care shall follow</p>			

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	<p>a written medical plan of care established and periodically reviewed by the physician, dentist, chiropractor, optometrist or podiatrist, as follows:</p> <p>Based on clinical record and facility policy review and interview, the agency failed to ensure orders were present for skilled nursing services provided in 1 (#s 4) of 4 records reviewed creating the potential to affect all of the agency's 37 current patients that receive skilled nursing services.</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. Clinical record number 4 evidenced SN visits had been provided on 10-31-14, 11-1-14, 11-2-14, 11-3-14, 11-4-14, 11-5-14, 11-6-14, 11-7-14, 11-8-14, and 11-9-14. The record failed to evidence physician orders to provide the SN services. 2. Employee E, the registered nurse case manager, indicated the agency did not have any physician orders for the SN services provided. Employee E stated, on 11-13-14 at 12:25 PM, "The primary care physician refused to sign the plan of care. He referred the patient to an endocrinologist and said the endocrinologist could sign the plan of care. The patient has not been to see the endocrinologist yet." 	N000522	<p>N522</p> <ol style="list-style-type: none"> 1. Staff will be educated on requirements of 410 IAC 17-13-1(a) Patient Care. 2. Staff will be educated on sending & receiving MD orders, & obtaining verbal MD orders. 3. Agency will inservice RN Case Managers on verbal order process. 4. Administrator is responsible for monitoring these actions & ensure the deficiency is corrected & will not recur. 5. Completion date 11-30-14. 	11/30/2014

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N000537	<p>3. The agency's undated "Skilled Nursing Services" policy number C-200 states, "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 (physician's orders)."</p> <p>410 IAC 17-14-1(a) Scope of Services Rule 1 Sec. 1(a) The home health agency shall provide nursing services by a registered nurse or a licensed practical nurse in accordance with the medical plan of care as follows: Based on clinical record and facility policy review and interview, the agency failed to ensure orders were present on the plan of care for skilled nursing services provided in 1 (#s 4) of 4 records reviewed creating the potential to affect all of the agency's 37 current patients that receive skilled nursing services.</p> <p>The findings include:</p> <p>1. Clinical record number 4 evidenced SN visits had been provided on 10-31-14, 11-1-14, 11-2-14, 11-3-14, 11-4-14, 11-5-14, 11-6-14, 11-7-14, 11-8-14, and 11-9-14. The record failed to evidence physician orders to provide the SN services.</p>	N000537	<p>N537 1. Staff will be educated on requirements of 410 IAC 17-14-1(a) Scope of Services. 2. Staff will be educated on sending & receiving MD orders, & obtaining verbal MD orders. 3. Agency will inservice RN Case Managers on verbal order process. 4. Administrator is responsible for monitoring these actions & ensure the deficiency is corrected & will not recur. 5. Completion date 11-30-14.</p>	11/30/2014

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