

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	X3) DATE SURVEY COMPLETED 10/29/2012
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NAME OF PROVIDER OR SUPPLIER MAXIM HEALTHCARE SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 2856 BUICK CADILLAC BLVD STE 4 BLOOMINGTON, IN 47401
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G0000	<p>This visit was for a home health initial medicaid certification survey. This was a partial extended survey.</p> <p>Survey dates: 10/25, 10/26, and 10/29/12</p> <p>Facility # 012618</p> <p>Surveyor: Dawn Snider, RN, PHNS - Team Leader</p> <p>Census Service Type:</p> <p>Skilled Patients: 16 Home Health Aide Only Patients: 3 Personal Service Only Patients: 0 Total: 19</p> <p>Sample:</p> <p>RR w HV: 3 RR w/o HV: 7 Total RR: 10</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN November 2, 2012</p>	G0000		
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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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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 policy review, observation, and interview, the agency failed to ensure all employees followed proper infection control technique for 2 of 3 (#2 and 3) home visit observations resulting in the potential to spread of infectious diseases to other patients and staff.</p> <p>Findings include:</p> <ol style="list-style-type: none"> On 10/26/12 at 9:50 AM, the home health aide, employee F, assisted patient #2 into the tub and then donned disposable gloves without washing her hands. She placed her bag on the floor without a barrier under the bag. The home health aide indicated she did not wash her hands before beginning care. On 10/29/12 at 2:10 PM, the registered nurse, employee J, performed a forehead thermometer reading and used her stethoscope on patient #3. The nurse placed the thermometer and the stethoscope back in her bag without cleaning the thermometer or the stethoscope. The nurse also placed her clipboard on the patient's wheelchair 	G0121	<p>G 121 and N 470 Director of Clinical Services provided verbal education to employees F and J regarding proper standards for hand hygiene and bag technique on 10/30/2012. Director of Clinical Services or Clinical Designee will provide in-service education to all active direct caregivers, including employees F and J, regarding proper standards for hand hygiene and bag technique. This inservice will be via direct mail and will require employee to sign acknowledgement of receipt and understanding, and will be completed by 12/07/2012. This in-service will include company policies HH-ICS-001 "Infection Control Program," "Standard Operating Procedure" HH-ICS-001a "Bag Technique," and HH-ICS-005 "Hand Hygiene" as well as CDC Guidelines for Hand Hygiene in the Health Care Setting. Director of Clinical Services will educate all future Clinical Supervisors on company policy regarding hand hygiene as well as CDC Guidelines for Hand Hygiene in the Health Care Setting, and standard operating procedure on bag technique. This education will take place</p>	12/07/2012			

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	<p>cushion without a barrier.</p> <p>3. The policy dated 4/22/11 titled "Hand Hygiene" states, "4.1 Hand decontamination with an alcohol-based hand rub: 4.1.1 Alcohol-based hand-rub which conforms to CDC Guideline for Hand Hygiene 4.1.4 Hand decontamination using an alcohol-based hand rub should be performed: 4.1.4.1 Before having direct contact with patients ... 4.1.4.3 After contact with a patient's intact skin (when taking a pulse, blood pressure, or lifting a patient)."</p> <p>4. On 10/29/12 at 3:00 PM, the director of clinical services (DOCS) indicated she reminded employee J to wash her hands and the equipment was placed back in the bag without cleaning with alcohol wipes. The DOCS indicated there is no specific bag and equipment cleaning policy.</p>		<p>during Clinical Supervisors' initial training and will be documented on Orientation Checklist-Clinical. To prevent this deficiency from recurring in the future, all direct caregivers will be observed performing hand hygiene during initial competency assessment upon hire and during annual competency assessment on-going. Clinical Supervisors will observe and monitor staff providing patient care for adherence to proper hand hygiene. This observation will take place during home supervisory visits when staff are present. The Clinical Supervisor will document the observation of staff performing hand hygiene on the Supervisory Visit note along with effectiveness and any further education provided as applicable.</p>				

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G0158	<p>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.</p> <p>Based on clinical record and policy review, observation, and interview, the agency failed to ensure visits and treatments were provided as ordered for 2 of 10 records reviewed (#3 and 7) with the potential to affect all the patients of the agency.</p> <p>Findings include:</p> <p>1. Clinical record #3, start of care 1/6/2012, included a plan of care for the certification period 9/2/12 - 10/31/12 with orders for "SKILLED OBSERVATION AND ASSESSMENT: Assess neurological, mental status, vital signs to include temperature, pulse, respiratory rate...assess pulse cardio/pulmonary status, GU/GI status, nutrition/hydration status, skin integrity, diet compliance, ADL [Activities of Daily Living] status, safety measures, compliance with treatment protocol, and psychosocial status. Measure bilateral calf circumference in inches."</p> <p>A. On 10/29/12 at 2:10 PM, during the</p>	G0158	G 158 and N 522 Director of Clinical Services provided verbal education to employee J regarding completion of skilled observation and assessment, as ordered on the POC/485, on 10/30/2012. Director of Clinical Services or Clinical Designee will provide in-service education to all skilled direct caregivers regarding completion of skilled observation and assessment. This inservice will be via direct mail and will require employee to sign acknowledgement of receipt and understanding, and will be completed by 12/07/2012. This in-service will include company policies HH-CL-007 "Home Health Certification and Plan(s) of Care" and HH-CL-012 "Ongoing Evaluation." Director of Clinical Services or Clinical Designee will educate all future skilled direct caregivers on company policies regarding completion of skilled observation and assessment. This education will take place during initial orientation/training and will be documented on Orientation Checklist-Clinical. To prevent this deficiency from recurring in the future, all skilled direct caregivers will be observed performing skilled observation	12/07/2012			

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	<p>home visit, the registered nurse, employee J, performed an assessment of the patient. Employee J did not have the patient stand or ambulate. She removed the patient's shoes and rolled down his socks to measure his calves and check pedal pulses. She did not remove his socks to observe his toes. She asked the patient if he had any skin problems but did not observe his back or any other other areas covered by the patient's clothes.</p> <p>B. On 10/29/12 at 4:30 PM, the director of clinical services, who was present during the home visit, indicated concern that employee J did not perform a complete assessment.</p> <p>2. Clinical record #7, start of care 11/15/11, included a plan of care for the certification period 9/10/12 - 11/8/12 with orders for skilled nurse visits 2-3 days per week. The record evidenced skilled nurse visits were made on 9/11/12, 9/18/12, 9/26/12, 10/4/12, and 10/16/12.</p> <p>On 10/29/12 at 4:50 PM, the director of clinical services (DOCS) indicated the missed skilled nurse visits were due to the resumption of school. The DOCS indicated there was no documentation to evidence the physician had been notified of the change in the plan of care.</p>		<p>and assessment during initial competency evaluation upon hire and during annual competency evaluation on-going. Clinical Supervisors will observe and monitor skilled staff providing patient care for adherence to company policies regarding completion of skilled observation and assessment. This observation will be documented on initial and annual competency evaluations. Director of Clinical Services/Administrator/Director of Business Operations will educate the healthcare recruiter(s) regarding company policies HH-CL-007 "Home Health Certification and Plan(s) of Care," HH-CL-016 "Patient Visits," and "Standard Operating Procedure" HH-CL-016b "Missed Shift/Visit." This education will take place via email in-service on 11/12/2012. Healthcare recruiter will sign attestation acknowledging receipt and understanding of education. In future, the Healthcare recruiter(s) will fax all missed visit forms to MD by end of week and place in medical record with fax success sheets. Director of Clinical Services/Administrator and Director of Business Operations will ensure missed visit shift form is completed and MD is notified for all missed shifts. Director of Clinical Services/Administrator will be responsible for ensuring continued compliance per regulation through quarterly</p>				

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	3. The policy dated 6/25/12 titled "HOME HEALTH CERTIFICATION AND PLAN(S) OF CARE" states, "3.1 The Home Health Certification and Plan of Care (485) is the physician's order for home care services. 3.2 The Plan of Care will be individualized to include, but not limited to, all treatments, procedures, medications and services authorized to be provided by direct care staff(s)."		medical record audits.	

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G0170	<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 review, policy review, observation, and interview, the agency failed to ensure skilled nursing services were provided in accordance with the plan of care for 1 of 6 (#3) active records reviewed of patients with skilled nursing services with the potential to affect all the agency's patients who received skilled nursing services.</p> <p>Findings include:</p> <p>1. Clinical record #3, start of care 1/6/2012, included a plan of care for the certification period 9/2/12 - 10/31/12 with orders for "SKILLED OBSERVATION AND ASSESSMENT: Assess neurological, mental status, vital signs to include temperature, pulse, respiratory rate...assess pulse cardio/pulmonary status, GU/GI status, nutrition/hydration status, skin integrity, diet compliance, ADL [Activities of Daily Living] status, safety measures, compliance with treatment protocol, and psychosocial status. Measure bilateral calf circumference in inches."</p> <p>A. On 10/29/12 at 2:10 PM, during the</p>	G0170	G 170 and N 537 Director of Clinical Services provided verbal education to employee J regarding completion of skilled observation and assessment, as ordered on the POC/485, on 10/30/2012. Director of Clinical Services or Clinical Designee will provide in-service education to all skilled direct caregivers regarding completion of skilled observation and assessment. This inservice will be via direct mail and will require employee to sign acknowledgement of receipt and understanding, and will be completed by 12/07/2012. This in-service will include company policies HH-CL-007 "Home Health Certification and Plan(s) of Care" and HH-CL-012 "Ongoing Evaluation." Director of Clinical Services or Clinical Designee will educate all future skilled direct caregivers on company policies regarding completion of skilled observation and assessment. This education will take place during initial orientation/training and will be documented on Orientation Checklist-Clinical. To prevent this deficiency from recurring in the future, all skilled direct caregivers will be observed performing complete skilled observation and assessment during initial competency evaluation upon hire and during	12/07/2012			

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	<p>home visit, the registered nurse, employee J, performed an assessment of the patient. Employee J did not have the patient stand or ambulate. She removed the patient's shoes and rolled down his socks to measure his calves and check pedal pulses. She did not remove his socks to observe his toes. She asked the patient if he had any skin problems but did not observe his back or any other other areas covered by the patient's clothes.</p> <p>B. On 10/29/12 at 4:30 PM, the director of clinical services, who was present during the home visit, indicated concern that employee J did not perform a complete assessment.</p> <p>2. The policy dated 6/25/12 titled "HOME HEALTH CERTIFICATION AND PLAN(S) OF CARE" states, "3.1 The Home Health Certification and Plan of Care (485) is the physician's order for home care services. 3.2 The Plan of Care will be individualized to include, but not limited to, all treatments, procedures, medications and services authorized to be provided by direct care staff(s)."</p>		<p>annual competency evaluation on-going. Clinical Supervisors will observe and monitor skilled staff providing patient care for adherence to company policies regarding completion of skilled observation and assessment. This observation will be documented on initial and annual competency evaluations.</p>				

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G0225	<p>484.36(c)(2) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE 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, interview, and review of policy, the agency failed to ensure the home health aide provided services as ordered by the physician and permitted under state law for 1 of 2 (#2) active clinical records reviewed with orders for a home health aide services with the potential to affect all the patients receiving home health aide.</p> <p>The findings include:</p> <p>1. Clinical record #2, start of care 7/21/12, included a plan of care with a certification period of 9/19/12-11/17/12 with orders for home health aide (HHA) to provide "SPECIAL TASKS: 1) HHA or PCG [Personal Care Giver] to assist with or provide the following as needed or directed with each visit ... Give medication reminders only."</p> <p>A. On 10/26/12 at 10:00 AM, during the home visit, employee F, home health aide, was observed applying Nystatin cream to the skin area on the patient's torso.</p>	G0225	<p>G 225 Director of Clinical Services provided verbal education to employee F regarding following home health aide plan of care on 10/30/2012. Director of Clinical Services or Clinical Designee will provide in-service education to all active direct caregivers, including employee F, regarding following home health aide plan of care and medication administration. This inservice will be via direct mail and will require employee to sign acknowledgement of receipt and understanding and will be completed by 12/07/2012. This inservice will include company policies HH-MM-002 "Administration and Documentation of Medications" and HH-CL-008 "Home Health Aide Plan of Care." Director of Clinical Services will educate all future Clinical Supervisors on company policy regarding writing and observing adherence to company policies regarding home health aide plan of care and medication administration. This education will take place during Clinical Supervisors' initial training and will be documented on Orientation Checklist-Clinical and on initial and annual competency evaluations. To prevent this</p>	12/07/2012			

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	<p>B. The director of clinical services was present and instructed employee F to allow the patient to apply the Nystatin cream and to assist her in spreading the cream on the affected area.</p> <p>C. The "AIDE CARE PLAN" under the section "SPECIAL TASKS / PRECAUTIONS" has handwritten "medication reminders" checked in the column "Patient / Caregiver choice." The aide care plan was signed by the clinical supervisor on 7/20/12 and 9/18/12.</p> <p>2. The job description titled "CERTIFIED HOME HEALTH AIDE / HOME HEALTH AIDE, signed by employee F, the home health aide, on 9/26/12 states,"7. Assisting patient in the self-administration of medication."</p> <p>3. The policy dated 10/15/12 titled "HOME HEALTH AIDE PLAN OF CARE" states, "3.6 Home Health Aide shall not make any modifications in the care they are instructed to provide except by the written updates to HHA POC [Plan of Care] as modified by the Professional."</p> <p>4. On 10/26/12 at 10:25 AM, the director of clinical services indicated the home health aide is not supposed to apply Nystatin cream to the patient.</p>		<p>deficiency from recurring in the future, all direct caregivers will be observed following home health aide plan of care during initial competency evaluation upon hire and during annual competency evaluation on-going. Director of Clinical Services will review Home Health Plan of Care and Plan of Care (485) upon Start of Care and each recertification for accuracy and agreement. Director of Clinical Services/Administrator will be responsible for ensuring continued compliance per regulation through quarterly medical record audits.</p>				

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G0230	<p>484.36(d)(3) SUPERVISION</p> <p>If home health aide services are provided to a patient who is not receiving skilled nursing care, physical or occupational therapy or speech-language pathology services, the registered nurse must make a supervisory visit to the patient's home no less frequently than every 62 days. In these cases, to ensure that the aide is properly caring for the patient, each supervisory visit must occur while the home health aide is providing patient care.</p> <p>Based on clinical record review and interview, the agency failed to ensure supervisory visits were made when the home health aide was providing care in 1 of 2 records reviewed of patients receiving home health aide only services (#2) with the potential to effect all patients receiving home health aide only services.</p> <p>Findings:</p> <p>1. Clinical record 2, start of care 7/21/12, included a plan of care with physician orders for home health aide only for the certification periods 7/21/12-9/18/12 and 9/19/12-11/17/12. Agency documents titled "Supervisory Visit Note" dated 8/17/12 and 9/14/12 failed to evidence the home health aide was present and providing care at either supervisory visit.</p>	G0230	G 230 Director of Clinical Services provided verbal education to Clinical Supervisor regarding requirements for Supervisory Visits on 10/30/2012. Director of Clinical Services will educate all future Clinical Supervisors on company policy regarding supervisory visits. This education will include company policy HH-CL-017 "Supervision of Patient Care." This education will take place during Clinical Supervisors' initial training and will be documented on Orientation Checklist-Clinical. To ensure compliance with this regulation, Director of Clinical Services/Administrator will conduct quarterly medical record audits.	10/30/2012			

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	2. On October 29, 2012 at 4:45 PM, the director of clinical services indicated there was no documentation to evidence the supervisory visits occurred when the home health was present.			

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N0000	<p>This visit was for a home health state re-licensure survey.</p> <p>Survey dates: 10/25, 10/26, and 10/29/12</p> <p>Facility # 012618</p> <p>Surveyor: Dawn Snider, RN, PHNS - Team Leader</p> <p>Census Service Type:</p> <p>Skilled Patients: 16 Home Health Aide Only Patients: 3 Personal Service Only Patients: 0 Total: 19</p> <p>Sample:</p> <p>RR w HV: 3 RR w/o HV: 7 Total RR: 10</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN</p> <p style="text-align: right;">November 2, 2012</p>	N0000					

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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 policy review, observation, and interview, the agency failed to ensure all employees followed proper infection control technique for 2 of 3 (#2 and 3) home visit observations resulting in the potential to spread of infectious diseases to other patients and staff.</p> <p>Findings include:</p> <p>1. On 10/26/12 at 9:50 AM, the home health aide, employee F, assisted patient #2 into the tub and then donned disposable gloves without washing her hands. She placed her bag on the floor without a barrier under the bag. The home health aide indicated she did not wash her hands before beginning care.</p> <p>2. On 10/29/12 at 2:10 PM, the registered nurse, employee J, performed a forehead thermometer reading and used her stethoscope on patient #3. The nurse placed the thermometer and the stethoscope back in her bag without cleaning the thermometer or the</p>	N0470	G 121 and N 470 Director of Clinical Services provided verbal education to employees F and J regarding proper standards for hand hygiene and bag technique on 10/30/2012. Director of Clinical Services or Clinical Designee will provide in-service education to all active direct caregivers, including employees F and J, regarding proper standards for hand hygiene and bag technique. This inservice will be via direct mail and will require employee to sign acknowledgement of receipt and understanding, and will be completed by 12/07/2012. This in-service will include company policies HH-ICS-001 "Infection Control Program," "Standard Operating Procedure" HH-ICS-001a "Bag Technique," and HH-ICS-005 "Hand Hygiene" as well as CDC Guidelines for Hand Hygiene in the Health Care Setting. Director of Clinical Services will educate all future Clinical Supervisors on company policy regarding hand hygiene as well as CDC Guidelines for Hand Hygiene in the Health Care Setting, and standard operating procedure on bag technique.	12/07/2012			

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	<p>stethoscope. The nurse also placed her clipboard on the patient's wheelchair cushion without a barrier.</p> <p>3. The policy dated 4/22/11 titled "Hand Hygiene" states, "4.1 Hand decontamination with an alcohol-based hand rub: 4.1.1 Alcohol-based hand-rub which conforms to CDC Guideline for Hand Hygiene 4.1.4 Hand decontamination using an alcohol-based hand rub should be performed: 4.1.4.1 Before having direct contact with patients ... 4.1.4.3 After contact with a patient's intact skin (when taking a pulse, blood pressure, or lifting a patient)."</p> <p>4. On 10/29/12 at 3:00 PM, the director of clinical services (DOCS) indicated she reminded employee J to wash her hands and the equipment was placed back in the bag without cleaning with alcohol wipes. The DOCS indicated there is no specific bag and equipment cleaning policy.</p>		<p>This education will take place during Clinical Supervisors' initial training and will be documented on Orientation Checklist-Clinical. To prevent this deficiency from recurring in the future, all direct caregivers will be observed performing hand hygiene during initial competency assessment upon hire and during annual competency assessment on-going. Clinical Supervisors will observe and monitor staff providing patient care for adherence to proper hand hygiene. This observation will take place during home supervisory visits when staff are present. The Clinical Supervisor will document the observation of staff performing hand hygiene on the Supervisory Visit note along with effectiveness and any further education provided as applicable.</p>				

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N0522	<p>410 IAC 17-13-1(a) Patient Care Rule 13 Sec. 1(a) Medical care shall follow 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 policy review, observation, and interview, the agency failed to ensure visits and treatments were provided as ordered for 2 of 10 records reviewed (#3 and 7) with the potential to affect all the patients of the agency.</p> <p>Findings include:</p> <p>1. Clinical record #3, start of care 1/6/2012, included a plan of care for the certification period 9/2/12 - 10/31/12 with orders for "SKILLED OBSERVATION AND ASSESSMENT: Assess neurological, mental status, vital signs to include temperature, pulse, respiratory rate...assess pulse cardio/pulmonary status, GU/GI status, nutrition/hydration status, skin integrity, diet compliance, ADL [Activities of Daily Living] status, safety measures, compliance with treatment protocol, and psychosocial status. Measure bilateral calf circumference in inches."</p> <p>A. On 10/29/12 at 2:10 PM, during the</p>	N0522	G 158 and N 522 Director of Clinical Services provided verbal education to employee J regarding completion of skilled observation and assessment, as ordered on the POC/485, on 10/30/2012. Director of Clinical Services or Clinical Designee will provide in-service education to all skilled direct caregivers regarding completion of skilled observation and assessment. This inservice will be via direct mail and will require employee to sign acknowledgement of receipt and understanding, and will be completed by 12/07/2012. This in-service will include company policies HH-CL-007 "Home Health Certification and Plan(s) of Care" and HH-CL-012 "Ongoing Evaluation." Director of Clinical Services or Clinical Designee will educate all future skilled direct caregivers on company policies regarding completion of skilled observation and assessment. This education will take place during initial orientation/training and will be documented on Orientation Checklist-Clinical. To prevent this deficiency from recurring in the future, all skilled direct caregivers will be observed performing skilled observation	12/07/2012			

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	<p>home visit, the registered nurse, employee J, performed an assessment of the patient. Employee J did not have the patient stand or ambulate. She removed the patient's shoes and rolled down his socks to measure his calves and check pedal pulses. She did not remove his socks to observe his toes. She asked the patient if he had any skin problems but did not observe his back or any other other areas covered by the patient's clothes.</p> <p>B. On 10/29/12 at 4:30 PM, the director of clinical services, who was present during the home visit, indicated concern that employee J did not perform a complete assessment.</p> <p>2. Clinical record #7, start of care 11/15/11, included a plan of care for the certification period 9/10/12 - 11/8/12 with orders for skilled nurse visits 2-3 days per week. The record evidenced skilled nurse visits were made on 9/11/12, 9/18/12, 9/26/12, 10/4/12, and 10/16/12.</p> <p>On 10/29/12 at 4:50 PM, the director of clinical services (DOCS) indicated the missed skilled nurse visits were due to the resumption of school. The DOCS indicated there was no documentation to evidence the physician had been notified of the change in the plan of care.</p>		<p>and assessment during initial competency evaluation upon hire and during annual competency evaluation on-going. Clinical Supervisors will observe and monitor skilled staff providing patient care for adherence to company policies regarding completion of skilled observation and assessment. This observation will be documented on initial and annual competency evaluations. Director of Clinical Services/Administrator/Director of Business Operations will educate the healthcare recruiter(s) regarding company policies HH-CL-007 "Home Health Certification and Plan(s) of Care," HH-CL-016 "Patient Visits," and "Standard Operating Procedure" HH-CL-016b "Missed Shift/Visit." This education will take place via email in-service on 11/12/2012. Healthcare recruiter will sign attestation acknowledging receipt and understanding of education. In future, the Healthcare recruiter(s) will fax all missed visit forms to MD by end of week and place in medical record with fax success sheets. Director of Clinical Services/Administrator and Director of Business Operations will ensure missed visit shift form is completed and MD is notified for all missed shifts. Director of Clinical Services/Administrator will be responsible for ensuring continued compliance per regulation through quarterly</p>				

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	3. The policy dated 6/25/12 titled "HOME HEALTH CERTIFICATION AND PLAN(S) OF CARE" states, "3.1 The Home Health Certification and Plan of Care (485) is the physician's order for home care services. 3.2 The Plan of Care will be individualized to include, but not limited to, all treatments, procedures, medications and services authorized to be provided by direct care staff(s)."		medical record audits.	

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N0537	<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:</p> <p>Based on clinical record review, policy review, observation, and interview, the agency failed to ensure skilled nursing services were provided in accordance with the plan of care for 1 of 6 (#3) active records reviewed of patients with skilled nursing services with the potential to affect all the agency's patients who received skilled nursing services.</p> <p>Findings include:</p> <p>1. Clinical record #3, start of care 1/6/2012, included a plan of care for the certification period 9/2/12 - 10/31/12 with orders for "SKILLED OBSERVATION AND ASSESSMENT: Assess neurological, mental status, vital signs to include temperature, pulse, respiratory rate...assess pulse cardio/pulmonary status, GU/GI status, nutrition/hydration status, skin integrity, diet compliance, ADL [Activities of Daily Living] status, safety measures, compliance with treatment protocol, and psychosocial status. Measure bilateral calf</p>	N0537	G 170 and N 537 Director of Clinical Services provided verbal education to employee J regarding completion of skilled observation and assessment, as ordered on the POC/485, on 10/30/2012. Director of Clinical Services or Clinical Designee will provide in-service education to all skilled direct caregivers regarding completion of skilled observation and assessment. This inservice will be via direct mail and will require employee to sign acknowledgement of receipt and understanding, and will be completed by 12/07/2012. This in-service will include company policies HH-CL-007 "Home Health Certification and Plan(s) of Care" and HH-CL-012 "Ongoing Evaluation." Director of Clinical Services or Clinical Designee will educate all future skilled direct caregivers on company policies regarding completion of skilled observation and assessment. This education will take place during initial orientation/training and will be documented on Orientation Checklist-Clinical. To prevent this deficiency from recurring in the future, all skilled direct caregivers will be observed performing complete skilled	12/07/2012			

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	<p>circumference in inches."</p> <p>A. On 10/29/12 at 2:10 PM, during the home visit, the registered nurse, employee J, performed an assessment of the patient. Employee J did not have the patient stand or ambulate. She removed the patient's shoes and rolled down his socks to measure his calves and check pedal pulses. She did not remove his socks to observe his toes. She asked the patient if he had any skin problems but did not observe his back or any other other areas covered by the patient's clothes.</p> <p>B. On 10/29/12 at 4:30 PM, the director of clinical services, who was present during the home visit, indicated concern that employee J did not perform a complete assessment.</p> <p>2. The policy dated 6/25/12 titled "HOME HEALTH CERTIFICATION AND PLAN(S) OF CARE" states, "3.1 The Home Health Certification and Plan of Care (485) is the physician's order for home care services. 3.2 The Plan of Care will be individualized to include, but not limited to, all treatments, procedures, medications and services authorized to be provided by direct care staff(s)."</p>		<p>observation and assessment during initial competency evaluation upon hire and during annual competency evaluation on-going. Clinical Supervisors will observe and monitor skilled staff providing patient care for adherence to company policies regarding completion of skilled observation and assessment. This observation will be documented on initial and annual competency evaluations.</p>				

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

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