

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  157442	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  03/01/2013
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NAME OF PROVIDER OR SUPPLIER  COMMUNITY HOME HEALTH CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 2700 S LAFAYETTE ST STE 210 FORT WAYNE, IN 46806
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G000000	<p>This was a home health agency federal complaint investigation survey.</p> <p>Complaint #: IN0000123894 and IN00124849 - Substantiated. Federal deficiencies related to the allegation are cited.</p> <p>Survey dates: February 27 and 28 and March 1, 2013.</p> <p>Facility #: 008749</p> <p>Medicaid Vendor #: 200056590</p> <p>Surveyor: Miriam Bennett, RN, BSN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN</p> <p style="text-align: right;">March 6, 2013</p>	G000000		

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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G000157	<p>484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER Patients are accepted for treatment on the basis of a reasonable expectation that the patient's medical, nursing, and social needs can be met adequately by the agency in the patient's place of residence. Based on clinical record review, policy review, and interview, the agency failed to ensure there was adequate staff to meet the patients needs for 1 of 4 clinical records reviewed with the potential to affect all the agency's patients. (#4)</p> <p>Findings include:</p> <p>1. Clinical record #4, diagnosis Respiratory Failure with Ventilator, start of care (SOC) date 4/22/12 contained a plan of care for the certification period 12/18/12-2/15/13 with orders for skilled nurse 8-18 hours a day, 7 days a week per mother's request re: work and school schedule. Not to exceed 130 hours a week. The record contained a calendar dated December 2012 that listed the shift times client was to receive care: Mondays 7 AM- 5:30 PM; Tuesdays 7 AM- 5 PM, 5 PM- 9 PM, and 9 PM-7 AM; Wednesdays 9:30 AM- 5:30 PM and 9 PM-7 AM; Thursdays 9 AM-5 PM, 5 PM-9 PM, and 9 PM- 7 AM; Fridays 9 AM-5 PM and 9 PM-7 AM; and Saturdays 9 PM- 7 AM. On the top of the</p>	G000157	G0157 The agency will revise it's policy governing Acceptance of Patients (Policy # 2.001) to include a more detailed staffing assessment for clients requesting skilled nursing services. Clients must meet minimum standards based on staffing assessment to be admitted to service. Agency will also revise Job Descriptions for Office Based LPN/RN and On-Call Nurse to ensure compliance with agency staffing standards.10% of all clinical records will be audited quarterly for evidence that a staffing assessment has been completed for all skilled nursing clients.The Clinical Manager will be responsible for monitoring these corrective actions to ensure the deficiency is corrected and will not recur.(Re: IDR - Clarification regarding narrative page 3 item 3. Narrative states "agency was to have 5 nurses hiring on with ventilator training as the agency had no vent trained nurses. 3 of the new nurses coming quit due to threats by previous employer." The agency actually had 11 vent trained nurses on staff when patient was admitted to service, and 2 of the new nurses quit due	03/31/2013			

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	<p>calendar was a handwritten note that indicated this was the Basic Monthly Schedule of Monday thru Friday for January through May.</p> <p>A. Missed visits during the certification period 12/18/12-2/15/13 included December 18, 19, 20, 21, 25, and 26, 2012; January 1, 6, 11, 13, 14, 18, 19, 24, and 28, 2013; and February 1, 9, and 10, 2013.</p> <p>B. The clinical record evidenced Missed Visit forms dated December 18 (9 PM- 7 AM), 19 (9 PM- 7 AM), 20 (9 AM-5 PM), 21 (time not specified), and 25, 2012; January 6, 13, 18, 19 (9 PM-7 AM), 24 (9 PM-7 AM), and 28 (7 AM-5:30 PM), 2012; and February 1, (time not specified), 7 and 9 (7 AM-12 PM), and 10 - 28 (10 AM-9 PM), 2013, with reason for the missed visit as no trained staff available.</p> <p>C. The clinical record evidenced a Missed Visit form for January 11 (time not specified) with reason as "staff called off - parent requested no replacement."</p> <p>2. During interview on 3/1/13 at 10:55 AM, employee B indicated the missed visit forms with the reason listed as "no trained staff available" means the staff have not been trained at that specific</p>		to threats from the previous employer. The 11 nurses were available as supplements only due to existing schedules. List of nurses on staff at time along with clinical skills assessment included)		

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	<p>home and training means ventilator training. Employee B indicated training meant how to position the specific patient, transfer, trach, and feeding the patient. Employee B indicated family would not accept using nurses from another agency to fill in for Community Home Health Care (CHHC) staff call ins, and another agency is the "as needed" agency CHHC uses.</p> <p>3. During interview on 3/1/13 at 11:00 AM, employee B indicated at start of care for patient #4, the agency was to have 5 nurses hiring on with ventilator training as the agency had no vent trained nurses. Three of the new nurses coming quit due to threats by their previous employee regarding non-compete clauses. Employee B also indicated CHHC cannot admit a patient if the family and patient do not have a back up plan. Employee B indicated if CHHC does not have staff to cover, they give a 24 hour notice and when CHHC says they have 24 hour coverage, they do not mean that each on-call staff would be able to fill the specific needs of every patient, but there is a nurse on call 24 hours.</p> <p>4. During interview on 2/28/13 at 3:40 PM, employee B indicated CHHC hired employees D and E in 2012 because they had previous ventilator experience and</p>			

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	<p>they trained the other nurses. Employee B indicated the training is documented on the Nursing Flow Sheets and signed by the trained nurse and the nurse overseeing/providing the training.</p> <p>5. During Entrance Conference on 2/27/13 at 9:20 AM, employee B indicated the agency sometimes has trouble staffing nurses and the agency lets the patients know up front that CHHC might not be able to cover all hours, but sometimes the patients have backup nurses available, so CHHC is a supplement to those nurses. Employee C indicated CHHC tells patients and family at SOC that the coverage of nursing hours is not guaranteed and the patients and family are to have a back-up plan to cover holes. Employee B also indicated CHHC has a contract with another agency for back up nurses only if the patient is ok with using this outside agency. Employee B also indicated CHHC notifies patients and family as soon as possible when a nurse or aide calls off for a shift and when a replacement will be sent, noting it should be done 24 hours prior if possible. Employee B indicated CHHC pretty much covers part of the shifts for skilled nurse, but short notice call-offs are difficult to cover. If the call is received during the night time hours, the agency waits until morning to call patients/family so as not</p>			

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	<p>to awaken them during the night.</p> <p>6. Employee files of employees assigned to patient #4 evidenced:</p> <p style="padding-left: 40px;">A. Employee file D, a registered nurse, date of hire (DOH) 8/2/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 2/10/13 10 AM-9 PM shift, 2/9/13 7 AM-12 PM shift, and 1/13/13 7 AM-12 PM shift.</p> <p style="padding-left: 40px;">B. Employee file E, a licensed practical nurse (LPN), DOH 4/10/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 1/18/13 (called off for work for the shifts noted as Friday and Saturday), 7/23/12 called at 9:14 and stated would be 1 hour late for shift scheduled 10 PM- 7 AM, 8/24/12 stated the employee called off work at 9 PM, 10/17/12 at 9:04 AM stated the employee called in for Wednesday night, and 10/25/12 at 10 stated this employee called in for 10/26/12 9 PM-7 AM.</p> <p style="padding-left: 40px;">C. Employee file F, a LPN, DOH 10/11/12, contained a Universal Communication sheet stating the employee called off for shifts assigned to patient #4 on 2/25/13.</p>						

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	<p>D. Employee file G, a LPN, DOH 4/26/12, contained Schedule Logs stating the employee called 12/20/12 to call off for Friday 12/21/12.</p> <p>7. The agency's policy titled "Must Cover" Client Status #2.035, revised 10/1/98 states, "All clients deemed to be 'must cover' cases will have all physician-ordered care provided by appropriate staff disciplines. In the event that a 'must cover' case cannot be covered by the appropriate designation of caregiver, and the client's backup system cannot provide the necessary care, a nurse will provide the necessary care to the client. A client will be designated as 'must cover' if his/her good health and well-being is jeopardized if care is not provided. Safety issues alone do not necessarily warrant 'must cover' status. PURPOSE To ensure safety and well-being of CHHC clients, especially those with skilled needs. PROCEDURE 1. All clients receiving skilled nursing visits will be considered a priority and a 'must cover' case for the skilled nursing part of their care. If the care is required after business hours the on-call nurse will visit and provide the skilled care. ... 3. All clients will have designated backup systems in place prior to the start of care if they are not independent in their own homes. If agency coverage cannot be</p>						

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	provided, the backup system will be implemented to care for the client."			

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G000170	<p>484.30 SKILLED NURSING SERVICES The HHA furnishes skilled nursing services in accordance with the plan of care. Based on clinical record review, policy review, and interview, the agency failed to ensure skilled nursing visits were made to provide services ordered on the plan of care for 1 of 4 clinical records reviewed with the potential to affect all the agency's patients. (#4)</p> <p>Findings include:</p> <p>1. Clinical record #4, diagnosis Respiratory Failure with Ventilator, start of care (SOC) date 4/22/12 contained a plan of care for the certification period 12/18/12-2/15/13 with orders for skilled nurse 8-18 hours a day, 7 days a week per mother's request re: work and school schedule. Not to exceed 130 hours a week. The record contained a calendar dated December 2012 that listed the shift times client was to receive care: Mondays 7 AM- 5:30 PM; Tuesdays 7 AM- 5 PM, 5 PM- 9 PM, and 9 PM-7 AM; Wednesdays 9:30 AM- 5:30 PM and 9 PM-7 AM; Thursdays 9 AM-5 PM, 5 PM-9 PM, and 9 PM- 7 AM; Fridays 9 AM-5 PM and 9 PM-7 AM; and Saturdays 9 PM- 7 AM. On the top of the calendar was a handwritten note that indicated this was the Basic Monthly Schedule of Monday thru Friday for</p>	G000170	G 170 The agency will revise it's policy governing coverage for skilled nursing services (Policy # 2.035 Must Cover) to ensure skilled nursing services are covered in accordance with the plan of care. Current policy addresses intermittent care only, policy will be revised to address extended hours coverage as well. Agency will also revise Job Descriptions for Office Based LPN/RN and On-Call Nurse to ensure compliance with agency staffing standards. 10% of all clinical records will be audited quarterly for evidence that services provided are in accordance with the plan of care and comply with the agency's coverage policies. The Clinical Manager will be responsible for monitoring these corrective actions to ensure the deficiency is corrected and will not recur.	03/31/2013			

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	<p>January through May.</p> <p>A. Missed visits during the certification period 12/18/12-2/15/13 included December 18, 19, 20, 21, 25, and 26, 2012; January 1, 6, 11, 13, 14, 18, 19, 24, and 28, 2013; and February 1, 9, and 10, 2013.</p> <p>B. The clinical record evidenced Missed Visit forms dated December 18 (9 PM- 7 AM), 19 (9 PM- 7 AM), 20 (9 AM-5 PM), 21 (time not specified), and 25, 2012; January 6, 13, 18, 19 (9 PM-7 AM), 24 (9 PM-7 AM), and 28 (7 AM-5:30 PM), 2012; and February 1, (time not specified), 7 and 9 (7 AM-12 PM), and 10 - 28 (10 AM-9 PM), 2013, with reason for the missed visit as no trained staff available.</p> <p>C. The clinical record evidenced a Missed Visit form for January 11 (time not specified) with reason as "staff called off - parent requested no replacement."</p> <p>2. During interview on 3/1/13 at 10:55 AM, employee B indicated the missed visit forms with the reason listed as "no trained staff available" means the staff have not been trained at that specific home and training means ventilator training. Employee B indicated training meant how to position the specific</p>			
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	<p>patient, transfer, trach, and feeding the patient. Employee B indicated family would not accept using nurses from another agency to fill in for Community Home Health Care (CHHC) staff call ins, and another agency is the "as needed" agency CHHC uses.</p> <p>3. During interview on 3/1/13 at 11:00 AM, employee B indicated at start of care for patient #4, the agency was to have 5 nurses hiring on with ventilator training as the agency had no vent trained nurses. Three of the new nurses coming quit due to threats by their previous employee regarding non-compete clauses. Employee B also indicated CHHC cannot admit a patient if the family and patient do not have a back up plan. Employee B indicated if CHHC does not have staff to cover, they give a 24 hour notice and when CHHC says they have 24 hour coverage, they do not mean that each on-call staff would be able to fill the specific needs of every patient, but there is a nurse on call 24 hours.</p> <p>4. During interview on 2/28/13 at 3:40 PM, employee B indicated CHHC hired employees D and E in 2012 because they had previous ventilator experience and they trained the other nurses. Employee B indicated the training is documented on the Nursing Flow Sheets and signed by</p>			

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	<p>the trained nurse and the nurse overseeing/providing the training.</p> <p>5. During Entrance Conference on 2/27/13 at 9:20 AM, employee B indicated the agency sometimes has trouble staffing nurses and the agency lets the patients know up front that CHHC might not be able to cover all hours, but sometimes the patients have backup nurses available, so CHHC is a supplement to those nurses. Employee C indicated CHHC tells patients and family at SOC that the coverage of nursing hours is not guaranteed and the patients and family are to have a back-up plan to cover holes. Employee B also indicated CHHC has a contract with another agency for back up nurses only if the patient is ok with using this outside agency. Employee B also indicated CHHC notifies patients and family as soon as possible when a nurse or aide calls off for a shift and when a replacement will be sent, noting it should be done 24 hours prior if possible. Employee B indicated CHHC pretty much covers part of the shifts for skilled nurse, but short notice call-offs are difficult to cover. If the call is received during the night time hours, the agency waits until morning to call patients/family so as not to awaken them during the night.</p> <p>6. Employee files of employees assigned</p>			

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	<p>to patient #4 evidenced:</p> <p>A. Employee file D, a registered nurse, date of hire (DOH) 8/2/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 2/10/13 10 AM-9 PM shift, 2/9/13 7 AM-12 PM shift, and 1/13/13 7 AM-12 PM shift.</p> <p>B. Employee file E, a licensed practical nurse (LPN), DOH 4/10/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 1/18/13 (called off for work for the shifts noted as Friday and Saturday), 7/23/12 called at 9:14 and stated would be 1 hour late for shift scheduled 10 PM- 7 AM, 8/24/12 stated the employee called off work at 9 PM, 10/17/12 at 9:04 AM stated the employee called in for Wednesday night, and 10/25/12 at 10 stated this employee called in for 10/26/12 9 PM-7 AM.</p> <p>C. Employee file F, a LPN, DOH 10/11/12, contained a Universal Communication sheet stating the employee called off for shifts assigned to patient #4 on 2/25/13.</p> <p>D. Employee file G, a LPN, DOH 4/26/12, contained Schedule Logs stating the employee called 12/20/12 to call off</p>						

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	<p>for Friday 12/21/12.</p> <p>7. The agency's policy titled "Must Cover" Client Status #2.035, revised 10/1/98 states, "All clients deemed to be 'must cover' cases will have all physician-ordered care provided by appropriate staff disciplines. In the event that a 'must cover' case cannot be covered by the appropriate designation of caregiver, and the client's backup system cannot provide the necessary care, a nurse will provide the necessary care to the client. A client will be designated as 'must cover' if his/her good health and well-being is jeopardized if care is not provided. Safety issues alone do not necessarily warrant 'must cover' status. PURPOSE To ensure safety and well-being of CHHC clients, especially those with skilled needs. PROCEDURE</p> <p>1. All clients receiving skilled nursing visits will be considered a priority and a 'must cover' case for the skilled nursing part of their care. If the care is required after business hours the on-call nurse will visit and provide the skilled care. ... 3. All clients will have designated backup systems in place prior to the start of care if they are not independent in their own homes. If agency coverage cannot be provided, the backup system will be implemented to care for the client."</p>						

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N000000	<p>This was a home health agency state complaint investigation survey.</p> <p>Complaint #: IN0000123894 and IN00124849 - Substantiated. State deficiencies related to the allegation are cited.</p> <p>Survey dates: February 27 and 28 and March 1, 2013.</p> <p>Facility #: 008749</p> <p>Medicaid Vendor #: 200056590</p> <p>Surveyor: Miriam Bennett, RN, BSN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 6, 2013</p>	N000000			

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N000520	<p>410 IAC 17-13-1(a) Patient Care Rule 13 Sec. 1(a) Patients shall be accepted for care on the basis of a reasonable expectation that the patient's health needs can be adequately met by the home health agency in the patient's place of residence.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure there was adequate staff to meet the patients needs for 1 of 4 clinical records reviewed with the potential to affect all the agency's patients. (#4)</p> <p>Findings include:</p> <p>1. Clinical record #4, diagnosis Respiratory Failure with Ventilator, start of care (SOC) date 4/22/12 contained a plan of care for the certification period 12/18/12-2/15/13 with orders for skilled nurse 8-18 hours a day, 7 days a week per mother's request re: work and school schedule. Not to exceed 130 hours a week. The record contained a calendar dated December 2012 that listed the shift times client was to receive care: Mondays 7 AM- 5:30 PM; Tuesdays 7 AM- 5 PM, 5 PM- 9 PM, and 9 PM-7 AM; Wednesdays 9:30 AM- 5:30 PM and 9 PM-7 AM; Thursdays 9 AM-5 PM, 5 PM-9 PM, and 9 PM- 7 AM; Fridays 9 AM-5 PM and 9 PM-7 AM; and Saturdays 9 PM- 7 AM. On the top of the</p>	N000520	N 0520 The agency will revise it's policy governing Acceptance of Patients (Policy # 2.001) to include a more detailed staffing assessment for clients requesting skilled nursing services. Clients must meet minimum standards based on staffing assessment to be admitted to service. Agency will also revise Job Descriptions for Office Based LPN/RN and On-Call Nurse to ensure compliance with agency staffing standards. 10% of all clinical records will be audited quarterly for evidence that a staffing assessment has been completed for all skilled nursing clients. The Clinical Manager will be responsible for monitoring these corrective actions to ensure the deficiency is corrected and will not recur. (Re: IDR - Clarification regarding narrative page 3 item 3. Narrative states "agency was to have 5 nurses hiring on with ventilator training as the agency had no vent trained nurses. 3 of the new nurses coming quit due to threats by previous employer." The agency actually had 11 vent trained nurses on staff when patient was admitted to service, and 2 of the new nurses quit due	03/31/2013	

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	<p>calendar was a handwritten note that indicated this was the Basic Monthly Schedule of Monday thru Friday for January through May.</p> <p>A. Missed visits during the certification period 12/18/12-2/15/13 included December 18, 19, 20, 21, 25, and 26, 2012; January 1, 6, 11, 13, 14, 18, 19, 24, and 28, 2013; and February 1, 9, and 10, 2013.</p> <p>B. The clinical record evidenced Missed Visit forms dated December 18 (9 PM- 7 AM), 19 (9 PM- 7 AM), 20 (9 AM-5 PM), 21 (time not specified), and 25, 2012; January 6, 13, 18, 19 (9 PM-7 AM), 24 (9 PM-7 AM), and 28 (7 AM-5:30 PM), 2012; and February 1, (time not specified), 7 and 9 (7 AM-12 PM), and 10 - 28 (10 AM-9 PM), 2013, with reason for the missed visit as no trained staff available.</p> <p>C. The clinical record evidenced a Missed Visit form for January 11 (time not specified) with reason as "staff called off - parent requested no replacement."</p> <p>2. During interview on 3/1/13 at 10:55 AM, employee B indicated the missed visit forms with the reason listed as "no trained staff available" means the staff have not been trained at that specific</p>		to threats from the previous employer. The 11 nurses were available as supplements only due to existing schedules. List of nurses on staff at time along with clinical skills assessment included)				

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	<p>home and training means ventilator training. Employee B indicated training meant how to position the specific patient, transfer, trach, and feeding the patient. Employee B indicated family would not accept using nurses from another agency to fill in for Community Home Health Care (CHHC) staff call ins, and another agency is the "as needed" agency CHHC uses.</p> <p>3. During interview on 3/1/13 at 11:00 AM, employee B indicated at start of care for patient #4, the agency was to have 5 nurses hiring on with ventilator training as the agency had no vent trained nurses. Three of the new nurses coming quit due to threats by their previous employee regarding non-compete clauses. Employee B also indicated CHHC cannot admit a patient if the family and patient do not have a back up plan. Employee B indicated if CHHC does not have staff to cover, they give a 24 hour notice and when CHHC says they have 24 hour coverage, they do not mean that each on-call staff would be able to fill the specific needs of every patient, but there is a nurse on call 24 hours.</p> <p>4. During interview on 2/28/13 at 3:40 PM, employee B indicated CHHC hired employees D and E in 2012 because they had previous ventilator experience and</p>				

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	<p>they trained the other nurses. Employee B indicated the training is documented on the Nursing Flow Sheets and signed by the trained nurse and the nurse overseeing/providing the training.</p> <p>5. During Entrance Conference on 2/27/13 at 9:20 AM, employee B indicated the agency sometimes has trouble staffing nurses and the agency lets the patients know up front that CHHC might not be able to cover all hours, but sometimes the patients have backup nurses available, so CHHC is a supplement to those nurses. Employee C indicated CHHC tells patients and family at SOC that the coverage of nursing hours is not guaranteed and the patients and family are to have a back-up plan to cover holes. Employee B also indicated CHHC has a contract with another agency for back up nurses only if the patient is ok with using this outside agency. Employee B also indicated CHHC notifies patients and family as soon as possible when a nurse or aide calls off for a shift and when a replacement will be sent, noting it should be done 24 hours prior if possible. Employee B indicated CHHC pretty much covers part of the shifts for skilled nurse, but short notice call-offs are difficult to cover. If the call is received during the night time hours, the agency waits until morning to call patients/family so as not</p>			

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	<p>to awaken them during the night.</p> <p>6. Employee files of employees assigned to patient #4 evidenced:</p> <p style="padding-left: 40px;">A. Employee file D, a registered nurse, date of hire (DOH) 8/2/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 2/10/13 10 AM-9 PM shift, 2/9/13 7 AM-12 PM shift, and 1/13/13 7 AM-12 PM shift.</p> <p style="padding-left: 40px;">B. Employee file E, a licensed practical nurse (LPN), DOH 4/10/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 1/18/13 (called off for work for the shifts noted as Friday and Saturday), 7/23/12 called at 9:14 and stated would be 1 hour late for shift scheduled 10 PM- 7 AM, 8/24/12 stated the employee called off work at 9 PM, 10/17/12 at 9:04 AM stated the employee called in for Wednesday night, and 10/25/12 at 10 stated this employee called in for 10/26/12 9 PM-7 AM.</p> <p style="padding-left: 40px;">C. Employee file F, a LPN, DOH 10/11/12, contained a Universal Communication sheet stating the employee called off for shifts assigned to patient #4 on 2/25/13.</p>						

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	<p>D. Employee file G, a LPN, DOH 4/26/12, contained Schedule Logs stating the employee called 12/20/12 to call off for Friday 12/21/12.</p> <p>7. The agency's policy titled "Must Cover" Client Status #2.035, revised 10/1/98 states, "All clients deemed to be 'must cover' cases will have all physician-ordered care provided by appropriate staff disciplines. In the event that a 'must cover' case cannot be covered by the appropriate designation of caregiver, and the client's backup system cannot provide the necessary care, a nurse will provide the necessary care to the client. A client will be designated as 'must cover' if his/her good health and well-being is jeopardized if care is not provided. Safety issues alone do not necessarily warrant 'must cover' status. PURPOSE To ensure safety and well-being of CHHC clients, especially those with skilled needs. PROCEDURE 1. All clients receiving skilled nursing visits will be considered a priority and a 'must cover' case for the skilled nursing part of their care. If the care is required after business hours the on-call nurse will visit and provide the skilled care. ... 3. All clients will have designated backup systems in place prior to the start of care if they are not independent in their own homes. If agency coverage cannot be</p>			

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	provided, the backup system will be implemented to care for the client."			

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N000537	<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 review, policy review, and interview, the agency failed to ensure skilled nursing visits were made to provide services ordered on the plan of care for 1 of 4 clinical records reviewed with the potential to affect all the agency's patients. (#4)</p> <p>Findings include:</p> <p>1. Clinical record #4, diagnosis Respiratory Failure with Ventilator, start of care (SOC) date 4/22/12 contained a plan of care for the certification period 12/18/12-2/15/13 with orders for skilled nurse 8-18 hours a day, 7 days a week per mother's request re: work and school schedule. Not to exceed 130 hours a week. The record contained a calendar dated December 2012 that listed the shift times client was to receive care: Mondays 7 AM- 5:30 PM; Tuesdays 7 AM- 5 PM, 5 PM- 9 PM, and 9 PM-7 AM; Wednesdays 9:30 AM- 5:30 PM and 9 PM-7 AM; Thursdays 9 AM-5 PM, 5 PM-9 PM, and 9 PM- 7 AM; Fridays 9 AM-5 PM and 9 PM-7 AM; and Saturdays 9 PM- 7 AM. On the top of the</p>	N000537	N 0537 The agency will revise it's policy governing coverage for skilled nursing services (Policy # 2.035 Must Cover) to ensure skilled nursing services are covered in accordance with the plan of care. Current policy addresses intermittent care only, policy will be revised to address extended hours coverage as well. Agency will also revise Job Descriptions for Office Based LPN/RN and On-Call Nurse to ensure compliance with agency staffing standards.10% of all clinical records will be audited quarterly for evidence that services provided are in accordance with the plan of care and comply with the agency's coverage policies.The Clinical Manager will be responsible for monitoring these corrective actions to ensure the deficiency is corrected and will not recur.	03/31/2013			

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	<p>calendar was a handwritten note that indicated this was the Basic Monthly Schedule of Monday thru Friday for January through May.</p> <p>A. Missed visits during the certification period 12/18/12-2/15/13 included December 18, 19, 20, 21, 25, and 26, 2012; January 1, 6, 11, 13, 14, 18, 19, 24, and 28, 2013; and February 1, 9, and 10, 2013.</p> <p>B. The clinical record evidenced Missed Visit forms dated December 18 (9 PM- 7 AM), 19 (9 PM- 7 AM), 20 (9 AM-5 PM), 21 (time not specified), and 25, 2012; January 6, 13, 18, 19 (9 PM-7 AM), 24 (9 PM-7 AM), and 28 (7 AM-5:30 PM), 2012; and February 1, (time not specified), 7 and 9 (7 AM-12 PM), and 10 - 28 (10 AM-9 PM), 2013, with reason for the missed visit as no trained staff available.</p> <p>C. The clinical record evidenced a Missed Visit form for January 11 (time not specified) with reason as "staff called off - parent requested no replacement."</p> <p>2. During interview on 3/1/13 at 10:55 AM, employee B indicated the missed visit forms with the reason listed as "no trained staff available" means the staff have not been trained at that specific</p>				

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	<p>home and training means ventilator training. Employee B indicated training meant how to position the specific patient, transfer, trach, and feeding the patient. Employee B indicated family would not accept using nurses from another agency to fill in for Community Home Health Care (CHHC) staff call ins, and another agency is the "as needed" agency CHHC uses.</p> <p>3. During interview on 3/1/13 at 11:00 AM, employee B indicated at start of care for patient #4, the agency was to have 5 nurses hiring on with ventilator training as the agency had no vent trained nurses. Three of the new nurses coming quit due to threats by their previous employee regarding non-compete clauses. Employee B also indicated CHHC cannot admit a patient if the family and patient do not have a back up plan. Employee B indicated if CHHC does not have staff to cover, they give a 24 hour notice and when CHHC says they have 24 hour coverage, they do not mean that each on-call staff would be able to fill the specific needs of every patient, but there is a nurse on call 24 hours.</p> <p>4. During interview on 2/28/13 at 3:40 PM, employee B indicated CHHC hired employees D and E in 2012 because they had previous ventilator experience and</p>			

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	<p>they trained the other nurses. Employee B indicated the training is documented on the Nursing Flow Sheets and signed by the trained nurse and the nurse overseeing/providing the training.</p> <p>5. During Entrance Conference on 2/27/13 at 9:20 AM, employee B indicated the agency sometimes has trouble staffing nurses and the agency lets the patients know up front that CHHC might not be able to cover all hours, but sometimes the patients have backup nurses available, so CHHC is a supplement to those nurses. Employee C indicated CHHC tells patients and family at SOC that the coverage of nursing hours is not guaranteed and the patients and family are to have a back-up plan to cover holes. Employee B also indicated CHHC has a contract with another agency for back up nurses only if the patient is ok with using this outside agency. Employee B also indicated CHHC notifies patients and family as soon as possible when a nurse or aide calls off for a shift and when a replacement will be sent, noting it should be done 24 hours prior if possible. Employee B indicated CHHC pretty much covers part of the shifts for skilled nurse, but short notice call-offs are difficult to cover. If the call is received during the night time hours, the agency waits until morning to call patients/family so as not</p>				

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	<p>to awaken them during the night.</p> <p>6. Employee files of employees assigned to patient #4 evidenced:</p> <p style="padding-left: 40px;">A. Employee file D, a registered nurse, date of hire (DOH) 8/2/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 2/10/13 10 AM-9 PM shift, 2/9/13 7 AM-12 PM shift, and 1/13/13 7 AM-12 PM shift.</p> <p style="padding-left: 40px;">B. Employee file E, a licensed practical nurse (LPN), DOH 4/10/12, contained Schedule Logs stating the employee called off for shifts assigned to patient #4 on 1/18/13 (called off for work for the shifts noted as Friday and Saturday), 7/23/12 called at 9:14 and stated would be 1 hour late for shift scheduled 10 PM- 7 AM, 8/24/12 stated the employee called off work at 9 PM, 10/17/12 at 9:04 AM stated the employee called in for Wednesday night, and 10/25/12 at 10 stated this employee called in for 10/26/12 9 PM-7 AM.</p> <p style="padding-left: 40px;">C. Employee file F, a LPN, DOH 10/11/12, contained a Universal Communication sheet stating the employee called off for shifts assigned to patient #4 on 2/25/13.</p>						

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	<p>D. Employee file G, a LPN, DOH 4/26/12, contained Schedule Logs stating the employee called 12/20/12 to call off for Friday 12/21/12.</p> <p>7. The agency's policy titled "Must Cover" Client Status #2.035, revised 10/1/98 states, "All clients deemed to be 'must cover' cases will have all physician-ordered care provided by appropriate staff disciplines. In the event that a 'must cover' case cannot be covered by the appropriate designation of caregiver, and the client's backup system cannot provide the necessary care, a nurse will provide the necessary care to the client. A client will be designated as 'must cover' if his/her good health and well-being is jeopardized if care is not provided. Safety issues alone do not necessarily warrant 'must cover' status. PURPOSE To ensure safety and well-being of CHHC clients, especially those with skilled needs. PROCEDURE 1. All clients receiving skilled nursing visits will be considered a priority and a 'must cover' case for the skilled nursing part of their care. If the care is required after business hours the on-call nurse will visit and provide the skilled care. ... 3. All clients will have designated backup systems in place prior to the start of care if they are not independent in their own homes. If agency coverage cannot be</p>			

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