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| 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 02/24/2012 |
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| NAME OF PROVIDER OR SUPPLIER ATTENTIVE HOME HEALTHCARE LLC | STREET ADDRESS, CITY, STATE, ZIP CODE 5226 S EAST STREET SUITE A9 INDIANAPOLIS, IN 46227 |
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| G0000 | <p>This visit was for a home health initial medicaid certification survey.</p> <p>Survey dates: 2/22-2/24/12</p> <p>Facility # 012723</p> <p>Survey Team:</p> <p>Dawn Snider, RN, PHNS</p> <p>Census Service Type:</p> <p>Skilled Patients: 9 Home Health Aide Only Patients: 1 Total: 10</p> <p>Sample:</p> <p>RR w HV: 5 RR w/o HV: 5</p> <p>Total RR: 10</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 1, 2012</p> | G0000 | no response | |

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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| G0141 | <p>Personnel practices and patient care are supported by appropriate, written personnel policies.</p> <p>Personnel records include qualifications and licensure that are kept current.</p> <p>Based on personnel file review, interview, and policy review, the agency failed to ensure the personnel file of 1 of 2 registered nurses employed by the agency included documentation of orientation to the job and a dated job description for Alternate Director of Nursing and Registered Nurse with the potential to affect all the agency's patients. (Employee D)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Personnel file D, date of hire 1/1/12, failed to evidence the employee had been oriented to the position of alternate director of nursing / registered nurse and a dated job description for the position of alternate director of nursing/registered nurse. 2. On 2/23/12 at 3:00 PM , the administrator indicated he did not have an orientation check list or job description signed by employee D. 3. The undated policy titled "D-180 Personnel Records" states, "c. | G0141 | <p>The Administrator/Director of Nursing/Disignee will insure the Alternate Director of Nursing will sign and date job description for alternate Director of Nursing and Registered Nurse and an orientation checklist to be placed in her fileThe Administrator/Director of Nursing/Disignee will ensure all newly hired employees have a signed and dated job description and an orientation checklist in their file within 1 week of hire</p> | 03/24/2012 |

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| | Employment Information: ... Signed job description. Skills checklist. Orientation checklist -completed and signed." | | | |
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| G0158 | <p>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 review and interview, the agency failed to ensure visits were provided as ordered on the plan of care for 6 of 10 records reviewed of patients with a written plan of care (1, 2, 3, 4, 5, 8) and the potential to affect all the agency's patients.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record # 1, start of care 2/8/12, included a plan of care for the certification period 2/8/12 - 4/7/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit on the week of 2/13/12. 2. Clinical record #2, start of care 2/1/12, included a plan of care for the certification period 2/1/12 - 3/31/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced 1 extra skilled nurse visit the weeks of 1/30/12 and 2/6/12. 3. Clinical record #3, start of care 1/13/12, included a plan of care for the certification period 1/13/12 - 3/12/12 with | G0158 | <p>The Administrator/Director of Nursing/Designee will include in orientation for newly hired employees the agency's work week which begins 12:00am Monday and ends at 11:59pm on Sunday. The Administrator/Director of Nursing/Designee will review employee handbook section during orientation of newly hired employees which talks about the agency's work week. The Adm/DON/Desig will in-service all current employee's on the agency's work week which is 12:am monday to 11:59pm on Sunday. The Admin/DON/Desig will in-service current staff on the need to follow the frequency on the plan of care based on the agency's work week of 12:00am Monday to 11:59 pm Sunday. The Admin/DON/Desig will include in orientation of newly hired employees the need to follow the frequency on the plan of care based on the Agency's work week of 12:00am monday thru 11:59pm on Sunday. The Admin/DON/Desig will audit all charts monthly to ensure the frequency on the plan of care is being followed until 100% compliance is achieved. Once 100% compliance is achieved with following the frequency on the plan of care, the</p> | 03/24/2012 | | | |

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| | <p>orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit the week of 2/6/12.</p> <p>4. Clinical record #4, start of care 1/13/12, included a plan of care for the certification period 1/13/12 - 3/12/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/6/12.</p> <p>5. Clinical record #5, start of care 1/20/12, included a plan of care for the certification period 1/20/12 - 3/19/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>6. Clinical record #8, start of care 1/27/12, included a plan of care for the certification period 1/27/12 - 3/26/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>7. On 2/23/12 at 10:20 AM, the director of nursing indicated she was unclear as to what the weeks were based on for setting up frequency on the plan of care. The administrator indicated the week</p> | | Administrator/Director of Nursing/Designee will audit 10% of charts monthly to ensure frequency on the plan of care is being followed. on-going | |

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| | consisted of Monday thru Sunday. | | | |

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| G0159 | <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 clinical record review, observation, interview, and policy review, the agency failed to ensure the plan of care was signed by the physician timely and included all the required elements in 6 of 10 (1, 2, 3, 4, 5, and 10) clinical records reviewed of patients with a plan of care and the potential to affect all the patients of the agency.</p> <p>Findings include:</p> <ol style="list-style-type: none"> On 2/22/12 at 1:30 PM during a home visit, it was observed that patient #1 had a motorized scooter and oxygen. The clinical record 1 included a plan of care for the certification period 2/8/12-4/7/12 that failed to include the patient had a motorized scooter and oxygen. On 2/22/12 at 2:20 PM during a home visit, it was observed patient #2 had a CPAP machine, bedside commode, Hoyer lift, hospital bed, lift chair, and oxygen. | G0159 | <p>The Admin/DON/Desig will in-service all current nurses on the requirement to include any and all DME supplies the patient has in their home on the start of care assessment and the plan of care. The Admin/DON/Desig will include in oreintation for newly hired nurse on the requirement to include the DME supplies the patient has in their home on the start of care assessment and the plan of care. The Admin/DON/Desig will in-service current nurses on the requirement to have an order, whether verbal or written, to evaluate a patient prior to making that initial visit. The Admin/DON/Desig will include in orientation of newly hired nurses the requirement to have an order, whether verbal or written, to evaluate a patient prior to making that initial visit. The Admin/DON/Desig will reveiw all plans of care before being signed by the nurse to ensure all DME supplies listed in the start of care assessment are on the plan of care. on-going</p> | 03/24/2012 | | | |

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| | <p>The director of nursing indicated the patient had a glucometer. Clinical record # 2 included a plan of care for the certification period 2/1/12-3/31/12 that failed to include the patient had CPAP machine, bedside commode, Hoyer lift, hospital bed, lift chair, oxygen, and glucometer.</p> <p>3. On Clinical record #3 included an update to the original plan of care for the certification period 1/13/2012-3/12/12 adding "Pulse oximetry every visit. Medication teaching, medication compliance every visit, Rehab potential-fair, Pt. will take meds as prescribed" that was not signed by the physician.</p> <p>4. On 2/22/112 at 3:05 PM during a home visit, it was observed patient #4 had a CPAP machine. Clinical record #4 included a plan of care for the certification period of 1/13/12-2/13/12 that failed to include the patient had CPAP.</p> <p>5. Clinical record #5 included a plan of care for the certification period of 1/20/12-3/19/20 that had not been signed by the physician.</p> <p>6. Clinical record #10 included a plan of care for the certification period of</p> | | | |

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| | <p>1/9/12-3/8/12 that had not been signed by the physician.</p> <p>On 2/24/12 at 11:55 AM, the director of nursing indicated repeated attempts were made to obtain physician orders. She indicated this was the first patient accepted by the agency and has learned not to see patients until she gets an order. Documentation exists of attempts to obtain the physician's order but without success.</p> <p>7. The undated policy titled "Establishment and Review of The Plan of Care" states, "The signed plan of care must be received with in thirty (30) days after receipt of the verbal order(s) to start care ... Regardless of the format used, information reported on the plan of care will include but not be limited to the following: ... Medical supplies and durable medical equipment (DME) "</p> <p>8. The undated policy titled "C-635 All medications, treatments and services provided to clients must be ordered by a physician. The orders may be initiated via telephone or in writing and must be countersigned by the physician in a timely manner ... All medications and treatments, that re part of the client's plan of care, must be ordered by the physician."</p> | | | | | | |

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| | 9. On 2/23/12 at 9:20 AM, the administrator indicated the computer program did not print all information as listed on the plan of care. He indicated items under durable medical equipment were missing from the plan of care that was sent to the physician." | | | |
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| G0170 | <p>The HHA furnishes skilled nursing services in accordance with the plan of care.</p> <p>Based on clinical record review, interview and policy review, the agency failed to ensure skilled nursing visits were provided as ordered on the plan of care for 6 of 10 records reviewed of patients with a written plan of care (1, 2, 3, 4, 5, 8) and the potential to affect all the agency's patients.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record # 1, start of care 2/8/12, included a plan of care for the certification period 2/8/12 - 4/7/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit on the week of 2/13/12. 2. Clinical record #2, start of care 2/1/12, included a plan of care for the certification period 2/1/12 - 3/31/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced 1 extra skilled nurse visit the weeks of 1/30/12 and 2/6/12. 3. Clinical record #3, start of care 1/13/12, included a plan of care for the certification period 1/13/12 - 3/12/12 with | G0170 | <p>The Admin/DON/Desig will include in orientation for newly hired employees the agency's work week which begins at 12:00am Monday and ends at 11:59 on Sunday. The Admin/DON/Desig will reveiw employee handbook section during orientation of newly hired employees which talks about the agency's work week. The Admin/DON/Desig will in-service all current employees on the agency's work week which is 12:00am Monday to 11:59pm Sunday. The Admin/DON/Desig will in-service current staff on the need to follow the frequency on the plan of care based on the agency's work week of 12:am Monday thru 11:59 pm Sunday. The Admin/DON/desig will include in orientation of newly hired employees the need to follow the frequency on the plan of care based on the agency's work week of 12:00am Monday thru 11:59pm on Sunday. The Admin/DON/desig will audit all charts monthly to ensure frequency on the plan of care is being followed until 100% compliance is achieved. Once 100% compliance is achieved with following the frequency on the plan of care, the Administrator/Director of Nursing/Designee will audit 10% of charts monthly to ensure the frequency on the plan of care is</p> | 03/24/2012 | | | |

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| | <p>orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit the week of 2/6/12.</p> <p>4. Clinical record #4, start of care 1/13/12, included a plan of care for the certification period 1/13/12 - 3/12/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/6/12.</p> <p>5. Clinical record #5, start of care 1/20/12, included a plan of care for the certification period 1/20/12 - 3/19/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>6. Clinical record #8, start of care 1/27/12, included a plan of care for the certification period 1/27/12 - 3/26/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>7. On 2/23/12 at 10:20 AM, the director of nursing indicated she was unclear as to what the weeks were based on for setting up frequency on the plan of care. The administrator indicated the week</p> | | being followed. on-going | | | | |

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| | <p>consisted of Monday thru Sunday.</p> <p>8. The undated policy titled, "C-200 Skilled Nursing Services" 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 order)."</p> <p>9. The undated handbook for employees "Hours of Work" states, "The official workweek begins at 12:00 a.m., on Monday and ends at 11:59 p.m., the following Sunday."</p> | | | |

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| N0000 | <p>This visit was for a home health initial state licensure survey.</p> <p>Survey dates: 2/22-2/24/12</p> <p>Facility # 012723</p> <p>Survey Team:</p> <p>Dawn Snider, RN, PHNS</p> <p>Census Service Type:</p> <p>Skilled Patients: 9 Home Health Aide Only Patients: 1 Total: 10</p> <p>Sample:</p> <p>RR w HV: 5 RR w/o HV: 5</p> <p>Total RR: 10</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 1, 2012</p> | N0000 | no response | |

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| NAME OF PROVIDER OR SUPPLIER ATTENTIVE HOME HEALTHCARE LLC | | | | STREET ADDRESS, CITY, STATE, ZIP CODE 5226 S EAST STREET SUITE A9 INDIANAPOLIS, IN 46227 | | | |
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| N0458 | <p>Rule 12 Sec. 1(f) Personnel practices for employees shall be supported by written policies. All employees caring for patients in Indiana shall be subject to Indiana licensure, certification, or registration required to perform the respective service. Personnel records of employees who deliver home health services shall be kept current and shall include documentation of orientation to the job, including the following:</p> <ol style="list-style-type: none"> (1) Receipt of job description. (2) Qualifications. (3) A copy of limited criminal history pursuant to IC 16-27-2. (4) A copy of current license, certification, or registration. (5) Annual performance evaluations. <p>Based on personnel file review, interview, and policy review, the agency failed to ensure the personnel file of 1 of 2 registered nurses employed by the agency included documentation of orientation to the job and a dated job description for Alternate Director of Nursing and Registered Nurse with the potential to affect all the agency's patients. (Employee D)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Personnel file D, date of hire 1/1/12, failed to evidence the employee had been oriented to the position of alternate director of nursing / registered nurse and a dated job description for the position of alternate director of nursing/registered | N0458 | The Admin/DON/Desig will ensure the Alternate Director of Nursing will sign and date a job description for Alternate Director of Nursing and Registered Nurse and an orientation checklist to be placed in her file. The Admin/DON/Desig will ensure all newly hired employees have a signed and dated job description and an orientation checklist in their file within (1) week of hire. on-going | 03/24/2012 | | | |

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| | <p>nurse.</p> <p>2. On 2/23/12 at 3:00 PM , the administrator indicated he did not have an orientation check list or job description signed by employee D.</p> <p>3. The undated policy titled "D-180 Personnel Records" states, "c. Employment Information: ... Signed job description. Skills checklist. Orientation checklist -completed and signed."</p> | | | |
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| N0460 | <p>Rule 12 Sec. 1(g) As follows, personnel records of the supervising nurse, appointed under subsection (d) of this rule, shall:</p> <p>(1) Be kept current.</p> <p>(2) Include a copy of the following:</p> <p>(A) Limited criminal history pursuant to IC 16-27-2.</p> <p>(B) Nursing license.</p> <p>(C) Annual performance evaluations.</p> <p>(D) Documentation of orientation to the job. Performance evaluations required by this subsection must be performed every nine (9) to fifteen (15) months of active employment.</p> <p>Based on personnel file review, interview, and policy review, the agency failed to ensure the personnel file of 1 of 2 registered nurses employed by the agency included documentation of orientation to the job and a dated job description for Alternate Director of Nursing and Registered Nurse with the potential to affect all the agency's patients. (Employee D)</p> <p>Findings include:</p> <p>1. Personnel file D, date of hire 1/1/12, failed to evidence the employee had been oriented to the position of alternate director of nursing / registered nurse and a dated job description for the position of alternate director of nursing/registered nurse.</p> <p>2. On 2/23/12 at 3:00 PM , the</p> | N0460 | The Admin/DON/Desig will ensure the alternate DON will sign and date a job description for Alt. DON and Registered Nurse and an orientation checklist to be placed in her file. The Admin/DON/Desig will ensure all newly hired employees have a signed and dated job description and an orientation checklist in their file within one (1) week of hire. on-going | 03/24/2012 |
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| | <p>administrator indicated he did not have an orientation check list or job description signed by employee D.</p> <p>3. The undated policy titled "D-180 Personnel Records" states, "c. Employment Information: ... Signed job description. Skills checklist. Orientation checklist -completed and signed."</p> | | | |
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| N0522 | <p>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 review and interview, the agency failed to ensure visits were provided as ordered on the plan of care for 6 of 10 records reviewed of patients with a written plan of care (1, 2, 3, 4, 5, 8) and the potential to affect all the agency's patients.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record # 1, start of care 2/8/12, included a plan of care for the certification period 2/8/12 - 4/7/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit on the week of 2/13/12. 2. Clinical record #2, start of care 2/1/12, included a plan of care for the certification period 2/1/12 - 3/31/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced 1 extra skilled nurse visit the weeks of 1/30/12 and 2/6/12. 3. Clinical record #3, start of care 1/13/12, included a plan of care for the certification period 1/13/12 - 3/12/12 with | N0522 | <p>The Admin/DON/Desig will include in orientation for newly hired employees the agency's work week which begins 12:00am Monday and ends 11:59pm Sunday. The Admin/DON/Desig will review employee handbook section during orientation of newly hired employees which talks about the agency's work week. The Admin/DON/Desig will in-service all current employees on the agency's work week which is 12:00am Monday to 11:59pm Sunday. The Admin/DON/Desig will in-service current staff on the need to follow the frequency on the plan of care based on the agency's work week of 12:00am Monday to 11:59pm Sunday. The Admin/DON/Desig will include in orientation of newly hired employees the need to follow the frequency on the plan of care based on the agency's work week of 12:00am Monday to 11:59pm Sunday. The Admin/DON/Desig will audit all charts monthly to ensure frequency on the plan of care is being followed until 100% compliance is achieved. Once 100% compliance is achieved with following the frequency on the plan of care, the Administrator/Director of Nursing/Designee will audit 10% of charts monthly to ensure</p> | 03/24/2012 | | | |

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| | <p>orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit the week of 2/6/12.</p> <p>4. Clinical record #4, start of care 1/13/12, included a plan of care for the certification period 1/13/12 - 3/12/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/6/12.</p> <p>5. Clinical record #5, start of care 1/20/12, included a plan of care for the certification period 1/20/12 - 3/19/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>6. Clinical record #8, start of care 1/27/12, included a plan of care for the certification period 1/27/12 - 3/26/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>7. On 2/23/12 at 10:20 AM, the director of nursing indicated she was unclear as to what the weeks were based on for setting up frequency on the plan of care. The administrator indicated the week</p> | | frequency on the plan of care is being followed. on-going | | | | |

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| | consisted of Monday thru Sunday. | | | | | | |

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| N0524 | <p>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.</p> <p>(B) Include all services to be provided if a skilled service is being provided.</p> <p>(B) Cover all pertinent diagnoses.</p> <p>(C) Include the following:</p> <p>(i) Mental status.</p> <p>(ii) Types of services and equipment required.</p> <p>(iii) Frequency and duration of visits.</p> <p>(iv) Prognosis.</p> <p>(v) Rehabilitation potential.</p> <p>(vi) Functional limitations.</p> <p>(vii) Activities permitted.</p> <p>(viii) Nutritional requirements.</p> <p>(ix) Medications and treatments.</p> <p>(x) Any safety measures to protect against injury.</p> <p>(xi) Instructions for timely discharge or referral.</p> <p>(xii) Therapy modalities specifying length of treatment.</p> <p>(xiii) Any other appropriate items.</p> <p>Based on clinical record review, observation, interview, and policy review, the agency failed to ensure the plan of care was signed by the physician timely and included all the required elements in 6 of 10 (1, 2, 3, 4, 5, and 10) clinical records reviewed of patients with a plan of care and the potential to affect all the patients of the agency.</p> <p>Findings include:</p> <p>1. On 2/22/12 at 1:30 PM during a home</p> | N0524 | The Admin/DON/Desig will in-service all current nurses on the requirement to include any DME supplies the patient has in their home on the start of care assessment and plan of care. The Admin/DON/Desig will include in orientation for newly hired nurses on the requirement to include any DME supplies the patient has in their home on the start of care assessment and the plan of care. The Admin/DON/Desig will in-service current nurses on the requirement to have an order, whether verbal or written, to | 03/24/2012 | | | |

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| | <p>visit, it was observed that patient #1 had a motorized scooter and oxygen. The clinical record 1 included a plan of care for the certification period 2/8/12-4/7/12 that failed to include the patient had a motorized scooter and oxygen.</p> <p>2. On 2/22/12 at 2:20 PM during a home visit, it was observed patient #2 had a CPAP machine, bedside commode, Hoyer lift, hospital bed, lift chair, and oxygen. The director of nursing indicated the patient had a glucometer. Clinical record # 2 included a plan of care for the certification period 2/1/12-3/31/12 that failed to include the patient had CPAP machine, bedside commode, Hoyer lift, hospital bed, lift chair, oxygen, and glucometer.</p> <p>3. On Clinical record #3 included an update to the original plan of care for the certification period 1/13/2012-3/12/12 adding "Pulse oximetry every visit. Medication teaching, medication compliance every visit, Rehab potential-fair, Pt. will take meds as prescribed" that was not signed by the physician.</p> <p>4. On 2/22/112 at 3:05 PM during a home visit, it was observed patient #4 had a CPAP machine. Clinical record #4 included a plan of care for the</p> | | <p>evaluate a patient prior to making that initial visit. The Admin/DON/ Desig will include in orientationof newly hired nurses the requirement to have an order, whether verbal or written, to evaluate a patient prior to making that initial visit. The Admin/DON/Desig will review all plans of care before being signed by the nurse to ensure all DME supplies are listed in the start of care asesment are on the plan of care. on-going</p> | | | | |

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| | <p>certification period of 1/13/12-2/13/12 that failed to include the patient had CPAP.</p> <p>5. Clinical record #5 included a plan of care for the certification period of 1/20/12-3/19/20 that had not been signed by the physician.</p> <p>6. Clinical record #10 included a plan of care for the certification period of 1/9/12-3/8/12 that had not been signed by the physician.</p> <p>On 2/24/12 at 11:55 AM, the director of nursing indicated repeated attempts were made to obtain physician orders. She indicated this was the first patient accepted by the agency and has learned not to see patients until she gets an order. Documentation exists of attempts to obtain the physician's order but without success.</p> <p>7. The undated policy titled "Establishment and Review of The Plan of Care" states, "The signed plan of care must be received with in thirty (30) days after receipt of the verbal order(s) to start care ... Regardless of the format used, information reported on the plan of care will include but not be limited to the following: ... Medical supplies and durable medical equipment (DME) "</p> | | | |

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| | <p>8. The undated policy titled "C-635 All medications, treatments and services provided to clients must be ordered by a physician. The orders may be initiated via telephone or in writing and must be countersigned by the physician in a timely manner ... All medications and treatments, that re part of the client's plan of care, must be ordered by the physician."</p> <p>9. On 2/23/12 at 9:20 AM, the administrator indicated the computer program did not print all information as listed on the plan of care. He indicated items under durable medical equipment were missing from the plan of care that was sent to the physician."</p> | | | |
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| N0537 | <p>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, interview and policy review, the agency failed to ensure skilled nursing visits were provided as ordered on the plan of care for 6 of 10 records reviewed of patients with a written plan of care (1, 2, 3, 4, 5, 8) and the potential to affect all the agency's patients.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record # 1, start of care 2/8/12, included a plan of care for the certification period 2/8/12 - 4/7/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit on the week of 2/13/12. 2. Clinical record #2, start of care 2/1/12, included a plan of care for the certification period 2/1/12 - 3/31/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced 1 extra skilled nurse visit the weeks of 1/30/12 and 2/6/12. 3. Clinical record #3, start of care 1/13/12, included a plan of care for the | N0537 | <p>The Admin/DON/Desig will include in orientation for newly hired employees the agency's work week which begins at 12:00am Monday to 11:59 pm Sunday. The Admin/DON/Desig will review employee handbook section during orientation of newly hired employees which talks about the agency's work week. The Admin/DON/Desig will in-service all current employees on the agency's work week which is 12:00 am Monday to 11:59pm Sunday. The Admin/DON/Desig will in-service current staff on the need to follow the frequency on the plan of care based on the agency's work week of 12:00 am Monday to 11:59pm Sunday.on-going</p> | 03/24/2012 |
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| NAME OF PROVIDER OR SUPPLIER ATTENTIVE HOME HEALTHCARE LLC | | | | STREET ADDRESS, CITY, STATE, ZIP CODE 5226 S EAST STREET SUITE A9 INDIANAPOLIS, IN 46227 | | | |
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| | <p>certification period 1/13/12 - 3/12/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced an extra skilled nurse visit the week of 2/6/12.</p> <p>4. Clinical record #4, start of care 1/13/12, included a plan of care for the certification period 1/13/12 - 3/12/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/6/12.</p> <p>5. Clinical record #5, start of care 1/20/12, included a plan of care for the certification period 1/20/12 - 3/19/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>6. Clinical record #8, start of care 1/27/12, included a plan of care for the certification period 1/27/12 - 3/26/12 with orders for skilled nurse visits 1 times a week for 9 weeks. The record evidenced and extra skilled nurse visit the week of 2/13/12.</p> <p>7. On 2/23/12 at 10:20 AM, the director of nursing indicated she was unclear as to what the weeks were based on for setting up frequency on the plan of care. The</p> | | | | | | |

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| 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 02/24/2012 |
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|--------------------|---|---------------|---|----------------------|
| | <p>administrator indicated the week consisted of Monday thru Sunday.</p> <p>8. The undated policy titled, "C-200 Skilled Nursing Services" 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 order)." There was no change documented in the patient's condition to warrant additional skilled nurse visits on patients 1,2,3,4,5 and 8.</p> <p>9. The undated handbook for employees "Hours of Work" states, "The official workweek begins at 12:00 a.m., on Monday and ends at 11:59 p.m., the following Sunday."</p> | | | |