

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15K054	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 10/30/2012
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NAME OF PROVIDER OR SUPPLIER HOME HEALTH CARE ASSOCIATES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 2038 W 2ND STREET MARION, IN 46952
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G0000	<p>This was a home health federal complaint investigation survey.</p> <p>Complaint #: IN00117400 - Unsubstantiated: Lack of sufficient evidence. An unrelated deficiency is cited.</p> <p>Survey Date: 10/30/12</p> <p>Facility #: 012169</p> <p>Medicaid Vendor #: 15K054</p> <p>Surveyors: Tonya Tucker, RN, PHNS Miriam Bennett, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN November 1, 2012</p>	G0000		

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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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>2. Clinical record #2, start of care 2/20/12, included a plan of care for the certification period 8/18-10/16/12 with physician orders for Skilled Nurse (SN) 1 visit every 2 weeks for 9 weeks for medication set up and Home Health Aide (HHA) visits 5 hours each day, 5 days a week for 8 weeks, plus 5 hours a day four days a week for 1 week for assistance with all ADLs including light meal preparation with a nutritional requirement of Regular. On 8/23/12, a physician order was obtained to Hold Home Health Care (HHC) services until patient's living quarters were cleared of bed bugs. An order to resume HHC services was obtained on 9/11/12. The HHA Care Plan/Time Sheets identified the HHA provided services on 8/23, 24, 29, 30, and 31 and 9/3/12.</p> <p>A. The agency's policy titled "Services on Hold," reviewed 10/10/12, states "3. Staff assigned to provide services will be notified, and information communicated to the hospital or alternate care site, as appropriate. Home Health Care Associates, Inc. will maintain</p>	G0158	<p>HHCA will ensure that care provided to clients by all disciplines will follow an established plan of care.</p> <p>All team members was in-serviced on the Plan of Care Policy. Staff education provided regarding missed visits process and policy. Client/family caregiver educated and provided information to contact HHCA in the event of missed visits by field staff. Audits will be monitored and action plans will be developed as needed to ensure continual compliance.</p>	11/30/2012			

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	<p>regular contact to determine an estimated date for services to resume."</p> <p>B. On 10/30/12 at 12:45 PM, employee B indicated the HHA should not have been in the home of client #2 during the period 8/23-9/10/12 as there were orders for services to be on hold, and the HHA was notified services were on hold the same day the agency received the order.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure visits were made as ordered on the plan of care for 2 of 4 records reviewed with the potential to affect all the agency's patients. (#1 and #2)</p> <p>Findings include:</p> <p>1. Clinical record 1, start of care date 7/30/12, included a plan of care for the certification period 7/30/12 to 9/27/12 with physician orders for home health aides 4 hours per day 6 days per week for week one, 4 hours per day for 7 days per week for 7 weeks, and 4 hours per day for 4 days for 1 week to assist with all ADL's (Activities of Daily Living) (grooming,</p>			

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	<p>bathing, dressing/undressing, peri/skin care as appropriate, ambulation, transfers, light housekeeping/meal prep when all personal care is done if time allows.) The record evidenced one missed home health aide visit on 9/18/12.</p> <p>A. Employee B, on 10/30/12 at 3:07 PM, indicated that, on 9/18/12, there was a missed home health aide visit with client notification.</p> <p>B. The agency policy titled "Home Health Aide: Assignment" dated 2012 with a review date of 10/10/12 states, "3. Any change in the assignment must be approved by the professional managing the client's care."</p>			

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N0000	<p>This was a home health state complaint investigation survey.</p> <p>Complaint #: IN00117400 - Unsubstantiated: Lack of sufficient evidence. An unrelated deficiency is cited.</p> <p>Survey Date: 10/30/12</p> <p>Facility #: 012169</p> <p>Medicaid Vendor #: 15K054</p> <p>Surveyors: Tonya Tucker, RN, PHNS Miriam Bennett, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN November 1, 2012</p>	N0000			

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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>2. Clinical record #2, start of care 2/20/12, included a plan of care for the certification period 8/18-10/16/12 with physician orders for Skilled Nurse (SN) 1 visit every 2 weeks for 9 weeks for medication set up and Home Health Aide (HHA) visits 5 hours each day, 5 days a week for 8 weeks, plus 5 hours a day four days a week for 1 week for assistance with all ADLs including light meal preparation with a nutritional requirement of Regular. On 8/23/12, a physician order was obtained to Hold Home Health Care (HHC) services until patient's living quarters were cleared of bed bugs. An order to resume HHC services was obtained on 9/11/12. The HHA Care Plan/Time Sheets identified the HHA provided services on 8/23, 24, 29, 30, and 31 and 9/3/12.</p> <p>A. The agency's policy titled "Services on Hold," reviewed 10/10/12, states "3. Staff assigned to provide services will be notified, and information communicated to the hospital or alternate care site, as appropriate. Home Health</p>	N0522	<p>HHCA will ensure that care provided to clients by all disciplines will follow an established plan of care.</p> <p>All team members was in-serviced on the Plan of Care Policy.</p> <p>Staff education provided regarding missed visits process and policy.</p> <p>Client/family caregiver educated and provided information to contact HHCA in the event of missed visits by field staff.</p> <p>Audits will be monitored and action plans will be developed as needed to ensure continual compliance.</p>	11/30/2012			

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	<p>Care Associates, Inc. will maintain regular contact to determine an estimated date for services to resume."</p> <p>B. On 10/30/12 at 12:45 PM, employee B indicated the HHA should not have been in the home of client #2 during the period 8/23-9/10/12 as there were orders for services to be on hold, and the HHA was notified services were on hold the same day the agency received the order.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure visits were made as ordered on the plan of care for 2 of 4 records reviewed with the potential to affect all the agency's patients. (#1 and #2)</p> <p>Findings include:</p> <p>1. Clinical record 1, start of care date 7/30/12, included a plan of care for the certification period 7/30/12 to 9/27/12 with physician orders for home health aides 4 hours per day 6 days per week for week one, 4 hours per day for 7 days per week for 7 weeks, and 4 hours per day for 4 days for 1 week to assist with all ADL's (Activities of Daily Living) (grooming, bathing, dressing/undressing, peri/skin</p>			

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	<p>care as appropriate, ambulation, transfers, light housekeeping/meal prep when all personal care is done if time allows.) The record evidenced one missed home health aide visit on 9/18/12.</p> <p>A. Employee B, on 10/30/12 at 3:07 PM, indicated that, on 9/18/12, there was a missed home health aide visit with client notification.</p> <p>B. The agency policy titled "Home Health Aide: Assignment" dated 2012 with a review date of 10/10/12 states, "3. Any change in the assignment must be approved by the professional managing the client's care."</p>			