

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 12/13/2011
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NAME OF PROVIDER OR SUPPLIER  HEAVEN SENT HOME HEALTH CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 211 S ANDERSON ST ELWOOD, IN46036
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G0000	<p>This was a federal Home Health initial Medicaid certification survey. This survey resulted in an extended survey.</p> <p>Survey Dates: December 9, 12, and 13, 2011 Extended Dates: December 9, 12, and 13, 2011</p> <p>Facility #: 012612</p> <p>Medicaid Vendor #: Application</p> <p>Surveyor: Bridget Boston, RN, PHNS Team Leader Susan Sparks, RN, PHNS Team Member Tonya Tucker, RN, PHNS Team Member</p> <p>Heaven Sent Home Health Care LLC. is precluded from providing its own training and/or competency evaluation program for a period of two (2) years beginning December 13, 2011 to December 13, 2013 due to being out of compliance with the</p>	G0000	N0000 - Heaven Sent Home Health Care LLC takes regulatory compliance very seriously. This plan of correction is to serve as our credible allegation of compliance.	

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>Conditions of Participation 42 CFR 484.36: Home Health Aide Services.</p> <p>Census: Skilled Patients 8 Home Health Aide Only Patients 3 Total 11</p> <p>RR w/ HV: 4 RR w/o HV: 6 Total: 10</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN December 21, 2011</p> <p>The HHA and its staff must comply with accepted professional standards and principles that apply to professionals furnishing services in an HHA. Based on observation, interview, and review of agency policy, the agency failed to ensure employees provided services in accordance with the agency's infection control policies and procedures and the Centers for Disease Control "Standard Precautions" in 2 (employees D and G) of 3 employees observed during home visits creating the potential for the transfer of</p>	G0121	G0121 - The infection control policies have been reviewed and dated. - Heaven Sent will educate all current/new staff on infection control policies and procedures via in-services on/by 1/13/12 Heaven Sent will ensure all clinical staff including home health aides, comply with infection control policy and are following all procedures during patient care through supervision	01/27/2012	

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	<p>disease causing organisms among patients and staff.</p> <p>The findings include:</p> <ol style="list-style-type: none"> <li>1. The agency's undated "Infection Prevention / Control" B 403 states, "Agency will observe the recommended precautions for home care as identified by the Centers for Disease Control and prevention (CDC). ... To reduce the risk of transmission of microbes from both recognized and unrecognized sources of infection."</li> <li>2. The undated policy titled "Policy Statement for Universal precautions" states, "This agency staff will comply with the prevention and control processes that include personal hygiene, hand washing, ... cleansing."</li> <li>3. The Centers for Disease Control "Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings 2007" states, " IV. Standard Precautions . . . IV.A. Hand Hygiene. During the delivery of healthcare, avoid unnecessary touching of surfaces in close proximity to the patient to prevent both contamination of clean hands from environmental surfaces and transmission of pathogens from contaminated hands to surfaces . . .</li> </ol>		<p>visits and performance evaluations Heaven Sent will maintain on-going compliance through performance evaluation and education The Administrator is responsible for correction and compliance monitoring</p>				

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	<p>IV.A.3. Perform hand hygiene: . . . IV.A.3.b. After contact with blood, body fluids or excretions, mucous membranes. ... IV.A.3.d. If hands will be moving from a contaminated body site to a clean body site during patient care. ... IV.A.3.f. After removing gloves."</p> <p>4. Employee G, a home health aide, was observed to complete a shower bath on patient # 6 on 12/12/11 at 10:00 AM. The employee was observed to don a pair of gloves and wash the patients' body, then peri-anal area, then the perineum and vagina last. The aide failed to cleanse her hands before or after rendering patient care and failed to change her gloves during patient care after washing a dirty area and going to a clean area.</p> <p>5. Employee D, a home health aide, was observed to complete a shower bath on patient #10 on 12/12/11 at 4 PM. The employee was observed to don a pair of gloves and wash the patient utilizing a green sponge found in the shower which was shared by other family members. The aide did not obtain a clean wash cloth or request where one could be found. The aide washed the patient's trunk then with same sponge washed the patient's face. The perineum was then washed with the same sponge as the rest of the body and then the aide returned the sponge to an</p>						

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G0159	<p>area to be used for the next bath. The aide failed to cleanse her hands before or after rendering patient care, failed to change her gloves during patient care, and failed to obtain a clean cloth for bathing the patient.</p> <p>6. On December 12, 2011, at 12:17 PM, the director of nursing indicated the aides are instructed to wash from clean to dirty and the agency does not have a policy or procedure that guides patient bathing. She indicated she trains aides under a different license and produced parts of a training manual titled "IAHHC Guidelines For Training." She indicated the agency had not adopted the manual for the purpose of the agency's policy and procedure guidelines.</p> <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. Based on clinical record and agency policy review and interview, the agency failed to ensure all patients had an individualized plan of care that included all of the required items in 4 (# 1, 5, 7, and 9) of 10 clinical records reviewed</p>	G0159	G0159 - Heaven Sent will ensure all services being provided will be added to all patients' POC for coordination of care purposes. In addition, Heaven Sent will utilize a coordination of care "Understanding and Agreement"	01/27/2012			

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	<p>creating the potential for treatment omission and patient harm.</p> <p>The findings include:</p> <p>1. Clinical record # 1 included a comprehensive assessment completed and dated 9/10/2011 that stated, "the primary diagnosis paraplegic, other diagnosis neurogenic bladder ... Frequency of pain interfering with patient's activity or movement ... All the time ... has pain pump. ... Urinary Incontinence or Urinary Catheter Presence: ... Patient requires a urinary catheter ... Foley irrigation daily with 500 cc [cubic centimeter] normal saline. ... Fall Risk Assessment ... A score of 4 or more is considered at risk for falling. Total [score] 5. Comments Was given handout on fall prevention and placed on fall precautions. Has this patient had a multi-factor Fall Risk Assessment ... Yes, and it indicates a risk for falls. ... High Tech / Special procedures: Administer IV fluids ... use SASH (saline antibiotic saline heparin) protocol ... change PICC [peripherally inserted central catheter] dressing 1 time a week using sterile technique ... PICC line right forearm on Mondays ... change tubing every IV [intravenous]." The plan of care stated, "Goals: Client to be free from falls / injuries while in the home environment.</p>		<p>contract with all other agencies/companies providing services to patient. -Heaven Sent will correct all clinical records to ensure the stated goals have documented interventions/services to enable achievement of stated goals. - Heaven Sent will conduct clinical record audits no less than quarterly to ensure compliance. - Heaven Sent appoints the administrator to be responsible for correction and on-going compliance</p>				

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	<p>Will be free from skin breakdown, clean and dry and odor free. Rehab: Good for goal stated." The Plan of Care (POC) and the clinical record failed to include interventions for the stated goals. The POC and clinical record failed to evidence an order for the daily irrigation of the Foley and who was responsible and completing the daily irrigation; failed to evidence any safety measures that were put in place and the interventions for the safety of the patient and who was educated and responsible for the patients safety; failed to evidence the measures in place for the treatment and management of the patients pain and who was responsible and caring for the pain pump; failed to evidence why the patient had a PICC line and who was responsible for the maintenance of the PICC line.</p> <p>On December 13, 2011, at 11:44 AM, employee M indicated that another agency also took care of the patient and provided the patient with caregivers, which included assistance with the patient's activities of daily living and care of the PICC line. She indicated she did not know the name of the other agency(s) or providers of care. She indicated the only care the agency was providing was the supra pubic catheter changes.</p> <p>2. Clinical record 5, start of care 9/16/11,</p>						

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	<p>evidenced a plan of care for the certification period 9/16/11 through 11/14/11 with orders for skilled nursing draw lab for H/H (hemoglobin and hematocrit) every 2 weeks for 3 months, then monthly if stable, and a plan of care for the certification period 11/15/11 through 1/13/12 with orders for skilled nurse to "draw labs PRN [as needed] per MD order." The plans of care failed to evidence individualized goals specific for this patient and stated, "Client to be free from falls / injuries while in the home environment. Will be free from skin breakdown, clean dry and odor free." The plan of care failed to evidence interventions to meet these stated goals.</p> <p>3. Clinical record # 7 evidenced a plan of care for the certification period 11/1/11 through 1/29/11 with orders for home health aide 13 hours of a night sitter, 7 days a week. The plan of care included the goals "Client to be free from falls / injuries while in the home environment. Will be free from skin breakdown, clean dry and odor free. Rehab: Good for stated goals." The plan of care failed to evidence interventions and services to meet these stated goals.</p> <p>On 12/13/11 at 12:47 PM, the director of nursing indicated the staff does not complete any tasks during the 13 hour</p>			

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G0173	<p>shift that there is another provider in the home and the sitter is only in the home in case the patient falls.</p> <p>4. Clinical record # 9, start of care 9/14/11, evidenced a plan of care for the certification period 9/14/11 through 11/21/11 with orders for skilled nurse one time a week for med preset throughout the certification period. The plan of care evidenced the goals "Client to be free from falls / injuries while in the home environment. Will be free from skin breakdown, clean dry and odor free. Rehab: Good for stated goals." The plan of care failed to evidence interventions and services to meet these stated goals.</p> <p>5. The policy titled "Plan of Care" stated, "An individualized Plan of Care signed by the physician shall be required for each client receiving home health and personal care services. The plan of care shall be completed in full to include:..Type, frequency, and duration of all visits/services ... Medication, treatments, and procedures...Any safety measures to protect against injury ... Other appropriate items."</p> <p>The registered nurse initiates the plan of care and necessary revisions. Based on clinical record review, the agency failed to ensure the registered</p>	G0173	G0173 - RNs have been in-serviced regarding the need to	01/27/2012			

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	<p>nurse initiated measures on the plan of care to address the patient's identified needs in 1 of 10 records reviewed.</p> <p>Findings include:</p> <p>Clinical record # 1 included an assessment completed and dated 9/10/2011 that stated, "The primary diagnosis paraplegic, other diagnosis neurogenic bladder ... Frequency of pain interfering with patient's activity or movement ... All the time ... has pain pump. ... Urinary Incontinence or Urinary Catheter Presence: ... Patient requires a urinary catheter ... Foley irrigation daily with 500 cc [cubic centimeter] normal saline. ... Fall Risk Assessment ... A score of 4 or more is considered at risk for falling. Total [score] 5. Comments Was given handout on fall prevention and placed on fall precautions. Has this patient had a multi-factor Fall Risk Assessment ... Yes, and it indicates a risk for falls. ... High Tech / Special procedures: Administer IV fluids ... use SASH (saline antibiotic saline heparin) protocol ... change PICC dressing 1 time a week using sterile technique ... PICC [peripherally inserted central catheter] line right forearm on Mondays ... change tubing every IV [intravenous]." The plan of care and the clinical record failed to include an order</p>		<p>address all patient needs as identified in the comprehensive assessment. - The needs of the identified patient will be addressed on the plan of care and clinical record #1 will be corrected.- Heaven Sent has modified the document "Chart Audit Review Form" to increase visibility and quality of patient's plan of care. -Heaven Sent will conduct 100% clinical record audits for a period of one month and 10% of clinical records no less than quarterly there-after to ensure on-going compliance. - The Director of Nursing will be responsible for correction and on-going process monitoring.</p>				

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G0176	<p>for the daily irrigation of the Foley and include who was responsible and completing the daily irrigation; failed to evidence what safety measures were in place and a plan for the safety of the patient and who was educated and responsible for the patients safety; failed to evidence the measures in place to treat and manage the patients pain and who was responsible and caring for the pain pump; failed to evidence why the patient had a PICC line and who was responsible for maintenance of the PICC line.</p> <p>The registered nurse prepares clinical and progress notes, coordinates services, informs the physician and other personnel of changes in the patient's condition and needs. Based on clinical record review and interview, the agency failed to ensure the registered nurse had followed through to obtain lab results and coordinated care with other providers providing services related to the patient needs to ensure optimal care for the patients in 3 (#s 1, 3, and 5) of 10 records reviewed creating the potential to affect all of the agency's 11 patients.</p> <p>The findings include:</p> <p>1. Clinical record # 1 included an assessment completed and dated 9/10/2011 that stated, "The primary</p>	G0176	<p>G0176 - Heaven Sent will request results from all laboratories used, further the results will be added to patients clinical records under the Miscellaneous tab, to ensure optimal care for the patients. - Heaven Sent will ensure all services being provided will be added to all patients' POC for coordination of care purposes. In addition, Heaven Sent will utilize a coordination of care "Understanding and Agreement" contract with all other agencies/companies providing services to patient to ensure optimal care for the patients. - Heaven Sent will maintain on-going compliance by auditing 10% of clinical records not less than quarterly. - The administrator</p>	01/27/2012			

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	diagnosis paraplegic, other diagnosis neurogenic bladder ... Frequency of pain interfering with patient's activity or movement ... All the time ... has pain pump. ... Urinary Incontinence or Urinary Catheter Presence: ... Patient requires a urinary catheter ... Foley irrigation daily with 500 cc [cubic centimeter] normal saline. ... Fall Risk Assessment ... A score of 4 or more is considered at risk for falling. Total [score] 5. Comments Was given handout on fall prevention and placed on fall precautions. Has this patient had a multi-factor Fall Risk Assessment ... Yes, and it indicates a risk for falls. ... High Tech / Special procedures: Administer IV fluids ... use SASH (saline antibiotic saline heparin) protocol ... change PICC dressing 1 time a week using sterile technique ... PICC [peripherally inserted central catheter] line right forearm on Mondays ... change tubing every IV [intravenous]." The plan of care and the clinical record failed to include an order for the daily irrigation of the Foley and include who was responsible and completing the daily irrigation; failed to evidence what safety measures were in place and a plan for the safety of the patient and who was educated and responsible for the patients safety; failed to evidence the measures in place to treat and manage the patients pain and who		will be responsible for correction and on-going compliance				

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	<p>was responsible and caring for the pain pump; failed to evidence why the patient had a PICC line and who was responsible for maintenance of the PICC line.</p> <p>A. The clinical record evidenced a skilled nurse visit note dated 10/19/11 completed by employee M that states, "Fluid retention feet ... catheter supra pubic urine color BL [blood] tinged ... odor some ... tremors hands ... temperature 102 ... Having continually spasms states, pain pump not working rt [right]. Dr. notified - did UA [urine] sample when supra pubic catheter changed."</p> <p>B. On December 13, 2011, at 11:44 AM, employee M indicated that there was another agency that also took care of the patient, that the patient had caregivers for assistance with the patient's activities of daily living, care of the PICC line, and indicated that she did not know the name of the other agency(s) or providers of care. She indicated that the only care the agency was providing was the supra pubic catheter changes. Employee M indicated that she did collect the urine sample on 10/19/11 and the patient's private aide took the sample to a urology specialist and that the agency did not receive a report nor was there documentation to the evidence follow up with the urologist or</p>						

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	<p>primary care physician by the registered nurse.</p> <p>C. The record failed to evidence the registered nurse had coordinated with the other agency providing care.</p> <p>2. Clinical record # 3 evidenced a plan of care for the certification period 11/4/11 through 1/2/12 with orders for skilled nursing to complete lab draws as needed.</p> <p>A. During a home visit on 12/12/11 at 10 AM, the patient indicated that employee M made a home visit and drew blood on 12/10/11.</p> <p>B. On 12/13/11 at 12:53 PM, employee M confirmed that she did make a home visit and drew blood on 12/10/11, but the visit and laboratory draw was for another agency in which she was an employee and the patient was also a current patient. Therefore, there was no order for the laboratory draw in this agency's clinical record.</p> <p>C. The clinical record failed to evidence the coordination of care by the registered nurse with the other providers of care.</p> <p>3. Clinical record 5, start of care 9/16/11, evidenced a plan of care for the</p>						

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G0202	<p>certification period 9/16/11 through 11/14/11 with orders for skilled nursing draw lab for H/H (hemoglobin and hematocrit) every 2 weeks for 3 months, then monthly if stable, and a plan of care for the certification period 11/15/11 through 1/13/12 with orders for skilled nurse to "draw labs PRN [when necessary] per MD order."</p> <p>A. The clinical record evidenced Skilled Nurse Visit Notes dated 9/19/11, 10/3/11, 10/17/11, 10/31/11, and 11/14/11 that indicated labs were drawn during these visits. The clinical record failed to evidence the physician received the laboratory results, the registered nurse reviewed the laboratory results with the physician, nor was there any follow up documented by the registered nurse.</p> <p>B. On December 13, 2011, at 12 PM, Employee M indicated that the agency never receives the laboratory results and said, "Never do, costs paper."</p> <p>Based on clinical record, personnel file, and agency policy review and</p>	G0202	G0202 - Heaven Sent will contract with a registered nurse who is a 2-1, to do our competency	01/27/2012			

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	staff interview, it was determined the agency failed to ensure it had used home health aides that had completed a competency evaluation that addressed all of the subject areas found at 42 CFR 484.36(a)(1) in 9 of 9 home health aide files reviewed (See G 203), failed to ensure home health aides had completed a competency evaluation program that addressed all of the required subject areas for 9 of 9 home health aide file reviewed (See G 211), failed to ensure home health aides that provided services on behalf of the agency had completed a competency evaluation that addressed all of the subject areas found at 42 CFR 484.36(a)(1) for 9 of 9 home health aide files reviewed (See G 212), failed to ensure home health aides had completed a competency evaluation that addressed all of the subject areas found at 42 CFR 484.36(a)(1)(ii) through (xiii) for 9 of 9 home health aide file reviewed (See G 213), failed to ensure the home health aides competency evaluation program was completed using a live person to competency test the skills listed at paragraphs (a)(1) (ix) of this section for 9 of 9 home health aide file reviewed (See G		evaluation of home health aides. - Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care, Inc. Our home health aides will not service any patients until their competency evaluation has been completed and accepted.- Heaven Sent will review the POC with home health aide at every supervision visit to ensure changes to patient care are understood and noted to POC. - Heaven Sent will conduct supervision visits every 14 days for all patients to meet state regulations.- Heaven Sent will ensure supervision visits will observe the aide rendering patient care no less than every 60 days to ensure the POC is being followed and Quality care is being provided.- Heaven Sent will audit 10% of clinical records & personnel files randomly not less than every quarter. - The Administrator will be responsible to ensure that the deficiency will be corrected and that compliance is maintained				

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	<p>218), failed to ensure documentation of the home health aide competency evaluation was accurate and met the requirements for 9 of 9 home health aide file reviewed (See G 221), failed to ensure the registered nurse updated the home health aide assignment as the patient's needs changed for 1 of 6 clinical records reviewed of patients receiving home health aide services (See G 224), failed to ensure the registered nurse completed a supervisory visit no less frequently than every 14 days in 1 of 2 clinical records reviewed of patients receiving skilled nursing and home health aide services (See 229), and failed to ensure the registered nurse completed a supervisory visit no less frequently than every 60 days while the aide is rendering patient care in 1 of 4 clinical records reviewed of patients receiving only home health aide services (See G 230).</p> <p>The cumulative effect of these systemic problems resulted in the agency's inability to ensure home health aides were qualified to provide services and being out of compliance with the Condition of Participation 42 CFR 484.36: Home Health Aide Services.</p>						

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G0203	<p>Home health aides are selected on the basis of such factors as a sympathetic attitude toward the care of the sick, ability to read, write, and carry out directions, and maturity and ability to deal effectively with the demands of the job. They are closely supervised to ensure their competence in providing care. For home health services furnished (either directly or through arrangements with other organizations) after August 14, 1990, the HHA must use individuals who meet the personnel qualifications specified in §484.4 for "home health aide".</p> <p>Based on clinical record, personnel file, and agency policy review and staff interview, the agency failed to ensure it had used home health aides that had completed a competency evaluation that addressed all of the subject areas found at 42 CFR 484.36 (a)(1) in 9 (files A, B, C, D, E, F, G, H, and I) of 9 home health aide files reviewed.</p> <p>The findings include:</p> <p>1. 42 CFR 484.4 Personnel qualifications defines a home health aide as "a person who has successfully completed a State-established or other training program that meets the requirements of 484.36(a) and a competency evaluation program or State licensure program that meets the requirements of 484.36(b) or (e), or a competency evaluation program or State licensure program that meets the</p>	G0203	<p>G0203 - Heaven Sent will contract with a registered nurse who is a 2-1, to complete our competency evaluation of home health aides. -Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care. Our home health aides will not service any patients until their competency evaluation has been completed and accepted.-Heaven Sent will ensure the skills check off and evaluation, are properly documented in the personal files.- Heaven Sent will maintain compliance through personnel file audits, to be randomly conducted no less than quarterly. - The administrator will be responsible for correction and on-going compliance of this process.</p>	01/27/2012

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	<p>requirements of 484.36(b) or (e)."</p> <p>2. On 12/12, 2011 at 12:58 PM, the director of nursing indicated she evaluated all of the aide's competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked through the tasks of shower, tub, or sponge bath, shampooing in a sink or bathtub, and toileting, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated the nurses try to schedule supervisory visits of the aides while they are rendering care so that they can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</p> <p>3. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for the personnel file."</p> <p>4. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond to the needs of patients in safe and effective manner. ... Special Instructions.</p>						

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	<p>... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or 'pseudo' patient (not a manikin). A home health aide will not be permitted to provide home health aide services until evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>5. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom,</p>						

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	<p>bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>6. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily</p>				

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	<p>Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p> <p>7. Personnel file C, date of hire 7/15/11 and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p>						

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	<p>8. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/2/11.</p> <p>9. Personnel file E, date of hire 8/22/11 and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must</p>			

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	<p>be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 8/22/11.</p> <p>10. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group</p>						

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	<p>indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>11. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the</p>			

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	<p>skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/9/11.</p> <p>12. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/23/11 and 9/26/11.</p>			

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G0211	<p>13. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 10/24/11.</p> <p>An individual may furnish home health aide services on behalf of an HHA only after that individual has successfully completed a competency evaluation program as described in this paragraph.</p> <p>Based on personnel file and policy review</p>	G0211	G0211 - Heaven Sent will	01/27/2012

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	<p>and interview, the agency failed to ensure home health aides had completed a competency evaluation program that addressed all of the required subject areas for 9 (File A, B, C, D, E, F, G, H, and I) of 9 home health aide file reviewed.</p> <p>The findings include:</p> <ol style="list-style-type: none"> <li>On December 12, 2011, at 12:58 PM, the director of nursing indicated that she evaluated all of the aides competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked through the tasks of shower, tub, or sponge bath, shampooing in a sink or bathtub, and toileting tasks, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated that the nurses try to schedule supervisory visits of the aides while they are rendering care so that they can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</li> <li>On December 13, 2011, at 12:30 PM employee M indicated that she did not see the need for observing all skills as written on the agency's competency skills test and indicated that she felt that if an aide was deemed competent for the skill of a bed</li> </ol>		<p>contract with a registered nurse who is a 2-1, to complete our competency evaluation of home health aides. - Heaven Sent will utilize a contracted RN for a period of 2 years per federal law to ensure ongoing compliance with home health competency requirements- Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care, that addresses all the subject areas found at 42 CFR 484.36(a)(1)(ii) through (xiii). Our home health aides will not service any patients until their competency evaluation has been completed and accepted.- The Administrator will be responsible to ensure that the deficiency will be corrected and that compliance is maintained.</p>				

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
	<p>bath, then the aide should be capable of giving or assisting with any other type of bathing.</p> <p>2. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for the personnel file."</p> <p>3. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond to the needs of patients in safe and effective manner. ... Special Instructions. ... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or "pseudo" patient (not a manikin). A home health aide will not be permitted to provide home health aide services until evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>4. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified</p>						

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	<p>Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>5. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be</p>						

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	<p>performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p> <p>6. Personnel file C, date of hire 7/15/11 and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any</p>			

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	<p>clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p> <p>7. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group</p>			

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	<p>indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/2/11.</p> <p>Employee D, a home health aide, was observed to complete a shower bath on patient #10 on 12/12/11 at 4 PM. The employee was observed to don a pair of gloves and wash the patient utilizing a green sponge found in the shower which was shared by other family members. The aide did not obtain a clean wash cloth or request where one could be found. The aide washed the patients trunk, then with same sponge washed patient's face, the perineum was then washed with the same sponge as the rest of the body and then returned the sponge to an area to be used for the next bath. The aide failed to bath the patient following standard practice of care, failed to cleanse her hands before or after rendering patient care, and failed to change her gloves during patient care, and failed to obtain a clean cloth for bathing the patient.</p> <p>8. Personnel file E, date of hire 8/22/11</p>				

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	<p>and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 8/22/11.</p> <p>Agency documents provided on December 9, 2011 by the director of nursing, evidenced that employee E was scheduled to provide home health aide services for 1 hour twice a week throughout the month of December 2011 to a patient not reviewed during this survey.</p>				

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	<p>9. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>During a home visit observation, on 12/12/11 at 10:10 AM, observed employee F to transfer patient # 3, with</p>						

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	<p>maximum assistance, from the wheelchair to the commode while both were only wearing socks on their feet, the flooring in the bathroom was linoleum, and without the aide of a gait belt. Employee F indicated that she had used a gait belt before but that she had not had one in this home and that she takes off her shoes in this patient's home.</p> <p>10. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were</p>						

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	<p>demonstrated and evaluated on 9/9/11.</p> <p>Employee G, a home health aide, was observed to complete a shower bath on patient # 6 on 12/12/11 at 10:00 AM. The employee was observed to don a pair of gloves and wash the patients' body, then peri-anal area, then the perineum and vagina last. The aide failed to bath the patient following standard practice of care, failed to cleanse her hands before or after rendering patient care, and failed to change her gloves during patient care.</p> <p>11. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3)</p>				

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	<p>Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/23/11 and 9/26/11.</p> <p>12. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 10/24/11.</p>						

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G0212	<p>The HHA is responsible for ensuring that the individuals who furnish home health aide services on its behalf meet the competency evaluation requirements of this section. Based on clinical record, personnel file, and agency policy review and staff interview, the agency failed to ensure home health aides that provided services on behalf of the agency had completed a competency evaluation that addressed all of the subject areas found at 42 CFR 484.36(a)(1) for 9 (File A, B, C, D, E, F, G, H, and I) of 9 home health aide file reviewed.</p> <p>The findings include:</p> <p>1. On December 12, 2011, at 12:58 PM, the director of nursing indicated that she evaluated all of the aides competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked through the tasks of shower, tub, or sponge bath, shampooing in a sink or bathtub, and toileting tasks, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated that the nurses try to schedule supervisory visits of the aides while they are rendering care so that they</p>	G0212	<p>G0212 - Heaven Sent will contract with a registered nurse who is a 2-1, to complete our competency evaluation of home health aides. -Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care. Our home health aides will not service any patients until their competency evaluation has been completed and accepted.-Heaven Sent will ensure the skills check off and evaluation, are properly documented in the personal files.- Heaven Sent will maintain compliance through personnel file audits, to be randomly conducted no less than quarterly. - The administrator will be responsible for correction and on-going compliance of this process.</p>	01/27/2012

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	<p>can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</p> <p>2. On December 13, 2011, at 12:30 PM employee M indicated that she did not see the need for observing all skills as written on the agency's competency skills test and indicated that she felt that if an aide was deemed competent for the skill of a bed bath, then the aide should be capable of giving or assisting with any other type of bathing.</p> <p>2. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for the personnel file."</p> <p>3. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond to the needs of patients in safe and effective manner. ... Special Instructions. ... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or "pseudo" patient (not a manikin). A home health aide will not be permitted to provide home health aide services until</p>						

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	<p>evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>4. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The</p>						

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	<p>document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>5. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p> <p>6. Personnel file C, date of hire 7/15/11</p>						

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	<p>and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p> <p>7. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated.</p>				

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	<p>Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/2/11.</p> <p>Employee D, a home health aide, was observed to complete a shower bath on patient #10 on 12/12/11 at 4 PM. The employee was observed to don a pair of gloves and wash the patient utilizing a green sponge found in the shower which was shared by other family members. The aide did not obtain a clean wash cloth or request where one could be found. The aide washed the patients trunk, then with same sponge washed patient's face, the perineum was then washed with the same sponge as the rest of the body and then</p>						

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	<p>returned the sponge to an area to be used for the next bath. The aide failed to bath the patient following standard practice of care, failed to cleanse her hands before or after rendering patient care, and failed to change her gloves during patient care, and failed to obtain a clean cloth for bathing the patient.</p> <p>8. Personnel file E, date of hire 8/22/11 and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 8/22/11.</p>						

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	<p>Agency documents provided on December 9, 2011 by the director of nursing, evidenced that employee E was scheduled to provide home health aide services for 1 hour twice a week throughout the month of December 2011 to a patient not reviewed during this survey.</p> <p>9. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the</p>						

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	<p>comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>During a home visit observation, on 12/12/11 at 10:10 AM, observed employee F to transfer patient # 3, with maximum assistance, from the wheelchair to the commode while both were only wearing socks on their feet, the flooring in the bathroom was linoleum, and without the aide of a gait belt. Employee F indicated that she had used a gait belt before but that she had not had one in this home and that she takes off her shoes in this patient's home.</p> <p>10. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill</p>						

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	<p>grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/9/11.</p> <p>Employee G, a home health aide, was observed to complete a shower bath on patient # 6 on 12/12/11 at 10:00 AM. The employee was observed to don a pair of gloves and wash the patients' body, then peri-anal area, then the perineum and vagina last. The aide failed to bath the patient following standard practice of care, failed to cleanse her hands before or after rendering patient care, and failed to change her gloves during patient care.</p> <p>11. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done</p>						

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	<p>with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/23/11 and 9/26/11.</p> <p>12. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or</p>				

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G0213	<p>pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 10/24/11.</p> <p>The competency evaluation must address each of the subjects listed in paragraphs (a) (1)(ii) through (xiii) of this section. Based on clinical record, personnel file, and agency policy review and staff interview, the agency failed to ensure home health aides had completed a competency evaluation that addressed all of the subject areas found at 42 CFR 484.36(a)(1)(ii) through (xiii) for 9 (File A, B, C, D, E, F, G, H, and I) of 9 home health aide file reviewed.</p> <p>The findings include:</p> <p>1. On December 12, 2011, at 12:58 PM, the director of nursing indicated that she evaluated all of the aides competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked</p>	G0213	G0213 - Heaven Sent will contract with a registered nurse who is a 2-1, to complete our competency evaluation of home health aides. We will contact the state with the name of the contracted nurse when available. - Heaven sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care that addresses all the subject areas found at 42 CFR 484.36(a)(1)(ii) through (xiii). Our home health aides will not service any patients until their competency evaluation has been completed and accepted.- The Administrator will be responsible to ensure that the deficiency will be corrected and that compliance is maintained.	01/27/2012			

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	<p>through the tasks of shower, tub, or sponge bath, shampooing in a sink or bathtub, and toileting tasks, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated that the nurses try to schedule supervisory visits of the aides while they are rendering care so that they can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</p> <p>2. On December 13, 2011, at 12:30 PM employee M indicated that she did not see the need for observing all skills as written on the agency's competency skills test and indicated that she felt that if an aide was deemed competent for the skill of a bed bath, then the aide should be capable of giving or assisting with any other type of bathing.</p> <p>2. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for the personnel file."</p> <p>3. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond</p>						

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	<p>to the needs of patients in safe and effective manner. ... Special Instructions. ... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or "pseudo" patient (not a manikin). A home health aide will not be permitted to provide home health aide services until evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>4. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2)</p>			

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	<p>Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>5. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment</p>			

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	<p>section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p> <p>6. Personnel file C, date of hire 7/15/11 and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The</p>				

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	<p>document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p> <p>7. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/2/11.</p> <p>8. Personnel file E, date of hire 8/22/11 and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being</p>				

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	<p>demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 8/22/11.</p> <p>9. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be</p>						

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	<p>tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>10. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be</p>				

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	<p>completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/9/11.</p> <p>11. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were</p>						

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	<p>demonstrated and evaluated on 9/23/11 and 9/26/11.</p> <p>12. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 10/24/11.</p>						

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G0218	<p>The subject areas listed at paragraphs (a)(1) (iii), (ix), (x), and (xi) of this section must be evaluated after observation of the aides performance of the tasks with a patient. The other subject areas in paragraph (a)(1) of this section may be evaluated through written examination, oral examination, or after observation of a home health aide with a patient.</p> <p>Based on personnel file review and interview, the agency failed to ensure the home health aides competency evaluation program was completed using a live person to competency test the skills listed at paragraphs (a)(1) (ix) of this section for 9 (File A, B, C, D, E, F, G, H, and I) of 9 home health aide file reviewed.</p> <p>The findings include:</p> <p>1. On December 12, 2011, at 12:58 PM, the director of nursing indicated that she evaluated all of the aides competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked through the tasks of shower, tub, or sponge bath, shampooing in a sink or bathtub, and toileting tasks, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated that the nurses try to schedule supervisory visits of the aides while they are rendering care so that they</p>	G0218	<p>G0218 - Heaven Sent will contract with a registered nurse who is a 2-1, to complete our competency evaluation of home health aides. -Heaven Sent will ensure the contracted RN will utilize a live person to competency test the skills listed at paragraphs (a)(1) (ix)-Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care. Our home health aides will not service any patients until their competency evaluation has been completed and accepted.-Heaven Sent will ensure the skills check off and evaluation, are properly documented in the personal files.- Heaven Sent will maintain compliance through personnel file audits, to be randomly conducted no less than quarterly. - The administrator will be responsible for correction and on-going compliance of this process.</p>	01/27/2012			

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	<p>can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</p> <p>2. On December 13, 2011, at 12:30 PM employee M indicated that she did not see the need for observing all skills as written on the agency's competency skills test and indicated that she felt that if an aide was deemed competent for the skill of a bed bath, then the aide should be capable of giving or assisting with any other type of bathing.</p> <p>2. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for the personnel file."</p> <p>3. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond to the needs of patients in safe and effective manner. ... Special Instructions. ... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or "pseudo" patient (not a manikin). A home health aide will not be permitted to provide home health aide services until</p>				

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	<p>evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>4. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The</p>						

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	<p>document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>5. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p> <p>6. Personnel file C, date of hire 7/15/11</p>						

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	<p>and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p> <p>7. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated.</p>				

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	<p>Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/2/11.</p> <p>8. Personnel file E, date of hire 8/22/11 and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of</p>			

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	<p>skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 8/22/11.</p> <p>9. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom,</p>			

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	<p>bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>10. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were</p>						

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	<p>demonstrated and evaluated on 9/9/11.</p> <p>11. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/23/11 and 9/26/11.</p> <p>12. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being</p>				

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G0221	<p>demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 10/24/11.</p> <p>The HHA must maintain documentation which demonstrates that the requirements of this standard are met.</p> <p>Based on personnel file review and interview, the agency failed to ensure documentation of the home health aide competency evaluation was accurate and met the requirements for 9 (File A, B, C, D, E, F, G, H, and I) of 9 home health aide file reviewed.</p> <p>The findings include:</p>	G0221	G0221 - Heaven Sent will contract with a registered nurse who is a 2-1, to complete our competency evaluation of home health aides. -Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care. Our home health aides will not service any patients until their competency evaluation	01/27/2012			

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	<p>1. On December 12, 2011, at 12:58 PM, the director of nursing indicated that she evaluated all of the aides competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked through the tasks of shower, tub, or sponge bath, shampooing in a sink or bathtub, and toileting tasks, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated that the nurses try to schedule supervisory visits of the aides while they are rendering care so that they can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</p> <p>2. On December 13, 2011, at 12:30 PM employee M indicated that she did not see the need for observing all skills as written on the agency's competency skills test and indicated that she felt that if an aide was deemed competent for the skill of a bed bath, then the aide should be capable of giving or assisting with any other type of bathing.</p> <p>2. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for</p>		<p>has been completed and accepted. -Heaven Sent will ensure the skills check off and evaluation, are properly documented in the personal files. - Heaven Sent will maintain compliance through personnel file audits, to be randomly conducted no less than quarterly. -The Administrator will be responsible to ensure that the deficiency will be corrected and that compliance is maintained.</p>				

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	<p>the personnel file."</p> <p>3. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond to the needs of patients in safe and effective manner. ... Special Instructions. ... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or "pseudo" patient (not a manikin). A home health aide will not be permitted to provide home health aide services until evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>4. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a</p>						

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	<p>patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>5. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be</p>						

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	<p>completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p> <p>6. Personnel file C, date of hire 7/15/11 and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3)</p>			

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	<p>Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p> <p>7. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were</p>			

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	<p>demonstrated and evaluated on 9/2/11.</p> <p>8. Personnel file E, date of hire 8/22/11 and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 8/22/11.</p> <p>9. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is</p>						

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	<p>evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>10. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body</p>						

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	<p>not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/9/11.</p> <p>11. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or</p>						

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	<p>pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/23/11 and 9/26/11.</p> <p>12. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were</p>			

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G0224	<p>demonstrated and evaluated on 10/24/11.</p> <p>Written patient care instructions for the home health aide must be prepared by the registered nurse or other appropriate professional who is responsible for the supervision of the home health aide under paragraph (d) of this section.</p> <p>Based on clinical record and policy review and interview, the agency failed to ensure the registered nurse updated the home health aide assignment as the patient's needs changed for 1 of 6 clinical records reviewed of patients receiving home health aide services. (# 3)</p> <p>Findings include:</p> <p>1. Clinical Record # 3, start of care 9/5/11, evidenced a plan of care for the certification periods 11/4/11 through 1/2/11 with orders a skilled nurse for medication preset every other week and for the home health aide to provide services for 2 hours twice a day, 7 days a week for 9 weeks and stated, "For assistance with bathing, dressing, oral care, hair, and skin care. Assist with other ADL's. Assist with transfers from bed to wheelchair. Assist with nutrition, assist with medication administration. Light housekeeping duties as assigned."</p> <p>A. The clinical record evidenced a document titled "Heaven Sent Home</p>	G0224	<p>G0224 - Heaven Sent will ensure the HHA assignment sheet is updated as the patient's needs change and reviewed at supervision visits. - Heaven Sent has modified the document " Home health Aide Supervisory Visit" to include a check for review of the POC with Aide. - RNs will be in-serviced on the necessity to update assignment of HHAs providing care on/by 1/31/12. - HHAs will be in-serviced on transfers and using gait belts while transferring on/by 1/31/12 to ensure the safety and welfare of the patient while being transferred. - Compliance will be maintained by clinical record audits conducted at least quarterly.- The Director of Nursing will be responsible for correction and on-going compliance</p>	01/27/2012			

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	<p>Health Care LLC Care Plan" and written below the document title stated, "HHA [home health aide] ATTC [attendant care] Respite" and HHA was circled. The document indicated that it was reviewed by a registered nurse by signature on 9/3/11 and 11/1/11. The home health aide assignment listed the tasks for the home health aide to complete and stated, "BATH - shower assist every other day per request, ... chair - partial complete total care, shampoo assist daily per request, comb hair, brush hair assist daily per request, mouth care / dentures assist daily per request, shave / electric - total care per request, lotion skin Vaseline bilateral lower extremities assist daily per request, dressing lower assist daily per request, ... ELIMINATION - perineal care assist daily, universal precautions assist daily, wheelchair assist daily per request, chair assist daily per request, MEALS - prepare assist as needed, set up assistance as needed per request. Light housekeeping if all else complete."</p> <p>B. The clinical record evidenced a document titled "Heaven Sent Home Health LLA Care Coordination Note" which stated, "Having problems with bowels, is impacted, was taken to hospital 11/6/11 was given med to take and if no relief by Monday to return to ER [emergency room]. Resolution / Follow</p>			

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	<p>Up: Will put on care plan to check on daily basis about bowel movement added fiber to diet per daughter." The clinical record failed to evidence the aide assignment had been updated to reflect this new need.</p> <p>C. During a home visit observation, on 12/12/11 at 10:10 AM, upon entry to the patient's home, a fully dressed patient was observed wearing street clothes, no shoes, well groomed, sitting in a wheel chair at a dining table with a newspaper and a cup of coffee. The patient confirmed the aide did not assist with bathing, and the only need was assistance on and off the commode and then proceeded to demonstrate how the patient was capable transferring in and out of the shower independently. During the home visit, the home health aide was observed to transfer patient # 3, with maximum assistance, from the wheelchair to the commode while both were only wearing socks on their feet and without the aide of a gait belt. Employee F indicated that she had used a gait belt before. but she had not had one in this home and she takes off her shoes in this patient's home.</p> <p>D. On December 12, 2011, at 11:35 AM, employee M indicated a gait belt should be used during patient</p>						

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G0229	<p>transfers.</p> <p>2. The policy titled "Home Health Aide: Assignment C - 780 states, "Purpose - To meet the patient needs for assistance with activities of daily living and personal care. ... To provide direction and supervision of care provided by the home health aides. To assure quality of services provided by the home health aide. ... Any change in the assignment must be approved by the professional managing the client's care. ... All changes in the assignment will be communicated to the Home Health Aide and will be documented on Care Plan."</p> <p>The registered nurse (or another professional described in paragraph (d)(1) of this section) must make an on-site visit to the patient's home no less frequently than every 2 weeks. Based on clinical record review and interview, the agency failed to ensure the registered nurse completed a supervisory visit no less frequently than every 14 days in 1 of 2 clinical records reviewed of patients receiving skilled nursing and home health aide services for more then 14 days. (#4)</p> <p>Findings include:</p> <p>1. Clinical record #4, start of care 11/1/11, evidenced the patient received</p>	G0229	G0229 - Heaven Sent will ensure that RNs complete a supervisory visit no less frequently than every 14 days with patients receiving skilled nursing and home health aide services.- Heaven Sent will in-service all RN staff on supervision visit compliance and regulations- Heaven Sent will maintain on-going compliance by conducting clinical record reviews randomly, at least quarterly.- The Administrator will be responsible for correction and on-going compliance of this process.	01/27/2012

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G0230	<p>skilled nurse services once a month and home health aide services for 1 hour twice a week beginning 11/1/11 through 12/3/11. The record evidenced the only supervisory visit was completed on 11/15/11.</p> <p>2. On 12/13/11 at 1 PM, the director of nursing indicated there was no other documentation regarding the supervisory visits.</p> <p>3. The policy titled "Home Health Aide Supervision" states, "The frequency of supervision will be in response to Medicare regulations, agency policy, and other state of federal requirements. ... Supervision of client services by a registered nurse or therapist will be completed at least every 2 weeks, while the client is receiving skilled services."</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. Based on clinical record review and</p>	G0230	G0230 - Heaven Sent will ensure	01/27/2012			

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	<p>interview, the agency failed to ensure the registered nurse completed a supervisory visit no less frequently than every 60 days while the aide is rendering patient care in 1 of 4 clinical records reviewed of patients receiving only home health aide services for more than 60 days. (#6)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. Clinical record #6, start of care 8/24/11 evidenced plan of care with orders for home health aide services 1 hour 3 times a week through out the certification period. The clinical record evidenced the patient received home health aide services through 12/2/11. The clinical record evidenced supervisory visit was conducted on 9/21/11 and the task observed was a shower. The clinical record failed to evidence that the supervisory visits dated 10/5/11, 10/19/11, 11/2/11, and 11/28/11 were conducted while the aide was rendering patient care.</li> <li>2. On 12/13/11 at 12:20 PM, the director of nursing indicated the task observed by the registered nurse was to be written on the supervisory note document.</li> <li>3. The policy titled "Home Health Aide Supervision" states, "The frequency of supervision will be in response to</li> </ol>		<p>supervision visits will observe the aide rendering patient care no less than every 60 days on patients receiving only home health aide services to ensure the safety and well being of the patient. - Heaven Sent will audit 10% of clinical records &amp; personnel files randomly not less than every quarter. - The Administrator will be responsible to ensure that the deficiency will be corrected and compliance is maintained</p>				

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G0246	<p>Medicare regulations, agency policy, and other state of federal requirements. ... Supervision of client services by a registered nurse or therapist will be completed at least every 2 weeks, while the client is receiving skilled services. ... Direct supervision of home health aide services will be completed at least every 60 days or per regulations. ... Supervisory visits are to be documented in the client's chart on the home health aide supervision form."</p> <p>Results of the evaluation are reported to and acted upon by those responsible for the operation of the agency. Based on administrative document review and interview, the agency failed to ensure a plan was in place for an ongoing evaluation of the issues that were identified and acted upon by those responsible for the operation of the agency for 1 of 1 agency with the potential to effect all 11 patients served by the agency.</p> <p>The findings include:</p> <p>1. Administrative documents failed to evidence the agency prioritized the resolution of any identified problems and addressed how monitoring of the effectiveness of the program would be</p>	G0246	G 0246 - Heaven Sent will adopt a Quality Assurance Performance Improvement process that is OASIS based, that will enable objective and systematic monitoring and evaluation of the quality and appropriateness of patient care, resolves identified problems, and improves patient care. - Heaven Sent will ensure a plan is in place for ongoing evaluation of the issues that were identified and acted upon by those responsible for the operation of the agency. - Heaven Sent will maintain on-going compliance through the use of mock surveys and process and procedure audits at least annually by the Professional Advisory Committe. - The Administrator is	01/27/2012			

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N0000	<p>accomplished and documented.</p> <p>2. On December 9, 2011, at 9:30 AM, employee M indicated that through audits of the clinical records they had found problems and stated, "Aides not having things done, notes not written well, forgetting the signature."</p> <p>3. On December 12, 2011, at 3 PM, employee M indicated the agency did not have an approved policy regarding the agency's quality assurance program and that there was not a written plan in place that objectively and systematically monitored and evaluated the quality and appropriateness of patient care, resolved identified problems, and improved patient care.</p> <p>This was a state Home Health initial licensure survey.</p> <p>Survey Dates: December 9, 12, and 13, 2011</p> <p>Facility #: 012612</p> <p>Medicaid Vendor #: Application</p>	N0000	<p>responsible for correction and on-going process compliance.</p> <p>N0000 - Heaven Sent Home Health Care LLC takes regulatory compliance very seriously. This plan of correction is to serve as our credible allegation of compliance.</p>				

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N0456	<p>Surveyor: Bridget Boston, RN, PHNS Team Leader Susan Sparks, RN, PHNS Team Member Tonya Tucker, RN, PHNS Team Member</p> <p>Census: Skilled Patients 8 Home Health Aide Only Patients 3 Total 11</p> <p>RR w/ HV: 4 RR w/o HV: 6 Total: 10</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN December 21, 2011</p> <p>Rule 12 Sec. 1(e) The administrator shall be responsible for an ongoing quality assurance program designed to do the following: (1) Objectively and systematically monitor and evaluate the quality and appropriateness of patient care. (2) Resolve identified problems. (3) Improve patient care.</p> <p>Based on document review, policy review, and interview, the administrator failed to ensure the ongoing quality assurance program was designed to objectively and systematically monitor and evaluate the quality and</p>	N0456	N 0456 - Heaven Sent will adopt a Quality Assurance Performance Improvement process that is OASIS based, that will enable objective and systematic monitoring and evaluation of the quality and appropriateness of	01/27/2012	

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	<p>appropriateness of patient care, that resolved identified problems, and improved patient care.</p> <p>The findings include:</p> <ol style="list-style-type: none"> <li>Administrative documents failed to evidence the agency prioritized the resolution of any identified problems and addressed how monitoring of the effectiveness of the program would be accomplished and documented.</li> <li>On December 9, 2011, at 9:30 AM, employee M indicated that through audits of the clinical records they had found problems and stated, "Aides not having things done, notes not written well, forgetting the signature."</li> <li>On December 12, 2011, at 3 PM, employee M indicated the agency did not have an approved policy regarding the agency's quality assurance program and that there was not a written plan in place that objectively and systematically monitored and evaluated the quality and appropriateness of patient care, resolved identified problems, and improved patient care.</li> </ol>		<p>patient care, resolves identified problems, and improves patient care. - Heaven Sent will ensure a plan is in place for ongoing evaluation of the issues that were identified and acted upon by those responsible for the operation of the agency. - Heaven Sent will maintain on-going compliance through the use of mock surveys and process and procedure audits at least annually by the Professional Advisory Committe. - The Administrator is responsible for correction and on-going process compliance.</p>				

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N0470	<p>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 observation, interview, and review of agency policy, the agency failed to ensure employees provided services in accordance with the agency's infection control policies and procedures and the Centers for Disease Control "Standard Precautions" in 2 (employees D and G) of 3 employees observed during home visits creating the potential for the transfer of disease causing organisms among patients and staff.</p> <p>The findings include:</p> <ol style="list-style-type: none"> <li>The agency's undated "Infection Prevention / Control" B 403 states, "Agency will observe the recommended precautions for home care as identified by the Centers for Disease Control and prevention (CDC). ... To reduce the risk of transmission of microbes from both recognized and unrecognized sources of infection."</li> <li>The undated policy titled "Policy Statement for Universal precautions" states, "This agency staff will comply with the prevention and control processes that include personal hygiene, hand washing, ... cleansing."</li> </ol>	N0470	<p>N0470 - The infection control policies have been reviewed and dated. - Heaven Sent will educate all current/new staff on infection control policies, procedures, glove and handwashing, and peri-care via in-services on/by 1/13/12 -Heaven Sent will ensure all clinical staff including home health aides, comply with infection control policy and are following all procedures during patient care through supervision visits and performance evaluations- Heaven Sent has adopted our training manual "IAHHC Guidelines For Training". -Heaven Sent will maintain on-going compliance through performance evaluation and education-The Administrator is responsible for correction and compliance monitoring</p>	01/27/2012			

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	<p>3. The Centers for Disease Control "Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings 2007" states, " IV. Standard Precautions . . . IV.A. Hand Hygiene. During the delivery of healthcare, avoid unnecessary touching of surfaces in close proximity to the patient to prevent both contamination of clean hands from environmental surfaces and transmission of pathogens from contaminated hands to surfaces . . . IV.A.3. Perform hand hygiene: . . . IV.A.3.b. After contact with blood, body fluids or excretions, mucous membranes. . . IV.A.3.d. If hands will be moving from a contaminated body site to a clean body site during patient care. . . IV.A.3.f. After removing gloves."</p> <p>4. Employee G, a home health aide, was observed to complete a shower bath on patient # 6 on 12/12/11 at 10:00 AM. The employee was observed to don a pair of gloves and wash the patients' body, then peri-anal area, then the perineum and vagina last. The aide failed to cleanse her hands before or after rendering patient care and failed to change her gloves during patient care after washing a dirty area and going to a clean area.</p> <p>5. Employee D, a home health aide, was</p>			

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	<p>observed to complete a shower bath on patient #10 on 12/12/11 at 4 PM. The employee was observed to don a pair of gloves and wash the patient utilizing a green sponge found in the shower which was shared by other family members. The aide did not obtain a clean wash cloth or request where one could be found. The aide washed the patient's trunk then with same sponge washed the patient's face. The perineum was then washed with the same sponge as the rest of the body and then the aide returned the sponge to an area to be used for the next bath. The aide failed to cleanse her hands before or after rendering patient care, failed to change her gloves during patient care, and failed to obtain a clean cloth for bathing the patient.</p> <p>6. On December 12, 2011, at 12:17 PM, the director of nursing indicated the aides are instructed to wash from clean to dirty and the agency does not have a policy or procedure that guides patient bathing. She indicated she trains aides under a different license and produced parts of a training manual titled "IAHHC Guidelines For Training." She indicated the agency had not adopted the manual for the purpose of the agency's policy and procedure guidelines.</p>						

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N0472	<p>Rule 12 Sec. 2(a) The home health agency must develop, implement, maintain, and evaluate a quality assessment and performance improvement program. The program must reflect the complexity of the home health organization and services (including those services provided directly or under arrangement). The home health agency must take actions that result in improvements in the home health agency's performance across the spectrum of care. The home health agency's quality assessment and performance improvement program must use objective measures.</p> <p>Based on policy review, and interview, the agency failed to ensure the ongoing quality assurance program was designed to objectively and systematically monitor and evaluate the quality and appropriateness of patient care, that resolved identified problems, and improved patient care.</p> <p>The findings include:</p> <ol style="list-style-type: none"> <li>Administrative documents failed to evidence the agency prioritized the resolution of any identified problems and addressed how monitoring of the effectiveness of the program would be accomplished and documented.</li> <li>On December 9, 2011, at 9:30 AM, employee M indicated that through audits of the clinical records they had found problems and stated, "Aides not having</li> </ol>	N0472	<p>N0472 - Heaven Sent will adopt a Quality Assurance Performance Improvement process that is OASIS based, that will enable objective and systematic monitoring and evaluation of the quality and appropriateness of patient care, resolves identified problems, and improves patient care. - Heaven Sent will ensure a plan is in place for ongoing evaluation of the issues that were identified and acted upon by those responsible for the operation of the agency. - Heaven Sent will maintain on-going compliance through the use of mock surveys and process and procedure audits at least annually by the Professional Advisory Committee. - The Administrator is responsible for correction and on-going process compliance.</p>	01/27/2012			

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	<p>things done, notes not written well, forgetting the signature."</p> <p>3. On December 12, 2011, at 3 PM, employee M indicated the agency did not have an approved policy regarding the agency's quality assurance program and that there was not a written plan in place that objectively and systematically monitored and evaluated the quality and appropriateness of patient care, resolved identified problems, and improved patient care.</p>				

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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 and agency policy review and interview, the agency failed to ensure all patients had an individualized plan of care that included all of the required items in 4 (# 1, 5, 7, and 9) of 10 clinical records reviewed creating the potential for treatment omission and patient harm.</p> <p>The findings include:</p> <p>1. Clinical record # 1 included a comprehensive assessment completed and</p>	N0524	N0524 - -Heaven Sent will correctly create individual POCs for each patient and add them to clinical records to ensure the stated goals have documented interventions/services to enable achievement of stated goals.- Heaven Sent will in-service all RN staff on/by 1-21-12 to ensure all elements required by state and federal regulations are completed and documented on each patient's POC, further Heaven Sent will ensure understanding of the imprtance related to the congruency of diagnosis, treatment, and goals.- Heaven	01/27/2012			

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	dated 9/10/2011 that stated, "the primary diagnosis paraplegic, other diagnosis neurogenic bladder ... Frequency of pain interfering with patient's activity or movement ... All the time ... has pain pump. ... Urinary Incontinence or Urinary Catheter Presence: ... Patient requires a urinary catheter ... Foley irrigation daily with 500 cc [cubic centimeter] normal saline. ... Fall Risk Assessment ... A score of 4 or more is considered at risk for falling. Total [score] 5. Comments Was given handout on fall prevention and placed on fall precautions. Has this patient had a multi - factor Fall Risk Assessment ... Yes, and it indicates a risk for falls. ... High Tech / Special procedures: Administer IV fluids ... use SASH (saline antibiotic saline heparin) protocol ... change PICC [peripherally inserted central catheter] dressing 1 time a week using sterile technique ... PICC line right forearm on Mondays ... change tubing every IV [intravenous]." The plan of care stated, "Goals: Client to be free from falls / injuries while in the home environment. Will be free from skin breakdown, clean and dry and odor free. Rehab: Good for goal stated." The Plan of Care (POC) and the clinical record failed to include interventions for the stated goals. The POC and clinical record failed to evidence an order for the daily irrigation of the		Sent has modified the document "Chart Audit Review Form" to increase visibility and quality of patient's plan of care. - Heaven Sent will conduct clinical record audits no less than quarterly to ensure compliance.- The administrator is responsible for correction and on-going compliance				

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	<p>Foley and who was responsible and completing the daily irrigation; failed to evidence any safety measures that were put in place and the interventions for the safety of the patient and who was educated and responsible for the patients safety; failed to evidence the measures in place for the treatment and management of the patients pain and who was responsible and caring for the pain pump; failed to evidence why the patient had a PICC line and who was responsible for the maintenance of the PICC line.</p> <p>On December 13, 2011, at 11:44 AM, employee M indicated that another agency also took care of the patient and provided the patient with caregivers, which included assistance with the patient's activities of daily living and care of the PICC line. She indicated she did not know the name of the other agency(s) or providers of care. She indicated the only care the agency was providing was the supra pubic catheter changes.</p> <p>2. Clinical record 5, start of care 9/16/11, evidenced a plan of care for the certification period 9/16/11 through 11/14/11 with orders for skilled nursing draw lab for H/H (hemoglobin and hematocrit) every 2 weeks for 3 months, then monthly if stable, and a plan of care for the certification period 11/15/11</p>			

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	<p>through 1/13/12 with orders for skilled nurse to "draw labs PRN [as needed] per MD order." The plans of care failed to evidence individualized goals specific for this patient and stated, "Client to be free from falls / injuries while in the home environment. Will be free from skin breakdown, clean dry and odor free." The plan of care failed to evidence interventions to meet these stated goals.</p> <p>3. Clinical record # 7 evidenced a plan of care for the certification period 11/1/11 through 1/29/11 with orders for home health aide 13 hours of a night sitter, 7 days a week. The plan of care included the goals "Client to be free from falls / injuries while in the home environment. Will be free from skin breakdown, clean dry and odor free. Rehab: Good for stated goals." The plan of care failed to evidence interventions and services to meet these stated goals.</p> <p>On 12/13/11 at 12:47 PM, the director of nursing indicated the staff does not complete any tasks during the 13 hour shift that there is another provider in the home and the sitter is only in the home in case the patient falls.</p> <p>4. Clinical record # 9, start of care 9/14/11, evidenced a plan of care for the certification period 9/14/11 through</p>						

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N0542	<p>11/21/11 with orders for skilled nurse one time a week for med preset throughout the certification period. The plan of care evidenced the goals "Client to be free from falls / injuries while in the home environment. Will be free from skin breakdown, clean dry and odor free. Rehab: Good for stated goals." The plan of care failed to evidence interventions and services to meet these stated goals.</p> <p>5. The policy titled "Plan of Care" stated, "An individualized Plan of Care signed by the physician shall be required for each client receiving home health and personal care services. The plan of care shall be completed in full to include:..Type, frequency, and duration of all visits/services ... Medication, treatments, and procedures...Any safety measures to protect against injury ... Other appropriate items."</p> <p>Rule 14 Sec. 1(a) (1)(C) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (C) Initiate the plan of care and necessary revisions.</p> <p>Based on clinical record review, the agency failed to ensure the registered</p>	N0542	N0542 - RNs have been in-serviced regarding the need to address all patient needs as identified in the comprehensive	01/27/2012			

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	<p>nurse initiated measures on the plan of care to address the patient's identified needs in 1 of 10 records reviewed.</p> <p>Findings include:</p> <p>Clinical record # 1 included an assessment completed and dated 9/10/2011 that stated, "The primary diagnosis paraplegic, other diagnosis neurogenic bladder ... Frequency of pain interfering with patient's activity or movement ... All the time ... has pain pump. ... Urinary Incontinence or Urinary Catheter Presence: ... Patient requires a urinary catheter ... Foley irrigation daily with 500 cc [cubic centimeter] normal saline. ... Fall Risk Assessment ... A score of 4 or more is considered at risk for falling. Total [score] 5. Comments Was given handout on fall prevention and placed on fall precautions. Has this patient had a multi-factor Fall Risk Assessment ... Yes, and it indicates a risk for falls. ... High Tech / Special procedures: Administer IV fluids ... use SASH (saline antibiotic saline heparin) protocol ... change PICC dressing 1 time a week using sterile technique ... PICC [peripherally inserted central catheter] line right forearm on Mondays ... change tubing every IV [intravenous]." The plan of care and the clinical record failed to include an order</p>		<p>assessment on/before 1/27/12. - The needs of the identified patient will be addressed on the plan of care and clinical record #1 will be corrected.- Heaven Sent will ensure all services being provided will be added to all patients' POC for coordination of care purposes. In addition, Heaven Sent will utilize a coordination of care "Understanding and Agreement" contract with all other agencies/companies providing services to patient. - Heaven Sent has modified the document "Chart Audit Review Form" to increase visibility and quality of patient's plan of care. -Heaven Sent will conduct 100% clinical record audits for a period of one month and 10% of clinical records no less than quarterly there-after to ensure on-going compliance. - The Director of Nursing will be responsible for correction and on-going process monitoring.</p>				

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N0546	<p>for the daily irrigation of the Foley and include who was responsible and completing the daily irrigation; failed to evidence what safety measures were in place and a plan for the safety of the patient and who was educated and responsible for the patients safety; failed to evidence the measures in place to treat and manage the patients pain and who was responsible and caring for the pain pump; failed to evidence why the patient had a PICC line and who was responsible for maintenance of the PICC line.</p> <p>Rule 14 Sec. 1(a) (1)(G) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (G) Inform the physician and other appropriate medical personnel of changes in the patient's condition and needs, counsel the patient and family in meeting nursing and related needs, participate in inservice programs, and supervise and teach other nursing personnel.</p> <p>Based on clinical record review and interview, the agency failed to ensure the registered nurse had followed through to obtain lab results and coordinated care with other providers providing services related to the patient needs to ensure optimal care for the patients in 3 (#s 1, 3, and 5) of 10 records reviewed creating the potential to affect all of the agency's 11 patients.</p>	N0546	N0546 - Heaven Sent will request results from all laboratories used, further the results will be added to patients clinical records under "Miscellaneous" - Heaven Sent will ensure all services being provided will be added to all patients' POC for coordination of care purposes. In addition, Heaven Sent will utilize a coordination of care "Understanding and Agreement" contract with all other agencies/companies providing	01/27/2012			

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	<p>The findings include:</p> <p>1. Clinical record # 1 included an assessment completed and dated 9/10/2011 that stated, "The primary diagnosis paraplegic, other diagnosis neurogenic bladder ... Frequency of pain interfering with patient's activity or movement ... All the time ... has pain pump. ... Urinary Incontinence or Urinary Catheter Presence: ... Patient requires a urinary catheter ... Foley irrigation daily with 500 cc [cubic centimeter] normal saline. ... Fall Risk Assessment ... A score of 4 or more is considered at risk for falling. Total [score] 5. Comments Was given handout on fall prevention and placed on fall precautions. Has this patient had a multi - factor Fall Risk Assessment ... Yes, and it indicates a risk for falls. ... High Tech / Special procedures: Administer IV fluids ... use SASH (saline antibiotic saline heparin) protocol ... change PICC dressing 1 time a week using sterile technique ... PICC [peripherally inserted central catheter] line right forearm on Mondays ... change tubing every IV [intravenous]." The plan of care and the clinical record failed to include an order for the daily irrigation of the Foley and include who was responsible and completing the daily irrigation; failed to evidence what safety measures were in</p>		<p>services to patient. - Heaven Sent will maintain on-going compliance by auditing 10% of clinical records not less than quarterly. - The administrator will be responsible for correction and on-going compliance</p>				

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	<p>place and a plan for the safety of the patient and who was educated and responsible for the patients safety; failed to evidence the measures in place to treat and manage the patients pain and who was responsible and caring for the pain pump; failed to evidence why the patient had a PICC line and who was responsible for maintenance of the PICC line.</p> <p>A. The clinical record evidenced a skilled nurse visit note dated 10/19/11 completed by employee M that states, "Fluid retention feet ... catheter supra pubic urine color BL [blood] tinged ... odor some ... tremors hands ... temperature 102 ... Having continually spasms states, pain pump not working rt [right]. Dr. notified - did UA [urine] sample when supra pubic catheter changed."</p> <p>B. On December 13, 2011, at 11:44 AM, employee M indicated that there was another agency that also took care of the patient, that the patient had caregivers for assistance with the patient's activities of daily living, care of the PICC line, and indicated that she did not know the name of the other agency(s) or providers of care. She indicated that the only care the agency was providing was the supra pubic catheter changes. Employee M indicated that she did collect the urine sample on</p>			

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	<p>10/19/11 and the patient's private aide took the sample to a urology specialist and that the agency did not receive a report nor was there documentation to the evidence follow up with the urologist or primary care physician by the registered nurse.</p> <p>C. The record failed to evidence the registered nurse had coordinated with the other agency providing care.</p> <p>2. Clinical record # 3 evidenced a plan of care for the certification period 11/4/11 through 1/2/12 with orders for skilled nursing to complete lab draws as needed.</p> <p>A. During a home visit on 12/12/11 at 10 AM, the patient indicated that employee M made a home visit and drew blood on 12/10/11.</p> <p>B. On 12/13/11 at 12:53 PM, employee M confirmed that she did make a home visit and drew blood on 12/10/11, but the visit and laboratory draw was for another agency in which she was an employee and the patient was also a current patient. Therefore, there was no order for the laboratory draw in this agency's clinical record.</p> <p>C. The clinical record failed to evidence the coordination of care by the</p>			

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	<p>registered nurse with the other providers of care.</p> <p>3. Clinical record 5, start of care 9/16/11, evidenced a plan of care for the certification period 9/16/11 through 11/14/11 with orders for skilled nursing draw lab for H/H (hemoglobin and hematocrit) every 2 weeks for 3 months, then monthly if stable, and a plan of care for the certification period 11/15/11 through 1/13/12 with orders for skilled nurse to "draw labs PRN [when necessary] per MD order."</p> <p>A. The clinical record evidenced Skilled Nurse Visit Notes dated 9/19/11, 10/3/11, 10/17/11, 10/31/11, and 11/14/11 that indicated labs were drawn during these visits. The clinical record failed to evidence the physician received the laboratory results, the registered nurse reviewed the laboratory results with the physician, nor was there any follow up documented by the registered nurse.</p> <p>B. On December 13, 2011, at 12 PM, Employee M indicated that the agency never receives the laboratory results and said, "Never do, costs paper."</p>						

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N0596	<p>Rule 14 Sec. 1(l) The home health agency shall be responsible for ensuring that, prior to patient contact, the individuals who furnish home health aide services on its behalf meet the requirements of this section as follows:</p> <p>(1) The home health aide shall:</p> <p>(A) have successfully completed a competency evaluation program that addresses each of the subjects listed in subsection (h) of this rule; and</p> <p>Based on clinical record, personnel file, and agency policy review and staff interview, the agency failed to ensure home health aides had completed a competency evaluation that addressed all of the subject areas found at 410 IAC 17-14-1(h) for 9 (File A, B, C, D, E, F, G, H, and I) of 9 home health aide file reviewed.</p> <p>The findings include:</p> <p>1. On December 12, 2011, at 12:58 PM, the director of nursing indicated that she evaluated all of the aides competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked through the tasks of shower, tub, or sponge bath, shampooing in a sink or bathtub, and toileting tasks, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated that the nurses try to</p>	N0596	<p>N0596 - - Heaven Sent will contract with a registered nurse who is a 2-1, to complete our competency evaluation of home health aides. - Heaven Sent will utilize a contracted RN for a period of 2 years per federal law to ensure ongoing compliance with home health competency requirements- Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care, that addresses all the subject areas found at 410 IAC 17-14-1(h). Our home health aides will not service any patients until their competency evaluation has been completed and accepted.- The Administrator will be responsible to ensure that the deficiency will be corrected and that compliance is maintained.</p>	01/27/2012

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	<p>schedule supervisory visits of the aides while they are rendering care so that they can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</p> <p>2. On December 13, 2011, at 12:30 PM, employee M indicated that she did not see the need for observing all skills as written on the agency's competency skills test and indicated that she felt that if an aide was deemed competent for the skill of a bed bath, then the aide should be capable of giving or assisting with any other type of bathing.</p> <p>2. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for the personnel file."</p> <p>3. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond to the needs of patients in safe and effective manner. ... Special Instructions. ... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or "pseudo" patient (not a manikin). A home</p>						

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	<p>health aide will not be permitted to provide home health aide services until evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>4. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily</p>						

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	<p>Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>5. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p>						

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	<p>6. Personnel file C, date of hire 7/15/11 and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p> <p>7. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home</p>			

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	<p>Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/2/11.</p> <p>Employee D, a home health aide, was observed to complete a shower bath on patient #10 on 12/12/11 at 4 PM. The employee was observed to don a pair of gloves and wash the patient utilizing a green sponge found in the shower which was shared by other family members. The aide did not obtain a clean wash cloth or request where one could be found. The aide washed the patients trunk, then with same sponge washed patient's face, the</p>						

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	<p>perineum was then washed with the same sponge as the rest of the body and then returned the sponge to an area to be used for the next bath. The aide failed to bath the patient following standard practice of care, failed to cleanse her hands before or after rendering patient care, and failed to change her gloves during patient care, and failed to obtain a clean cloth for bathing the patient.</p> <p>8. Personnel file E, date of hire 8/22/11 and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document</p>						

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	<p>indicated that all the skills were demonstrated and evaluated on 8/22/11.</p> <p>Agency documents provided on December 9, 2011 by the director of nursing, evidenced that employee E was scheduled to provide home health aide services for 1 hour twice a week throughout the month of December 2011 to a patient not reviewed during this survey.</p> <p>9. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode,</p>						

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	<p>dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>During a home visit observation, on 12/12/11 at 10:10 AM, observed employee F to transfer patient # 3, with maximum assistance, from the wheelchair to the commode while both were only wearing socks on their feet, the flooring in the bathroom was linoleum, and without the aide of a gait belt. Employee F indicated that she had used a gait belt before but that she had not had one in this home and that she takes off her shoes in this patient's home.</p> <p>10. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a</p>						

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	<p>patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/9/11.</p> <p>Employee G, a home health aide, was observed to complete a shower bath on patient # 6 on 12/12/11 at 10:00 AM. The employee was observed to don a pair of gloves and wash the patients' body, then peri-anal area, then the perineum and vagina last. The aide failed to bath the patient following standard practice of care, failed to cleanse her hands before or after rendering patient care, and failed to change her gloves during patient care.</p> <p>11. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo -</p>				

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	<p>client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/23/11 and 9/26/11.</p> <p>12. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the</p>			

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N0598	<p>group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 10/24/11.</p> <p>Rule 14 Sec. 1(l)(2) The home health agency shall maintain documentation which demonstrates that the requirements of this subsection and subsection (h) of this rule were met.</p> <p>Based on personnel file review and interview, the agency failed to ensure documentation of the home health aide competency evaluation was accurate and met the requirements for 9 (File A, B, C, D, E, F, G, H, and I) of 9 home health aide file reviewed.</p> <p>The findings include:</p> <p>1. On December 12, 2011 at 12:58 PM, the director of nursing indicated that she evaluated all of the aides competency of skills in the office setting except for the bed bath and shampooing which was conducted at the home of patient # 1. She indicated that she and the aides talked through the tasks of shower, tub, or sponge bath, shampooing in a sink or</p>	N0598	<p>N0598 - Heaven Sent will contract with a registered nurse who is a 2-1, to do our competency evaluation of home health aides. - Heaven Sent will supply the contracted nurse with a certified home health aide and personal care assistant skills check list by the Indiana Association for Home and Hospice Care, Inc. Our home health aides will not service any patients until their competency evaluation has been completed and accepted.- Heaven Sent will ensure accurate competency evaluations are documented and placed in the personnel file. - Heaven Sent will ensure on-going compliance by conducting personnel file audits randomly not less than quarterly.- The administrator will be responsible</p>	01/27/2012			

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	<p>bathtub, and toileting tasks, that these tasks were not actually demonstrated and evaluated on a client or pseudo - client. She indicated that the nurses try to schedule supervisory visits of the aides while they are rendering care so that they can evaluate some of the skills not actually demonstrated during the original evaluation of the aides skills.</p> <p>2. On December 13, 2011 at 12:30 PM employee M indicated that she did not see the need for observing all skills as written on the agency's competency skills test and indicated that she felt that if an aide was deemed competent for the skill of a bed bath, then the aide should be capable of giving or assisting with any other type of bathing.</p> <p>2. The policy titled "Competency Assessment B - 115" states, "Competency of home health aides may be assessed during supervisory and / or training visits in the client's home and documented for the personnel file."</p> <p>3. The policy titled "Competency Evaluation of Home Care Staff" states, "Purpose - To assure the personnel providing services to home care patients are trained, competent and able to respond to the needs of patients in safe and effective manner. ... Special Instructions.</p>		for correction and on-going compliance of this process.				

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	<p>... Home Health Aide Competency: ... Skills competency is evaluated by observing the aide with patient or "pseudo" patient (not a manikin). A home health aide will not be permitted to provide home health aide services until evidence of adequate training and / or competency has been determined by the designated professional in the agency. ... The home health aide must demonstrate evidence of: ... Successful completion of a competency evaluation program."</p> <p>4. Personnel file A, date of hire 8/8/11 and first patient contact 8/24/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom,</p>						

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	<p>bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/8/11.</p> <p>5. Personnel file B, date of hire 8/31/11 and first patient contact 9/7/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily</p>						

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	<p>Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 8/31/11.</p> <p>6. Personnel file C, date of hire 7/15/11 and first patient contact 7/21/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, was a hand written comment that states, "demonstrated cath." The document indicated that all the skills were demonstrated and evaluated on 7/18/11.</p>						

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	<p>7. Personnel file D date of hire 8/31/11 and first patient contact 9/8/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/2/11.</p> <p>8. Personnel file E, date of hire 8/22/11 and first patient contact 8/27/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must</p>				

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	<p>be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 8/22/11.</p> <p>9. Personnel file F, date of hire 9/2/11 and first patient contact 9/5/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group</p>				

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	<p>indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. There is a comment section available at every skill. In the comment section at the skill group Bodily Functions, at dwelling catheter, was a hand written comment that states, "demonstrated." The document indicated that all the skills were demonstrated and evaluated on 9/3/11.</p> <p>10. Personnel file G, date of hire 9/9/11 and first patient contact 9/12/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the</p>			

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	<p>skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/9/11.</p> <p>11. Personnel file H, date of hire 9/23/11 and first patient contact 9/26/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 9/23/11 and 9/26/11.</p>			

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	<p>12. Personnel file I, date of hire 10/27/11 and first patient contact 11/1/11, evidenced the document titled "Certified Home Health / Hospice Aide Check List" that states, "Check skills being demonstrated. Initial and date when each skill is evaluated. ... * Mandated - Must be performed on a client or a pseudo - client. Pseudo - client means a live body not a manikin. Bathing must be done with the pseudo client not wearing any clothing or bathing must be utilizing a patient." The document contains a list of skills to be tested. Preceding each skill grouping there is an asterisk preceding the group indicating that the skill was to be completed and evaluated on a client or pseudo - client. The list included the skills: 1) Bath, shower, tub, or sponge. 2) Hair - shampoo, bed sink, bathtub. 3) Bodily functions - toileting, bathroom, bedpan, urinal, bedside commode, dwelling catheter. The document indicated that all the skills were demonstrated and evaluated on 10/24/11.</p>						

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N0606	<p>Rule 14 Sec. 1(n) A registered nurse, or therapist in therapy only cases, shall make the initial visit to the patient's residence and make a supervisory visit at least every thirty (30) days, either when the home health aide is present or absent, to observe the care, to assess relationships, and to determine whether goals are being met.</p> <p>Based on clinical record review and interview, the agency failed to ensure the registered nurse completed a supervisory visit no less frequently than every 14 days in 1 of 2 clinical records reviewed of patients receiving skilled nursing and home health aide services for more then 14 days. (#4)</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. Clinical record #4, start of care 11/1/11, evidenced the patient received skilled nurse services once a month and home health aide services for 1 hour twice a week beginning 11/1/11 through 12/3/11. The record evidenced the only supervisory visit was completed on 11/15/11.</li> <li>2. On 12/13/11 at 1 PM, the director of nursing indicated there was no other documentation regarding the supervisory visits.</li> <li>3. The policy titled "Home Health Aide Supervision" states, "The frequency of</li> </ol>	N0606	N0606 - Heaven Sent will ensure that RNs complete a supervisory visit no less frequently than every 14 days with patients receiving skilled nursing and home health aide services.- Heaven Sent will in-service all RN staff on supervision visit compliance and regulations- Heaven Sent will maintain on-going compliance by conducting clinical record reviews randomly, at least quarterly.- The Administrator will be responsible for correction and on-going compliance of this process.	01/27/2012			

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

PRINTED: 01/19/2012

FORM APPROVED

OMB NO. 0938-0391

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	supervision will be in response to Medicare regulations, agency policy, and other state of federal requirements. ... Supervision of client services by a registered nurse or therapist will be completed at least every 2 weeks, while the client is receiving skilled services."				