

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157504	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 03/15/2013
NAME OF PROVIDER OR SUPPLIER PREMIER HOME HEALTH CARE LLC			STREET ADDRESS, CITY, STATE, ZIP CODE 504 N BRADNER AVE MARION, IN 46952		
(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	
G000000	<p>This was a federal home health recertification survey. This was a partial extended survey.</p> <p>Facility #: IN010001</p> <p>Survey Dates: 3/12 to 3/15/13</p> <p>Medicaid Vendor #: 200130620A</p> <p>Surveyor: Tonya Tucker, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN</p> <p style="text-align: right;">March 19, 2013</p>	G000000			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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G000158	<p>484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER Care follows a written plan of care established and periodically reviewed by a doctor of medicine, osteopathy, or podiatric medicine.</p> <p>Based on clinical record review and interview, the agency failed to ensure the home health aide provided services ordered on the plan of care for 3 of 5 records reviewed of active patients receiving home health aide services with the potential to affect all the patients receiving home health aide services. (#4, 6, and 7)</p> <p>Findings include:</p> <p>1. Clinical record #4, start of care 5/31/11, included a plan of care for the certification periods 1/20/13 through 3/20/13 with orders for home health aide once a day for 60 days to promote skin integrity, make bed, dress assist, up in chair / wheelchair, transfer to bed /chair with assist, remind patient to take medications, bath, fall precautions, shampoo, oral care, food care, change adult diapers, change linen, do laundry perineal, assist to BSC (bedside commode) / toilet, skin care, clean up kitchen after meal preparation, standard precautions, meal planning / preparation,</p>	G000158	<p>The agency has updated all aide weekly visit records to reflect the care assigned on the home health aide care plan. A copy of the aide weekly visit record has been attached to the home health aide care plan and given to the home health aides for each client they care for. All home health aides have been in serviced on the updated procedure for completing the aide weekly visit record. N/A is only to be marked on the tasks on the aide weekly visit record not included/assigned on the client's home health aide care plan. All tasks assigned on the home health aide care plan must be initialed by the home health aide when they are caring for the client. If any part of the care assigned is not given the home health aide will write the reason why care was not given in the far right column of the aide weekly visit record titled comments with the date and their initials. The clinical Director, branch supervisors and/or scheduler will audit 10% of home health aide flow sheets weekly for accurateness.</p>	04/06/2013	

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	<p>promote safe personal care and hygiene, and clean bathroom after patient care.</p> <p>A. Documents titled "Aide Weekly visit Record" with dates of 2/3/13 through 2/9/13 states for 2/3/13 "Shampoo N/A Oral Care N/A", for 2/4/13 "Shampoo N/A", for 2/6/13 " Shampoo N/A", for 2/8/13 "Shampoo N/A", and for 2/9/13 "Shampoo N/A, Oral Care N/A."</p> <p>The home health aide, employee M, for 2/4 through 2/8/13 also documented the task of "check pressure areas" was performed, but it is not included on the Plan of Care. On 2/4 and 2/5/13, employee M documented the task of "Nail Care" was performed, but it was not included on the Plan of Care.</p> <p>B. Documents titled "Aide Weekly visit Record" with dates of 2/17/13 through 2/23/13 states for 2/17/13 " Shampoo N/A", for 2/18/13 "Bath N/A" and " Shampoo N/A", for 2/20/13 "Bath N/A Shampoo N/A", for 2/21/13 "Bath N/A" and " Shampoo N/A", for 2/22/13 "Bath N/A, Dressing Assist N/A, Shampoo N/A, Skin Care N/A" and for 2/23/13 "Bath N/A, Shampoo N/A."</p> <p>The home health aide, employee M, for 2/18 through 2/22/13 also documented the tasks of "check pressure areas" and</p>						

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	<p>"Inspect / Reinforce Dressing" were performed, but they were not included on the Plan of Care.</p> <p>2. Clinical record #6, start of care 2/7/12, included a plan of care for the certification periods 2/1/13 through 4/1/13 with orders for 5 times a week for 9 weeks for reminders ever visit, perineal every visit PRN, oxygen precautions, breakfast every visit PRN, remind patient to take medications every visit, clean bathroom after patient care every visit, ROM exercises every visit PRN, ambulate with cane / crutches / walker / O2 every visit PRN, meal planning / preparation every visit PRN, remove throw rugs every visit PRN, clean up kitchen after meal preparation every visit PRN, do patient laundry PRN, , fall precautions every visit, standard precautions every visit, change patient linens PRN, lunch every visit PRN, assist to BSC / toilet PRN, skin care every visit PRN, oral care every visit PRN, dress assist every visit PRN, change adult diaper every visit PRN, follow exercise plan every visit, bath every visit PRN, shampoo every visit PRN, make patient bed every visit PRN, foot care every visit PRN, and promote skin integrity every visit.</p> <p>Documents titled " Aide Weekly</p>						

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	<p>Visit Record " with dates of 1/27/13 through 2/2/13, 2/3/13 through 2/9/13, and 2/10/13 through 2/16/13 failed to evidence Follow Exercise Plan were performed at every visit.</p> <p>3. Clinical record #7, start of care 4/27/12, included a plan of care for the certification period 2/21/13 through 4/21/13 with orders for the home health aide to visit once daily for 60 days to change patient linen, clean bathroom after patient care, bath, foot care, other, oxygen precautions, shampoo, ambulate with cane / crutches / walker / O2, promote safe personal care and hygiene, clean kitchen after meal preparation, standard precautions, assess pain, perineal, skin care, meal planning /preparation, promote skin integrity, make patient bed, dress assist, and do patient laundry.</p> <p>Documents titled "Aide Weekly visit Record" with dates of 2/17/13 through 2/23/13 states for 2/18/13 "Shampoo N/A", for 2/19/13 "Bath N/A" and "Shampoo N/A", for 2/20/13 "Bath N/A, Shampoo N/A, Dressing Assist N/A, Skin Care N/A", for 2/21/13 "Bath N/A" and "Shampoo N/A", for 2/22/13 "Bath N/A, Dressing Assist N/A, Shampoo N/A, Skin Care N/A", and for 2/23/13 "Bath N/A, Shampoo N/A, Skin Care N/A, Foot Care N/A."</p>						

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	<p>The home health aide, employee J, for 2/19 and 2/21/13, also documented the task of "check pressure areas" was performed on these dates, but it is not included on the Plan of Care.</p> <p>4. On 3/13/13 at 9:50 AM, employee D, home health aide, indicated that if the patient doesn't need a certain task performed that day, employee D writes "N/A" in the corresponding slot next to that particular task.</p>						

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G000224	<p>484.36(c)(1) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE 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 review, the agency failed to ensure the registered nurse completed accurate, clear instructions for the home health aide for 3 of 5 records reviewed of active patients receiving home health aide services with the potential to affect all the patients receiving home health aide services. (#4, 6, and 7)</p> <p>Findings include:</p> <p>1. Clinical record #4, start of care 5/31/11, included a plan of care for the certification periods 1/20/13 through 3/20/13 with orders for home health aide once a day for 60 days to promote skin integrity, make bed, dress assist, up in chair / wheelchair, transfer to bed /chair with assist, remind patient to take medications, bath, fall precautions, shampoo, oral care, food care, change adult diapers, change linen, do laundry perineal, assist to BSC (bedside commode) / toilet, skin care, clean up kitchen after meal preparation, standard</p>	G000224	The RN case managers create the skilled nursing and home health aide care plans for each client on the EMR then generate a Plan of Care for the client. The agency's EMR pulls in this information to create the Plan of Care. Upon review it has been found that at times the system is not pulling in all the information (frequency, details section) on the home health aide care plans to the Plan of Care. The software vendor has been contacted regarding the issue and is working to correct the error. The problem has been assigned a ticket number of 144314 and has been transferred to the software development team for correction. Until this issue is resolved with the software vendor each Branch supervisor will review the home health aide care plan during her routine Plan of Care review for each client to ensure that both the home health aide care plan and the Plan of Care match prior to being sent to the physician.	04/06/2013			

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	<p>precautions, meal planning / preparation, promote safe personal care and hygiene, and clean bathroom after patient care.</p> <p>The home health aide plan of care was updated by the registered nurse, employee K, on 1/17/13 and included Bath, Perineal, Skin Care, Oral Care, Shampoo, Foot Care, Dress Assist, Other, Up in Chair / Wheelchair, Transfer to Bed / Chair with Assist, Assist to BSC / Toilet, Change Adult Diapers, Meal Planning / Preparation, Clean up Kitchen after Meal Preparation, Change Patient Linen, Make Patient Bed, Do Patient Laundry, and Clean Bathroom after Patient Care to be performed "every visit PRN [as needed]." The plan of care did not include orders for the tasks to be performed PRN.</p> <p>2. Clinical record #6, start of care 2/7/12, included a plan of care for the certification periods 2/1/13 through 4/1/13 with orders for 5 times a week for 9 weeks.</p> <p>The home health aide plan of care was updated by the registered nurse, employee L, on 1/30/13 and included Bath, Perineal, Skin Care, Shampoo, Foot Care, Dress Assist, Ambulate with Cane / Crutches / Walker / O2, Remove throw rugs, Fall Precautions, Oxygen Precautions, Standard Precautions, Assist to</p>						

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	<p>BSC/Toilet, Change Adult Diapers, Meal Planning/Preparation, Breakfast, Lunch, Clean up Kitchen after Meal Preparation, Change Patient Linen, Make Patient Bed, Do Patient Laundry, Clean Bathroom after Patient Care, and Remind Patient to Take medications. The home health aide care plan failed to list Oral Care PRN, ROM exercises PRN, and Follow exercise plan as ordered on the plan of care.</p> <p>3. Clinical record #7, start of care 4/27/12, included a plan of care for the certification period 2/21/13 through 4/21/13 with orders for the home health aide to visit once daily for 60 days to change patient linen, clean bathroom after patient care, bath, foot care, other, oxygen precautions, shampoo, ambulate with cane / crutches / walker / O2, promote safe personal care and hygiene, clean kitchen after meal preparation, standard precautions, assess pain, perineal, skin care, meal planning /preparation, promote skin integrity, make patient bed, dress assist, and do patient laundry.</p> <p>A. The home health aide plan of care was updated by the registered nurse, employee H, on 3/12/13 and included Bath, Perineal, Skin Care, Shampoo, Foot Care, Dress Assist, Ambulate with Cane / Crutches / Walker / O2, Meal Planning / Preparation, Clean up Kitchen after Meal</p>			

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N000000	<p>Preparation, Change Patient Linen, Make Patient Bed, Do Patient Laundry, and Clean Bathroom after Patient Care to be performed "every visit PRN." The plan of care did not include orders for the tasks to be performed PRN.</p> <p>B. The home health aide care plan failed to list Assess Pain as a task to be performed by the home health aide.</p> <p>This was a state home health agency relicensure survey.</p> <p>Facility #: IN010001</p> <p>Survey Dates: 3/12 to 3/15/13</p> <p>Medicaid Vendor #: 200130620A</p> <p>Surveyor: Tonya Tucker, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN</p> <p>March 19, 2013</p>	N000000		

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N000522	<p>410 IAC 17-13-1(a) Patient Care Rule 13 Sec. 1(a) Medical care shall follow a written medical plan of care established and periodically reviewed by the physician, dentist, chiropractor, optometrist or podiatrist, as follows:</p> <p>Based on clinical record review and interview, the agency failed to ensure the home health aide provided services ordered on the plan of care for 3 of 5 records reviewed of active patients receiving home health aide services with the potential to affect all the patients receiving home health aide services. (#4, 6, and 7)</p> <p>Findings include:</p> <p>1. Clinical record #4, start of care 5/31/11, included a plan of care for the certification periods 1/20/13 through 3/20/13 with orders for home health aide once a day for 60 days to promote skin integrity, make bed, dress assist, up in chair / wheelchair, transfer to bed /chair with assist, remind patient to take medications, bath, fall precautions, shampoo, oral care, food care, change adult diapers, change linen, do laundry perineal, assist to BSC (bedside commode) / toilet, skin care, clean up kitchen after meal preparation, standard precautions, meal planning / preparation,</p>	N000522	<p>The agency has updated all aide weekly visit records to reflect the care assigned on the home health aide care plan. A copy of the aide weekly visit record has been attached to the home health aide care plan and given to the home health aides for each client they care for. All home health aides have been in serviced on the updated procedure for completing the aide weekly visit record. N/A is only to be marked on the tasks on the aide weekly visit record not included/assigned on the client's home health aide care plan. All tasks assigned on the home health aide care plan must be initialed by the home health aide when they are caring for the client. If any part of the care assigned is not given the home health aide will write the reason why care was not given in the far right column of the aide weekly visit record titled comments with the date and their initials. The clinical Director, branch supervisors and/or scheduler will audit 10% of home health aide flow sheets weekly for accurateness.</p>	04/06/2013			

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	<p>promote safe personal care and hygiene, and clean bathroom after patient care.</p> <p>A. Documents titled "Aide Weekly visit Record" with dates of 2/3/13 through 2/9/13 states for 2/3/13 "Shampoo N/A Oral Care N/A", for 2/4/13 "Shampoo N/A", for 2/6/13 " Shampoo N/A", for 2/8/13 "Shampoo N/A", and for 2/9/13 "Shampoo N/A, Oral Care N/A."</p> <p>The home health aide, employee M, for 2/4 through 2/8/13 also documented the task of "check pressure areas" was performed, but it is not included on the Plan of Care. On 2/4 and 2/5/13, employee M documented the task of "Nail Care" was performed, but it was not included on the Plan of Care.</p> <p>B. Documents titled "Aide Weekly visit Record" with dates of 2/17/13 through 2/23/13 states for 2/17/13 " Shampoo N/A", for 2/18/13 "Bath N/A" and " Shampoo N/A", for 2/20/13 "Bath N/A Shampoo N/A", for 2/21/13 "Bath N/A" and " Shampoo N/A", for 2/22/13 "Bath N/A, Dressing Assist N/A, Shampoo N/A, Skin Care N/A" and for 2/23/13 "Bath N/A, Shampoo N/A."</p> <p>The home health aide, employee M, for 2/18 through 2/22/13 also documented the tasks of "check pressure areas" and</p>						

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	<p>"Inspect / Reinforce Dressing" were performed, but they were not included on the Plan of Care.</p> <p>2. Clinical record #6, start of care 2/7/12, included a plan of care for the certification periods 2/1/13 through 4/1/13 with orders for 5 times a week for 9 weeks for reminders ever visit, perineal every visit PRN, oxygen precautions, breakfast every visit PRN, remind patient to take medications every visit, clean bathroom after patient care every visit, ROM exercises every visit PRN, ambulate with cane / crutches / walker / O2 every visit PRN, meal planning / preparation every visit PRN, remove throw rugs every visit PRN, clean up kitchen after meal preparation every visit PRN, do patient laundry PRN, , fall precautions every visit, standard precautions every visit, change patient linens PRN, lunch every visit PRN, assist to BSC / toilet PRN, skin care every visit PRN, oral care every visit PRN, dress assist every visit PRN, change adult diaper every visit PRN, follow exercise plan every visit, bath every visit PRN, shampoo every visit PRN, make patient bed every visit PRN, foot care every visit PRN, and promote skin integrity every visit.</p> <p>Documents titled " Aide Weekly</p>			

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	<p>Visit Record " with dates of 1/27/13 through 2/2/13, 2/3/13 through 2/9/13, and 2/10/13 through 2/16/13 failed to evidence Follow Exercise Plan were performed at every visit.</p> <p>3. Clinical record #7, start of care 4/27/12, included a plan of care for the certification period 2/21/13 through 4/21/13 with orders for the home health aide to visit once daily for 60 days to change patient linen, clean bathroom after patient care, bath, foot care, other, oxygen precautions, shampoo, ambulate with cane / crutches / walker / O2, promote safe personal care and hygiene, clean kitchen after meal preparation, standard precautions, assess pain, perineal, skin care, meal planning /preparation, promote skin integrity, make patient bed, dress assist, and do patient laundry.</p> <p>Documents titled "Aide Weekly visit Record" with dates of 2/17/13 through 2/23/13 states for 2/18/13 "Shampoo N/A", for 2/19/13 "Bath N/A" and "Shampoo N/A", for 2/20/13 "Bath N/A, Shampoo N/A, Dressing Assist N/A, Skin Care N/A", for 2/21/13 "Bath N/A" and "Shampoo N/A", for 2/22/13 "Bath N/A, Dressing Assist N/A, Shampoo N/A, Skin Care N/A", and for 2/23/13 "Bath N/A, Shampoo N/A, Skin Care N/A, Foot Care N/A."</p>				

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	<p>The home health aide, employee J, for 2/19 and 2/21/13, also documented the task of "check pressure areas" was performed on these dates, but it is not included on the Plan of Care.</p> <p>4. On 3/13/13 at 9:50 AM, employee D, home health aide, indicated that if the patient doesn't need a certain task performed that day, employee D writes "N/A" in the corresponding slot next to that particular task.</p>			

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N000550	<p>410 IAC 17-14-1(a)(1)(K) Scope of Services Rule 14 Sec. 1(a) (1)(K) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (K) Delegate duties and tasks to licensed practical nurses and other individuals as appropriate.</p> <p>Based on clinical record review, the agency failed to ensure the registered nurse completed accurate, clear instructions for the home health aide for 3 of 5 records reviewed of active patients receiving home health aide services with the potential to affect all the patients receiving home health aide services. (#4, 6, and 7)</p> <p>Findings include:</p> <p>1. Clinical record #4, start of care 5/31/11, included a plan of care for the certification periods 1/20/13 through 3/20/13 with orders for home health aide once a day for 60 days to promote skin integrity, make bed, dress assist, up in chair / wheelchair, transfer to bed /chair with assist, remind patient to take medications, bath, fall precautions, shampoo, oral care, food care, change adult diapers, change linen, do laundry perineal, assist to BSC (bedside commode) / toilet, skin care, clean up</p>	N000550	<p>The RN case managers create the skilled nursing and home health aide care plans for each client on the EMR then generate a Plan of Care for the client. The agency's EMR pulls in this information to create the Plan of Care. Upon review it has been found that at times the system is not pulling in all the information (frequency, details section) on the home health aide care plans to the Plan of Care. The software vendor has been contacted regarding the issue and is working to correct the error. The problem has been assigned a ticket number of 144314 and has been transferred to the software development team for correction. Until this issue is resolved with the software vendor each Branch supervisor will review the home health aide care plan during her routine Plan of Care review for each client to ensure that both the home health aide care plan and the Plan of Care match prior to being sent to the physician.</p>	04/06/2013			

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	<p>kitchen after meal preparation, standard precautions, meal planning / preparation, promote safe personal care and hygiene, and clean bathroom after patient care.</p> <p>The home health aide plan of care was updated by the registered nurse, employee K, on 1/17/13 and included Bath, Perineal, Skin Care, Oral Care, Shampoo, Foot Care, Dress Assist, Other, Up in Chair / Wheelchair, Transfer to Bed / Chair with Assist, Assist to BSC / Toilet, Change Adult Diapers, Meal Planning / Preparation, Clean up Kitchen after Meal Preparation, Change Patient Linen, Make Patient Bed, Do Patient Laundry, and Clean Bathroom after Patient Care to be performed "every visit PRN [as needed]." The plan of care did not include orders for the tasks to be performed PRN.</p> <p>2. Clinical record #6, start of care 2/7/12, included a plan of care for the certification periods 2/1/13 through 4/1/13 with orders for 5 times a week for 9 weeks.</p> <p>The home health aide plan of care was updated by the registered nurse, employee L, on 1/30/13 and included Bath, Perineal, Skin Care, Shampoo, Foot Care, Dress Assist, Ambulate with Cane / Crutches / Walker / O2, Remove throw rugs, Fall Precautions, Oxygen Precautions,</p>			

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	<p>Standard Precautions, Assist to BSC / Toilet, Change Adult Diapers, Meal Planning / Preparation, Breakfast, Lunch, Clean up Kitchen after Meal Preparation, Change Patient Linen, Make Patient Bed, Do Patient Laundry, Clean Bathroom after Patient Care, and Remind Patient to Take medications. The home health aide care plan failed to list Oral Care PRN, ROM exercises PRN, and Follow exercise plan as ordered on the plan of care.</p> <p>3. Clinical record #7, start of care 4/27/12, included a plan of care for the certification period 2/21/13 through 4/21/13 with orders for the home health aide to visit once daily for 60 days to change patient linen, clean bathroom after patient care, bath, foot care, other, oxygen precautions, shampoo, ambulate with cane / crutches / walker / O2, promote safe personal care and hygiene, clean kitchen after meal preparation, standard precautions, assess pain, perineal, skin care, meal planning /preparation, promote skin integrity, make patient bed, dress assist, and do patient laundry.</p> <p>A. The home health aide plan of care was updated by the registered nurse, employee H, on 3/12/13 and included Bath, Perineal, Skin Care, Shampoo, Foot Care, Dress Assist, Ambulate with Cane / Crutches / Walker / O2, Meal Planning /</p>			

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	<p>Preparation, Clean up Kitchen after Meal Preparation, Change Patient Linen, Make Patient Bed, Do Patient Laundry, and Clean Bathroom after Patient Care to be performed "every visit PRN." The plan of care did not include orders for the tasks to be performed PRN.</p> <p>B. The home health aide care plan failed to list Assess Pain as a task to be performed by the home health aide.</p>				