

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157643	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/04/2013
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NAME OF PROVIDER OR SUPPLIER PARAGON HOME HEALTH CARE INC	STREET ADDRESS, CITY, STATE, ZIP CODE 3310 HICKORY RD STE B-1A MISHAWAKA, IN 46545
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N000000	<p>This was a state home health complaint investigation of a deemed facility.</p> <p>Complaint #: IN00139347 - Substantiated: State deficiencies related to the allegation are cited. Unrelated deficiencies are also cited.</p> <p>Survey Date: December 4, 2013</p> <p>Facility #: 012531</p> <p>Medicaid #: 201060740A</p> <p>Surveyor: Tonya Tucker, RN, PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN December 12, 2013</p>	N000000		

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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N000488	<p>410 IAC 17-12-2(i) and (j) Q A and performance improvement Rule 12 Sec. 2(i) A home health agency must develop and implement a policy requiring a notice of discharge of service to the patient, the patient's legal representative, or other individual responsible for the patient's care at least five (5) calendar days before the services are stopped.</p> <p>(j) The five (5) day period described in subsection (i) of this rule does not apply in the following circumstances: (1) The health, safety, and/or welfare of the home health agency's employees would be at immediate and significant risk if the home health agency continued to provide services to the patient. (2) The patient refuses the home health agency's services. (3) The patient's services are no longer reimbursable based on applicable reimbursement requirements and the home health agency informs the patient of community resources to assist the patient following discharge; or (4) The patient no longer meets applicable regulatory criteria, such as lack of physician's order, and the home health agency informs the patient of community resources to assist the patient following discharge.</p> <p>Based on clinical record review, document review, policy review, and interview, the agency failed to ensure the patient was provided a discharge notice at least five (5) calendar days before the services were stopped in 3 of 3 records reviewed creating the potential to affect all patients of the agency. (#1 - 3)</p>	N000488	<p>The Administrator will be responsible</p> <p>for ensuring 100% compliance is met and ensure this deficiency will not recur.</p>	12/05/2013	

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	<p>Findings include:</p> <p>1. The agency admission packet contained a document titled "Notice of Medicare Non-Coverage."</p> <p>On 12/4/13 at 3:25 PM, employee A indicated it is a practice the agency has started the past year to have the patient sign the document upon admission so it is not forgotten and then it is mailed to the patient 1 to 2 weeks prior to discharge. The employee indicated there is no way of tracking if the document is mailed to the patient.</p> <p>2. Clinical record #1, start of care 7/19/13 and discharge date of 11/15/13, evidenced a document signed by the patient titled "Notice of Medicare Non-Coverage" that states, "The effective date coverage of your current home health services will end on: 11/15/2013." The document failed to evidence a date of patient signature.</p> <p>On 12/4/13 at 1:25 PM, employee A (administrator) indicated the document was signed by the patient on admission but was unable to confirm if the notice was presented to patient prior to discharge.</p>		<p>The Administrator met with all Case Managers and Clerical Staff on 12/5/13 and provided them with the official form instructions for the Notice of Medicare Non-Coverage. The Administrator also called the hotline for the NOMNC during meeting to help answer any questions while reviewing the instructions.</p> <p>The Administrator met with DON and ADON on 12/5/13 to review the Discharge Planning policy. The policy was reviewed to ensure compliance when the plan of care changes results in discharge from/or reduction of services, the patient or his/her representative as well as his/her primary care physician will be notified and involved with planning decision.</p>		

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	<p>3. Clinical record #2, start of care 8/16/13, evidenced a document signed by the patient titled "Notice of Medicare Non-Coverage" that states, "The effective date coverage of your current home health services will end on: 12/13/2013." The document failed to evidence a date of patient signature.</p> <p>A. On 12/4/13 at 12:47 PM, employee A indicated this was an active patient of the agency.</p> <p>B. On 12/4/13 at 1:57 PM, employee A indicated the document was signed by the patient on admission.</p> <p>4. Clinical record #3 start of care 8/6/13 and discharge date of 12/3/13, failed to evidence the patient was notified 5 days prior to discharge.</p> <p>A. A document dated 11/27/13 by the registered nurse titled "Nursing visit record" states, "Progress to goals: Pt [patient] discharged due to goals being met."</p> <p>B. On 12/4/13 at 2:49 PM, employee B (alternate director of nursing) indicated patients discharge date was 12/3/13 and the last visit by the registered nurse was 11/27/13.</p>		<p>The Administrator and DON/ADON held an In-service on 12/18/13 to review the NOMNC instructions and policy, along with Discharge Planning policy with the entire staff and contract staff. All staff were educated and instructed on the importance of patient rights to include a notice of discharge of service to the patient, the patient's legal representative, or other individual responsible for the patient's care at least 5 calendar days before the services are stopped of the .</p> <p>The Administrator will ensure this will not recur by holding weekly meetings with leadership team to review each patient's status in relation to admission, recertification, resumption, and discharge to ensure timeliness is met with discharge planning. All</p>				

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	5. The undated agency policy titled "Discharge Criteria and Process" states, "PURPOSE To outline the process for discharging a patient from service. POLICY When the patient's plan of care changes and this change results in discharge from or reduction of services, the patient or his/her representative, as well as his/her primary physician, will be notified and involved in planning decisions. ... "		documentation verifying this communication with patient/caregiver and physicians will be verified with a 'faxed' stamped if documents are faxed to physician and/or logged as phone calls.		

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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: Based on clinical record review, policy review, and interview, the agency failed to ensure visits were made as ordered on the plan of care established by the physician in 1 of 3 records reviewed creating the potential to affect all the agency's patients. (#2)</p> <p>Findings include:</p> <p>1. Clinical record #2, start of care 8/16/13, contained a physicians plan of care for certification period 10/15 to 12/13/13 with orders for home health aide services 1 time per week for 5 weeks to start 10/16/13 to assist with personal care and activities of daily living. The record failed to evidence visits were made weeks 4 or 5 and failed to evidence documentation of why the visits were missed.</p> <p>On 12/4/13 at 1:57 PM, employee A (administrator) indicated the patient has refused home health aide services since time of recertification. The employee indicated the patient will be discharged at the end of the certification period on</p>	N000522	<p>The DON/ADON and Administrator will be responsible for ensuring 100% compliance is met for all patient charts in regards to any refusal of services will be documented in the clinical record and notification of the clinical supervisor, physician, and referral source will follow with appropriate documentation in the clinical record. The admitting clinician and/or clinical supervisor will contact the physician for clarification, acceptance, or rejection of care, this is to include any missed visits.</p>	12/05/2013			

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	12/13/13 for refusal of services. 2. The undated policy titled "Admission criteria and process" states, "PROCEDURE ... 12. Refusal of services will be documented in the clinical record. notification of the clinical supervisor, physician, and referral source will follow with appropriate documentation in the clinical record. 13. The admitting clinician will contact the physician for clarification, acceptance, or rejection of care."		The Administrator and DON/ADON met on 12/5/13 to review and revise the MISSED VISIT document to add a check box for 'PHYSICIAN NOTIFIED' to ensure compliance is met with contacting a physician for any missed visits and to inform the physician for the reason of the missed visit, a fax communication of the missed visit note is also acceptable. The Administrator, DON and ADON held an In-Service on 12/18/13 with entire field staff and clerical staff to educate and instruct them on the MISSED VISIT POLICY and Missed Visit document update. The entire field staff was also educated and instructed on when there is a refusal of services will be documented in the clinical record and notification to the	

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			<p>clinical supervisor, physician, and referral source will be followed with</p> <p>appropriate documentation in the clinical record.</p> <p>The Administrator got approval from</p> <p>the GB in regards to adding a more specific MISSED VISIT POLICY to ensure this</p> <p>deficiency does not recur. This policy shall state very specifically for all</p> <p>missed visits to be documented in the clinical record with the physician</p> <p>notified via phone and/or fax. This is to be reflected in the missed visit</p> <p>record. The leadership will be notified</p> <p>each time a patient is refusing a service or missing visits to ensure timely</p> <p>notification is done by the admitting clinician/clinical supervisor to the</p> <p>physician. This will be verified by the Administrator upon reviewing</p>	

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			the patient record.	

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N000527	<p>410 IAC 17-13-1(a)(2) Patient Care Rule 13 Sec. 1.(a)(2) The health care professional staff of the home health agency shall promptly alert the person responsible for the medical component of the patient's care to any changes that suggest a need to alter the medical plan of care.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure the physician was notified of patient refusal of services any in 1 of 3 records reviewed creating the potential to affect all the agency's patients. (#2)</p> <p>Findings include:</p> <p>1. Clinical record #2, start of care 8/16/13, contained a plan of care for certification period 10/15 to 12/13/13 with orders for home health aide services 1 time per week for 5 weeks to start 10/16/13 to assist with personal care and activities of daily living.</p> <p>A. The record evidenced documents for weeks 1-3 dated 10/16, 10/23, and 10/30/13 titled "Missed visit report" which states, "Reason for Missed Visit: other: patient refused." The record failed to evidence visits were made weeks 4 or 5 and failed to evidence documentation of why the visits were missed.</p> <p>B. On 12/4/13 at 1:57 PM, employee</p>	N000527	<p>The DON/ADON and Administrator will be responsible for ensuring 100% compliance is met for all patient charts in</p> <p>regards to any refusal of services will be documented in the clinical record</p> <p>and notification of the clinical supervisor, physician, and referral source</p> <p>will follow with appropriate documentation in the clinical record. The</p> <p>admitting clinician and/or clinical supervisor will contact the physician for</p> <p>clarification, acceptance, or rejection of care, this is to include any missed</p> <p>visits.</p>	12/05/2013			

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	<p>A (administrator) indicated the patient has refused home health aide services since time of recertification and the attending physician has not been notified. The employee indicated the patient will be discharged at the end of the certification period on 12/13/13 for refusal of services.</p> <p>2. The undated policy titled "Care Planning Process" states, "PURPOSE To provide clinical direction to clinicians providing direct patient care ... PROCEDURE ... 10. Clinicians will inform the patient's physician of any changes that suggest a need to alter the plan of care. Changes must be written, dated, and signed by the professional making the changes."</p> <p>3. The undated policy titled "Admission criteria and process" states, "PROCEDURE ... 12. Refusal of services will be documented in the clinical record. notification of the clinical supervisor, physician, and referral source will follow with appropriate documentation in the clinical record. 13. The admitting clinician will contact the physician for clarification, acceptance, or rejection of care."</p>		<p>The Administrator and DON/ADON met on 12/5/13 to review and revise the MISSED VISIT document to add a check box for 'PHYSICIAN NOTIFIED' to ensure compliance is met with contacting a physician for any missed visits and to inform the physician for the reason of the missed visit, a fax communication of the missed visit note is also acceptable.</p> <p>The Administrator, DON and ADON held an In-Service on 12/18/13 with entire field staff and clerical staff to educate and instruct them on the MISSED VISIT POLICY and Missed Visit document update. The entire field staff was also educated and instructed on when there is a refusal of services will be documented in the clinical record and notification to the clinical supervisor, physician, and referral source will be followed</p>		

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			<p>with</p> <p>appropriate documentation in the clinical record.</p> <p>The Administrator got approval from</p> <p>the GB in regards to adding a more specific MISSED VISIT POLICY to ensure this</p> <p>deficiency does not recur. This policy shall state very specifically for all</p> <p>missed visits to be documented in the clinical record with the physician</p> <p>notified via phone and/or fax. This is to be reflected in the missed visit</p> <p>record. The leadership will be notified</p> <p>each time a patient is refusing a service or missing visits to ensure timely</p> <p>notification is done by the admitting clinician/clinical supervisor to the</p> <p>physician. This will be verified by the Administrator upon reviewing the</p> <p>patient record.</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 and policy review, the agency failed to ensure the home health aide care plan was updated by the registered nurse at least once every 60 days in 1 of 2 records reviewed of patients receiving home health aide services creating the potential to affect all patients of the agency receiving home health aide services. (#2)</p> <p>Findings include:</p> <p>1. Clinical record #2 start of care 8/16/13 contained a physicians plan of care for certification period 10/15 to 12/13/13 that provided orders for home health aide services 1 time per week for 5 weeks to start 10/16/13 to assist with personal care and activities of daily living.</p> <p>The record evidenced a document titled "Home health aide assignment" signed by the registered nurse on 8/29/13. The record failed to evidence an update or review to the assignment was made for the current certification period.</p>	N000550	<p>The DON/ADON are responsible for</p> <p>ensuring 100% compliance is met for all patient care in regards to Home Health</p> <p>Aide Plan of Care policy.</p>	12/05/2013	

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	2. The undated agency policy titled "Home health aide plan of care" states, "POLICY each patient receiving home health aide services will have an individualized plan developed and utilized to direct care performed by the assigned aide. PROCEDURE ... 4. The home health aide plan of care will be revised at least every 60 days, based upon a professional reassessment of the patient and at any time the patient's change of condition warrants revision."		The Administrator and DON/ADON met on 12/5/13 to review the Home Health Aide Plan of Care policy. To ensure this deficiency is not repeated, every professional reassessment conducted for a patient during a visit will include the Home Health Aide Assignment to be reviewed and dated for the date of when the professional reassessment was	

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			<p>conducted. This will also then be</p> <p>updated in the patient record. The DON/ADON will review every patient record</p> <p>upon a professional reassessment to ensure the Home Health Aide Assignment is</p> <p>reviewed and updated.</p> <p>The Administrator and DON/ADON held an</p>	

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			<p>In-Service on 12/18/13 to educate and instruct all field staff and clerical</p> <p>staff on the Home Health Aide Plan of Care policy specifically to reviewing the</p> <p>HHA assignment at every professional reassessment and updating the patient</p> <p>record after each professional reassessment.</p>	

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N000608	<p>410 IAC 17-15-1(a)(1-6) Clinical Records Rule 15 Sec. 1(a) Clinical records containing pertinent past and current findings in accordance with accepted professional standards shall be maintained for every patient as follows:</p> <p>(1) The medical plan of care and appropriate identifying information. (2) Name of the physician, dentist, chiropractor, podiatrist, or optometrist. (3) Drug, dietary, treatment, and activity orders. (4) Signed and dated clinical notes contributed to by all assigned personnel. Clinical notes shall be written the day service is rendered and incorporated within fourteen (14) days. (5) Copies of summary reports sent to the person responsible for the medical component of the patient's care. (6) A discharge summary.</p> <p>Based on clinical record review, policy review, and interview, the agency failed to ensure a discharge summary was completed in 1 of 2 discharged records reviewed. (#1)</p> <p>Findings include:</p> <p>1. Clinical record #1, discharge date of 11/15/13, failed to evidence a discharge summary.</p> <p>2. On 12/4/13 at 1:23 PM, employee A (administrator) indicated there was no discharge summary for this patient.</p>	N000608	<p>The DON/ADON are responsible for ensuring 100% compliance is met for all patient care in regards to providing a Discharge Summary in the clinical record for each patient discharged from services and from the organization, which is then to be faxed to the physician upon request.</p>	12/05/2013

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	3. The undated agency policy titled "Discharge Summary" states, "POLICY Each patient discharged from a service and from the organization will have a written discharge summary filed in the clinical record."		<p>The Administrator and DON/ADON met on 12/5/13 to review the Discharge Summary policy. The policy was reviewed to ensure clear understanding to be compliant was met in regards to the timeliness of submitting discharge summary for the clinical record and notifying the physician of patient discharged from service.</p> <p>The Administrator and DON/ADON held an In-Service on 12/18/13 with all field staff and clerical staff to educate and instruct on the Discharge Summary policy. All staff were instructed and education on timeliness of documentation and submission both for clinical record and physician notification.</p> <p>To ensure this deficiency does</p>		

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			<p>not</p> <p>recur, upon discharge of a patient from services and/or organization the</p> <p>DON/ADON will review each patient chart for timely submission of the Discharge</p> <p>Summary in the clinical record and notification to the physician.</p>	