STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157008	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	(X3) DATE SURVEY COMPLETED 11/08/2012

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VISITING NURSE SERVICE	4701 N KEYSTONE AVE INDIANAPOLIS, IN 46205

(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
G0000	This visit was a follow up to the extended home health federal recertification survey conducted on September 24, 2012. Survey Date: November 8, 2012 Facility Number: IN005250 Medicaid Number: 100271960A Surveyors: Kelly Ennis, BSN, PHNS, Team Leader Dawn Snider, BSN, PHNS During this survey, two (2) conditions and nine (9) standard level deficiencies were corrected found corrected. Two (2) new federal deficiencies were cited. VNS at St. Francis, Inc is precluded from providing its own home health aide training and competency evaluation program for a period of 2 years beginning October 1, 2012, through October 1, 2014, due to being found out of compliance with the Condition of Participation 42 CFR 484.30: Skilled Nursing Services.	G0000		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

Any defiencystatement ending with an asterisk (*) denotes a deficency which the institution may be excused from correcting providing it is determined that other safegaurds 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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	Quality Review: Joyce Elder, MSN, BSN, RN November 13, 2012			

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G0132	484.14(b) GOVERNING BODY The governing body oversees the management and fiscal affairs of the agency. Based on policy review, document review, and interview, the agency failed to ensure the governing body notified the SA (State Agency) and CMS (Centers for Medicare and Medicaid Services) of current branch information for 1 of 1 home health agencies reviewed with the potential to affect all patients who receive services from the agency. The findings include: 1. Facility policy titled "Branch Office Policy" policy number C-40 dated 3/11 states, "A branch office is defined as a location or site from which a Home Health Agency provides services for a portion of the total geographic area served by the parent home health agency. Branch offices are part of the parent agency and share administration, supervision and services with the parent agency." 2. Review of documentation received from ISDH (Indiana State Department of Health) indicated current branches for VNS at St. Francis included the following:	G0132	The President (Administrator) of Visiting Nurse Service (VNS) @ St Francis Homecare and Hospice notified the State Agency (SA) and Centers for Medicare and Medicaid Services (CMS) per letters dated November 8, 2012: a) Closed Branch locations: #1VNS located at 550 Polk Ave. Suite 18, Greenwood, IN 46143 Branch # 15Q7008004; #2 Riverview Home Care branch located at 493 Westfield Rd, Suite 9, Nobelsville, IN 46060 Branch # 15Q7008005. Current patients at these two sites have been reassigned to our Central office, 4701 N Keystone Avenue, Indianapolis, IN 46205 , with no change in staff to provide care. ; #3 Witham Visiting Nurse Service & Hospice located at 1122 North Lebanon St, Lebanon, IN 46052 Branch # 15Q7008002. Current patients at this office have been reassigned to our Hendricks office at 5250 East US Hyw 36, Suite 100, Avon, IN 46123; Letter to SA and CMS from President (Administrator) dated November 16, 2012 for #4 Morgan Homecare and Hospice located at 1100 SR 39 Bypass Suite B, Martinsville, IN 46151 Branch #15Q7008006. Current patients at this office have been reassigned to our Hendricks	12/21/2012

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	A. Morgan Home Care and Hospice Services located at 1100 St. Rd. 39 Bypass, Ste. B Martinsville, Indiana. The Medicare Branch ID is 15Q7008006. B. Riverview Home Care located at 493 Westview Rd, Noblesville, Indiana. The Medicare Branch ID is 15Q7008005. C. Visiting Nurse Service South located at 500 Polk Ave, Greenwood, Indiana. The Medicare Branch ID is 15Q7008004. D. Visiting Nurse Service and Hospice of Hendricks County located at 7-B Manor Drive, Danville, Indiana. The Medicare Branch ID is 15Q7008001. E. Witham Visiting Nurse Service and Hospice located at 1122 N. Lebanon St, Lebanon, Indiana. The Medicare Branch ID is 15Q7008002. 3. On 11/8/12 at 8:15 AM, review of the VNS website located at http://www.vnsi.org/loca.html listed the following local offices: A. Visiting Nurse Services, Inc - Central Office, 4701 N. Keystone		office at 5250 East US Hyw 36, Suite 100, Avon, IN 46123, with no change in staff assigned to provide care. b) Address change: VNS Homecare and Hospice of Hendricks County formerly located at 7 Manor Drive, Danville, IN 46122 has relocated to 5250 East US Hyw. 36, Suite 100, Avon, IN 46123 Branch # 15Q7008001. c) Clarification: VNS @ St Francis, Inc. Howard Regional Homecare Branch, 2800 South Reed Rd., Kokomo, IN 46902 Medicare Homecare Provider # 15-7008 branch # 15Q7008007 office remains open. All signage from the closed branch offices will be removed by December 23, 2012. VNS @ St Francis website located at http://www.vnsi.org office location listings was changed on November 8, 2012. All agency brochures listing the approved branch locations will be ordered on November 19, 2012 with anticipated delivery date of December 5, 2012. Current agency brochures will be corrected by Novemeber 23, 2012. The President (Administrator) of VNS@ St Francis Homecare and Hospice will be responsible for monitoring these corrective actions and to ensure that the deficiencies are corrected and will not recur.	

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	Ave, Indianapolis, Indiana. B. Hospice of Central Indiana, 4701 N. Keystone Ave, Indianapolis, Indiana. C. Visiting Nurse Service and Hospice of Hendricks County, 5250 East US Highway 36, Ste. 100, Avon, Indiana. D. Riverview Home Care, 493 Westfield Road, Ste. 9, Noblesville, Indiana. E. Visiting Nurse Service South, 550 Polk Avenue, Ste. 1, Greenwood, Indiana. F. Morgan Home Care and Hospice, 1100 SR 39 Bypass, Ste. B, Martinsville, Indiana. G. Howard Regional Home Care and Hospice Services, 2800 South Reed Rd., Kokomo, Indiana. H. Abbie Hunt Bryce Home, 4760 Pennwood Drive, Indianapolis, Indiana. 4. During the entrance conference on 11/8/12 at 9:50 AM, employee C, Vice President, indicated the branch offices for VNS at St. Francis include			

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	Martinsville, Kokomo, and Avon, Indiana. Employee C indicated Riverview Home Care in Noblesville, Visiting Nurse Services in Greenwood, and Witham Visiting Nurse Service in Lebanon were all drop sites only, not branches. 5. During an interview on 11/8/12 at 11:15 AM, employee A, Director of Nursing, indicated the following: A. The current branch offices for VNS at St. Francis include Martinsville, Kokomo, and Avon. B. Riverview Home Care in Noblesville is a drop site only. C. Visiting Nurse Service located at 500 Polk Avenue in Greenwood and Witham Visiting Nurse Service in Lebanon are closed. D. When shown the ISDH document indicating the Howard Regional Home Care office in Kokomo, Indiana, was closed, employee A indicated they closed the Hospice agency at the Kokomo, Indiana, location on 8/24/12, but not the home health location. E. When shown the print out from the VNS website located at http://www.vnsi.org/loca.html with			

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	office locations, employee A indicated the website was incorrect and the Riverview Home Care in Noblesville and Visiting Nurse Service South in Greenwood should not be listed since they are not being used as branches. 6. On 11/8/12 at 11:55 AM, a visit was made to the Riverview Home Care office in Noblesville, Indiana. There was a sign on the building entrance stating "Visiting Nurse Services." In the lobby of the building, a brochure for "VNS Home Health Care" was found. On the back of the brochure, the following locations were listed: A. Visiting Nurse Services, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Witham Visiting Nurse Service and Hospice - 1122 N. Lebanon St., Lebanon, Indiana. D. Howard Regional Home Care and Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana. E. VNS 1st Call, 16969 St. Rd. 3 North, Eaton, Indiana.			

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	F. Visiting Nurse Service South, 550 Polk Ave, Greenwood, Indiana. G. Morgan Home Care and Hospice Services, 1100 St. Rd. 39 Bypass, Ste. B, Martinsville, Indiana. H. Visiting Nurse Service and Hospice of Hendricks County, 7-B Manor Dr., P.O. Box 627, Danville, Indiana I. Hospice of Central Indiana, 4701 N. Keystone Ave., Indianapolis, Indiana. 7. On 11/8/12 at 12:00 PM, employee A, Director of Nursing, provided two (2) letters dated 8/10/12 addressed to person G, at ISDH, and Person H, at CMS, that stated, "Visiting Nurse Service at St. Francis, Inc. is closing Howard Regional Hospice Services for the Howard County Indiana area effective August 24, 2012." Employee A indicated the letter requested for the Hospice to be closed, not the Home Health. 8. On 11/8/12 at 2:00 PM, employee A, Director of Nursing, was shown a document from CMS dated 9/20/12 addressed to employee E, Administrator, that stated, "We have			

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	been notified that Franciscan VNS at St. Francis, Inc. has closed its extension site Howard Home Care and Hospice located at 2800 S. Reed Road, Kokomo, IN 46902 effective August 24, 2012. No Payment can be made under the Medicare program for services rendered at this site on or after August 24, 2012. You are still approved for the following branch location: Morgan Home Care & Hospice Services, 1100 SR 39 Bypass, Suite B, Martinsville, IN 46151; Riverview Homecare, 493 Westfield Road, Suite 9 Noblesville, Indiana 46060; Visiting Nurse Service South, 500 Polk Avenue, Suite 18, Greenwood, IN 46143; Visiting Nurse Service Hospice of Hendricks County, 7 B Manor Drive, Danville, IN 46122; Witham Visiting Nurse Service Hospice, 1122 N. Lebanon Street, Lebanon, IN 46052." Employee A, Director of Nursing, verified this was document was received by employee E, Administrator. Employee A, Director of Nursing, indicated the incorrect information should have been reported to CMS and ISDH when received. 9. On 11/8/12 at 2:10 PM, employee A, Director of Nursing, indicated the			

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	Visiting Nurse Service and Hospice of Hendricks County located at 7-B Manor Drive, Danville, Indiana is closed and was moved to 5250 E. US Hwy 36 in Avon, Indiana "years ago." Employee A indicated notification was sent to ISDH and CMS regarding this change of address for the Hospice agency, but she could provide no documentation notification was given for the home health agency as well. She indicated that when they provided notification, they only provided the provider number for the hospice and failed to also include the provider number for the home health agency. 10. On 11/8/12 at 2:30 PM, employee A, Director of Nursing, provided a brochure titled "Franciscan VNS Home Health Care." On the back of the brochure, the following locations were listed: A. Visiting Nurse Services at St. Francis, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Howard Regional Home Care and Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana.			

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	D. Visiting Nurse Service South, 421 N. Emerson Ave., Greenwood, Indiana. E. Visiting Nurse Service & Hospice of Hendricks County, 5250 E. US Hwy 36, Suite 100, Avon, Indiana F. Hospice of Central Indiana, 4701 N. Keystone, Ave., Indianapolis, Indiana. 11. On 11/8/12 at 2:35 PM, employee E, Administrator, indicated the letter from CMS dated 9/20/12 was received. Employee E indicated the incorrect information should have been reported to ISDH and CMS when received. Employee E indicated it was his understanding that once a branch was established, the branch ID was theirs to keep and was not aware branches no longer in use needed to be reported to CMS and ISDH. 12. On 11/8/12 at 3:35 PM, a visit was made to the Visiting Nurse and Hospice of Hendricks County office in Avon, Indiana. Employee F, Clinical Manager, indicated this office was the Hendricks / Morgan County branch. Employee F indicated there is technically still an office in Morgan			

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	County but there was no staff there and it had been unmanned for the past year. Employee F indicated the Hendricks and Morgan offices merged and the plan is for both offices to move to Plainfield, Indiana, by the end of January, 2013. Employee F indicated the Morgan branch is located at 1100 SR 39 Bypass, Suite B, Martinsville, Indiana. Employee F indicated the Martinsville office is now just a drop site where supplies are kept and staff use to fax documentation. 13. During an interview on 11/8/12 at 4:00 PM, employee A, Director of Nursing, indicated the Martinsville office has not been fully staffed since July 2012 and the plan is to merge it and the Avon office together and relocate them both to Plainfield, Indiana, in January 2013.			

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G0135	484.14(c) ADMINISTRATOR The administrator, who may also be the supervising physician or registered nurse required under paragraph (d) of this section, ensures the accuracy of public information materials and activities. Based on policy review, document review, and interview, the agency failed to ensure the administrator ensured the accuracy of public information for 1 of 1 home health agencies reviewed with the potential to affect all patients who receive services from the agency. The findings include: 1. Facility policy titled "Branch Office Policy" policy number C-40 dated 3/11 states, "A branch office is defined as a location or site from which a Home Health Agency provides services for a portion of the total geographic area served by the parent home health agency. Branch offices are part of the parent agency and share administration, supervision and services with the parent agency." 2. Review of documentation received from ISDH (Indiana State Department of Health) indicated current branches for VNS at St. Francis included the following:	G0135	The President (Administrator) of Visiting Nurse Service (VNS) @ St Francis Homecare and Hospice notified the State Agency (SA) and Centers for Medicare and Medicaid Services (CMS) per letters dated November 8, 2012: a) Closed Branch locations: #1VNS located at 550 Polk Ave. Suite 18, Greenwood, IN 46143 Branch # 15Q7008004; #2 Riverview Home Care branch located at 493 Westfield Rd, Suite 9, Nobelsville, IN 46060 Branch # 15Q7008005. Current patients at these two sites have been reassigned to our Central office, 4701 N Keystone Avenue, Indianapolis, IN 46205 , with no change in staff to provide care. ; #3 Witham Visiting Nurse Service & Hospice located at 1122 North Lebanon St, Lebanon, IN 46052 Branch # 15Q7008002. Current patients at this office have been reassigned to our Hendricks office at 5250 East US Hyw 36, Suite 100, Avon, IN 46123; Letter to SA and CMS from President (Administrator) dated November 16, 2012 for #4 Morgan Homecare and Hospice located at 1100 SR 39 Bypass Suite B, Martinsville, IN 46151 Branch #15Q7008006. Current patients	12/21/2012

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	Ave, Indianapolis, Indiana. B. Hospice of Central Indiana, 4701 N. Keystone Ave, Indianapolis, Indiana. C. Visiting Nurse Service and Hospice of Hendricks County, 5250 East US Highway 36, Ste. 100, Avon, Indiana. D. Riverview Home Care, 493 Westfield Road, Ste. 9, Noblesville, Indiana. E. Visiting Nurse Service South, 550 Polk Avenue, Ste. 1, Greenwood, Indiana. F. Morgan Home Care and Hospice, 1100 SR 39 Bypass, Ste. B, Martinsville, Indiana. G. Howard Regional Home Care and Hospice Services, 2800 South Reed Rd., Kokomo, Indiana. H. Abbie Hunt Bryce Home, 4760 Pennwood Drive, Indianapolis, Indiana. 4. During the entrance conference on 11/8/12 at 9:50 AM, employee C, Vice President, indicated the branch offices for VNS at St. Francis include			

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	Martinsville, Kokomo, and Avon, Indiana. Employee C indicated Riverview Home Care in Noblesville, Visiting Nurse Services in Greenwood, and Witham Visiting Nurse Service in Lebanon were all drop sites only, not branches. 5. During an interview on 11/8/12 at 11:15 AM, employee A, Director of Nursing, indicated the following: A. The current branch offices for VNS at St. Francis include Martinsville, Kokomo, and Avon. B. Riverview Home Care in Noblesville is a drop site only. C. Visiting Nurse Service located at 500 Polk Avenue in Greenwood and Witham Visiting Nurse Service in Lebanon are closed. D. When shown the ISDH document indicating the Howard Regional Home Care office in Kokomo, Indiana, was closed, employee A indicated they closed the Hospice agency at the Kokomo, Indiana, location on 8/24/12, but not the home health location. E. When shown the print out from the VNS website located at http://www.vnsi.org/loca.html with			

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	office locations, employee A indicated the website was incorrect and the Riverview Home Care in Noblesville and Visiting Nurse Service South in Greenwood should not be listed since they are not being used as branches. 6. On 11/8/12 at 11:55 AM, a visit was made to the Riverview Home Care office in Noblesville, Indiana. There was a sign on the building entrance stating "Visiting Nurse Services." In the lobby of the building, a brochure for "VNS Home Health Care" was found. On the back of the brochure, the following locations were listed: A. Visiting Nurse Services, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Witham Visiting Nurse Service and Hospice - 1122 N. Lebanon St., Lebanon, Indiana. D. Howard Regional Home Care and Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana. E. VNS 1st Call, 16969 St. Rd. 3 North, Eaton, Indiana.			

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	F. Visiting Nurse Service South, 550 Polk Ave, Greenwood, Indiana. G. Morgan Home Care and Hospice Services, 1100 St. Rd. 39 Bypass, Ste. B, Martinsville, Indiana. H. Visiting Nurse Service and Hospice of Hendricks County, 7-B Manor Dr., P.O. Box 627, Danville, Indiana I. Hospice of Central Indiana, 4701 N. Keystone Ave., Indianapolis, Indiana. 7. On 11/8/12 at 12:00 PM, employee A, Director of Nursing, provided two (2) letters dated 8/10/12 addressed to person G, at ISDH, and Person H, at CMS, that stated, "Visiting Nurse Service at St. Francis, Inc. is closing Howard Regional Hospice Services for the Howard County Indiana area effective August 24, 2012." Employee A indicated the letter requested for the Hospice to be closed, not the Home Health. 8. On 11/8/12 at 2:00 PM, employee A, Director of Nursing, was shown a document from CMS dated 9/20/12 addressed to employee E, Administrator, that stated, "We have			

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	been notified that Franciscan VNS at St. Francis, Inc. has closed its extension site Howard Home Care and Hospice located at 2800 S. Reed Road, Kokomo, IN 46902 effective August 24, 2012. No Payment can be made under the Medicare program for services rendered at this site on or after August 24, 2012. You are still approved for the following branch location: Morgan Home Care & Hospice Services, 1100 SR 39 Bypass, Suite B, Martinsville, IN 46151; Riverview Homecare, 493 Westfield Road, Suite 9 Noblesville, Indiana 46060; Visiting Nurse Service South, 500 Polk Avenue, Suite 18, Greenwood, IN 46143; Visiting Nurse Service Hospice of Hendricks County, 7 B Manor Drive, Danville, IN 46122; Witham Visiting Nurse Service Hospice, 1122 N. Lebanon Street, Lebanon, IN 46052." Employee A, Director of Nursing, verified this was document was received by employee E, Administrator. Employee A, Director of Nursing, indicated the incorrect information should have been reported to CMS and ISDH when received. 9. On 11/8/12 at 2:10 PM, employee A, Director of Nursing, indicated the			

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	Visiting Nurse Service and Hospice of Hendricks County located at 7-B Manor Drive, Danville, Indiana is closed and was moved to 5250 E. US Hwy 36 in Avon, Indiana "years ago." Employee A indicated notification was sent to ISDH and CMS regarding this change of address for the Hospice agency, but she could provide no documentation notification was given for the home health agency as well. She indicated that when they provided notification, they only provided the provider number for the hospice and failed to also include the provider number for the home health agency. 10. On 11/8/12 at 2:30 PM, employee A, Director of Nursing, provided a brochure titled "Franciscan VNS Home Health Care." On the back of the brochure, the following locations were listed: A. Visiting Nurse Services at St. Francis, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Howard Regional Home Care and Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana.			

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	D. Visiting Nurse Service South, 421 N. Emerson Ave., Greenwood, Indiana. E. Visiting Nurse Service & Hospice of Hendricks County, 5250 E. US Hwy 36, Suite 100, Avon, Indiana F. Hospice of Central Indiana, 4701 N. Keystone, Ave., Indianapolis, Indiana. 11. On 11/8/12 at 2:35 PM, employee E, Administrator, indicated the letter from CMS dated 9/20/12 was received. Employee E indicated the incorrect information should have been reported to ISDH and CMS when received. Employee E indicated it was his understanding that once a branch was established, the branch ID was theirs to keep and was not aware branches no longer in use needed to be reported to CMS and ISDH. 12. On 11/8/12 at 3:35 PM, a visit was made to the Visiting Nurse and Hospice of Hendricks County office in Avon, Indiana. Employee F, Clinical Manager, indicated this office was the Hendricks / Morgan County branch. Employee F indicated there is technically still an office in Morgan			

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	County but there was no staff there and it had been unmanned for the past year. Employee F indicated the Hendricks and Morgan offices merged and the plan is for both offices to move to Plainfield, Indiana, by the end of January, 2013. Employee F indicated the Morgan branch is located at 1100 SR 39 Bypass, Suite B, Martinsville, Indiana. Employee F indicated the Martinsville office is now just a drop site where supplies are kept and staff use to fax documentation. 13. During an interview on 11/8/12 at 4:00 PM, employee A, Director of Nursing, indicated the Martinsville office has not been fully staffed since July 2012 and the plan is to merge it and the Avon office together and relocate them both to Plainfield, Indiana, in January 2013.			

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N0000	This visit was a follow up to the home health state licensure survey conducted on September 24, 2012. Survey Date: November 8, 2012 Facility Number: IN005250 Surveyors: Kelly Ennis, BSN, PHNS, Team Leader Dawn Snider, BSN, PHNS During this survey, eleven (11) deficiencies were corrected. Two (2) new deficiencies were cited. Quality Review: Joyce Elder, MSN, BSN, RN November 13, 2012	N0000		

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N0442	410 IAC 17-12-1(b) Home health agency administration/management Rule 12 Sec. 1(b) A governing body, or designated person(s) so functioning, shall assume full legal authority and responsibility for the operation of the home health agency. The governing body shall do the following: (1) Appoint a qualified administrator. (2) Adopt and periodically review written bylaws or an acceptable equivalent. (3) Oversee the management and fiscal affairs of the home health agency. Based on policy review, document review, and interview, the agency failed to ensure the governing body notified the SA (State Agency) and CMS (Centers for Medicare and Medicaid Services) of current branch information for 1 of 1 home health agencies reviewed with the potential to affect all patients who receive services from the agency. The findings include: 1. Facility policy titled "Branch Office Policy" policy number C-40 dated 3/11 states, "A branch office is defined as a location or site from which a Home Health Agency provides services for a portion of the total geographic area served by the parent home health agency. Branch offices are part of the parent agency and share administration, supervision	N0442	The President (Administrator) of Visiting Nurse Service (VNS) @ St Francis Homecare and Hospice notified the State Agency (SA) and Centers for Medicare and Medicaid Services (CMS) per letters dated November 8, 2012: a) Closed Branch locations: #1VNS located at 550 Polk Ave. Suite 18, Greenwood, IN 46143 Branch # 15Q7008004; #2 Riverview Home Care branch located at 493 Westfield Rd, Suite 9, Nobelsville, IN 46060 Branch # 15Q7008005. Current patients at these two sites have been reassigned to our Central office, 4701 N Keystone Avenue, Indianapolis, IN 46205 , with no change in staff to provide care. ; #3 Witham Visiting Nurse Service & Hospice located at 1122 North Lebanon St, Lebanon, IN 46052 Branch # 15Q7008002. Current patients at this office have been reassigned to our Hendricks office at 5250 East US Hyw 36, Suite 100, Avon, IN 46123; Letter to SA and CMS from President	12/21/2012

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	and services with the parent agency." 2. Review of documentation received from ISDH (Indiana State Department of Health) indicated current branches for VNS at St. Francis included the following: A. Morgan Home Care and Hospice Services located at 1100 St. Rd. 39 Bypass, Ste. B Martinsville, Indiana. The Medicare Branch ID is 15Q7008006. B. Riverview Home Care located at 493 Westview Rd, Noblesville, Indiana. The Medicare Branch ID is 15Q7008005. C. Visiting Nurse Service South located at 500 Polk Ave, Greenwood, Indiana. The Medicare Branch ID is 15Q7008004. D. Visiting Nurse Service and Hospice of Hendricks County located at 7-B Manor Drive, Danville, Indiana. The Medicare Branch ID is 15Q7008001. E. Witham Visiting Nurse Service and Hospice located at 1122 N. Lebanon St, Lebanon, Indiana. The Medicare Branch ID is 15Q7008002.		(Administrator) dated November 16, 2012 for #4 Morgan Homecare and Hospice located at 1100 SR 39 Bypass Suite B, Martinsville, IN 46151 Branch #15Q7008006. Current patients at this office have been reassigned to our Hendricks office at 5250 East US Hyw 36, Suite 100, Avon, IN 46123, with no change in staff assigned to provide care. b) Address change: VNS Homecare and Hospice of Hendricks County formerly located at 7 Manor Drive, Danville, IN 46122 has relocated to 5250 East US Hyw. 36, Suite 100, Avon, IN 46123 Branch # 15Q7008001. c) Clarification: VNS @ St Francis, Inc. Howard Regional Homecare Branch, 2800 South Reed Rd., Kokomo, IN 46902 Medicare Homecare Provider # 15-7008 branch # 15Q7008007 office remains open. All signage from the closed branch offices will be removed by December 23, 2012. VNS @ St Francis website located at http://www.vnsi.org office location listings was changed on November 8, 2012. All agency brochures listing the approved branch locations will be ordered on November 19, 2012 with anticipated delivery date of December 5, 2012. Current agency brochures will be corrected by Novemeber 23, 2012. The President (Administrator) of VNS@ St Francis Homecare and	

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	3. On 11/8/12 at 8:15 AM, review of the VNS website located at http://www.vnsi.org/loca.html listed the following local offices: A. Visiting Nurse Services, Inc - Central Office, 4701 N. Keystone Ave, Indianapolis, Indiana. B. Hospice of Central Indiana, 4701 N. Keystone Ave, Indianapolis, Indiana. C. Visiting Nurse Service and Hospice of Hendricks County, 5250 East US Highway 36, Ste. 100, Avon, Indiana. D. Riverview Home Care, 493 Westfield Road, Ste. 9, Noblesville, Indiana. E. Visiting Nurse Service South, 550 Polk Avenue, Ste. 1, Greenwood, Indiana. F. Morgan Home Care and Hospice, 1100 SR 39 Bypass, Ste. B, Martinsville, Indiana. G. Howard Regional Home Care and Hospice Services, 2800 South Reed Rd., Kokomo, Indiana. H. Abbie Hunt Bryce Home, 4760		Hospice will be responsible for monitoring these corrective actions and to ensure that the deficiencies are corrected and will not recur.	

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	Pennwood Drive, Indianapolis, Indiana. 4. During the entrance conference on 11/8/12 at 9:50 AM, employee C, Vice President, indicated the branch offices for VNS at St. Francis include Martinsville, Kokomo, and Avon, Indiana. Employee C indicated Riverview Home Care in Noblesville, Visiting Nurse Services in Greenwood, and Witham Visiting Nurse Service in Lebanon were all drop sites only, not branches. 5. During an interview on 11/8/12 at 11:15 AM, employee A, Director of Nursing, indicated the following: A. The current branch offices for VNS at St. Francis include Martinsville, Kokomo, and Avon. B. Riverview Home Care in Noblesville is a drop site only. C. Visiting Nurse Service located at 500 Polk Avenue in Greenwood and Witham Visiting Nurse Service in Lebanon are closed. D. When shown the ISDH document indicating the Howard Regional Home Care office in Kokomo, Indiana, was closed, employee A indicated they			

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	closed the Hospice agency at the Kokomo, Indiana, location on 8/24/12, but not the home health location. E. When shown the print out from the VNS website located at http://www.vnsi.org/loca.html with office locations, employee A indicated the website was incorrect and the Riverview Home Care in Noblesville and Visiting Nurse Service South in Greenwood should not be listed since they are not being used as branches. 6. On 11/8/12 at 11:55 AM, a visit was made to the Riverview Home Care office in Noblesville, Indiana. There was a sign on the building entrance stating "Visiting Nurse Services." In the lobby of the building, a brochure for "VNS Home Health Care" was found. On the back of the brochure, the following locations were listed: A. Visiting Nurse Services, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Witham Visiting Nurse Service and Hospice - 1122 N. Lebanon St., Lebanon, Indiana.			

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	D. Howard Regional Home Care and Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana. E. VNS 1st Call, 16969 St. Rd. 3 North, Eaton, Indiana. F. Visiting Nurse Service South, 550 Polk Ave, Greenwood, Indiana. G. Morgan Home Care and Hospice Services, 1100 St. Rd. 39 Bypass, Ste. B, Martinsville, Indiana. H. Visiting Nurse Service and Hospice of Hendricks County, 7-B Manor Dr., P.O. Box 627, Danville, Indiana I. Hospice of Central Indiana, 4701 N. Keystone Ave., Indianapolis, Indiana. 7. On 11/8/12 at 12:00 PM, employee A, Director of Nursing, provided two (2) letters dated 8/10/12 addressed to person G, at ISDH, and Person H, at CMS, that stated, "Visiting Nurse Service at St. Francis, Inc. is closing Howard Regional Hospice Services for the Howard County Indiana area effective August 24, 2012." Employee A indicated the letter requested for the Hospice to be			

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	of Nursing, indicated the incorrect information should have been reported to CMS and ISDH when received. 9. On 11/8/12 at 2:10 PM, employee A, Director of Nursing, indicated the Visiting Nurse Service and Hospice of Hendricks County located at 7-B Manor Drive, Danville, Indiana is closed and was moved to 5250 E. US Hwy 36 in Avon, Indiana "years ago." Employee A indicated notification was sent to ISDH and CMS regarding this change of address for the Hospice agency, but she could provide no documentation notification was given for the home health agency as well. She indicated that when they provided notification, they only provided the provider number for the hospice and failed to also include the provider number for the home health agency. 10. On 11/8/12 at 2:30 PM, employee A, Director of Nursing, provided a brochure titled "Franciscan VNS Home Health Care." On the back of the brochure, the following locations were listed: A. Visiting Nurse Services at St. Francis, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana			

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	B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Howard Regional Home Care and Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana. D. Visiting Nurse Service South, 421 N. Emerson Ave., Greenwood, Indiana. E. Visiting Nurse Service & Hospice of Hendricks County, 5250 E. US Hwy 36, Suite 100, Avon, Indiana F. Hospice of Central Indiana, 4701 N. Keystone, Ave., Indianapolis, Indiana. 11. On 11/8/12 at 2:35 PM, employee E, Administrator, indicated the letter from CMS dated 9/20/12 was received. Employee E indicated the incorrect information should have been reported to ISDH and CMS when received. Employee E indicated it was his understanding that once a branch was established, the branch ID was theirs to keep and was not aware branches no longer in use needed to be reported to CMS and ISDH. 12. On 11/8/12 at 3:35 PM, a visit			

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	was made to the Visiting Nurse and Hospice of Hendricks County office in Avon, Indiana. Employee F, Clinical Manager, indicated this office was the Hendricks / Morgan County branch. Employee F indicated there is technically still an office in Morgan County but there was no staff there and it had been unmanned for the past year. Employee F indicated the Hendricks and Morgan offices merged and the plan is for both offices to move to Plainfield, Indiana, by the end of January, 2013. Employee F indicated the Morgan branch is located at 1100 SR 39 Bypass, Suite B, Martinsville, Indiana. Employee F indicated the Martinsville office is now just a drop site where supplies are kept and staff use to fax documentation. 13. During an interview on 11/8/12 at 4:00 PM, employee A, Director of Nursing, indicated the Martinsville office has not been fully staffed since July 2012 and the plan is to merge it and the Avon office together and relocate them both to Plainfield, Indiana, in January 2013.			

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VISITING NURSE SERVICE	4701 N KEYSTONE AVE INDIANAPOLIS, IN 46205

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N0447	410 IAC 17-12-1(c)(4) Home health agency administration/management Rule 12 Sec. 1(c)(4) The administrator, who may also be the supervising physician or registered nurse required by subsection (d), shall do the following: (4) Ensure the accuracy of public information materials and activities. Based on policy review, document review, and interview, the agency failed to ensure the administrator ensured the accuracy of public information for 1 of 1 home health agencies reviewed with the potential to affect all patients who receive services from the agency. The findings include: 1. Facility policy titled "Branch Office Policy" policy number C-40 dated 3/11 states, "A branch office is defined as a location or site from which a Home Health Agency provides services for a portion of the total geographic area served by the parent home health agency. Branch offices are part of the parent agency and share administration, supervision and services with the parent agency." 2. Review of documentation received from ISDH (Indiana State Department of Health) indicated current branches	N0447	The President (Administrator) of Visiting Nurse Service (VNS) @ St Francis Homecare and Hospice notified the State Agency (SA) and Centers for Medicare and Medicaid Services (CMS) per letters dated November 8, 2012: a) Closed Branch locations: #1VNS located at 550 Polk Ave. Suite 18, Greenwood, IN 46143 Branch # 15Q7008004; #2 Riverview Home Care branch located at 493 Westfield Rd, Suite 9, Nobelsville, IN 46060 Branch # 15Q7008005. Current patients at these two sites have been reassigned to our Central office, 4701 N Keystone Avenue, Indianapolis, IN 46205 , with no change in staff to provide care. ; #3 Witham Visiting Nurse Service & Hospice located at 1122 North Lebanon St, Lebanon, IN 46052 Branch # 15Q7008002. Current patients at this office have been reassigned to our Hendricks office at 5250 East US Hyw 36, Suite 100, Avon, IN 46123; Letter to SA and CMS from President (Administrator) dated November 16, 2012 for #4 Morgan Homecare and Hospice located at 1100 SR 39 Bypass Suite B,	12/21/2012

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	for VNS at St. Francis included the following: A. Morgan Home Care and Hospice Services located at 1100 St. Rd. 39 Bypass, Ste. B Martinsville, Indiana. The Medicare Branch ID is 15Q7008006. B. Riverview Home Care located at 493 Westview Rd, Noblesville, Indiana. The Medicare Branch ID is 15Q7008005. C. Visiting Nurse Service South located at 500 Polk Ave, Greenwood, Indiana. The Medicare Branch ID is 15Q7008004. D. Visiting Nurse Service and Hospice of Hendricks County located at 7-B Manor Drive, Danville, Indiana. The Medicare Branch ID is 15Q7008001. E. Witham Visiting Nurse Service and Hospice located at 1122 N. Lebanon St, Lebanon, Indiana. The Medicare Branch ID is 15Q7008002. 3. On 11/8/12 at 8:15 AM, review of the VNS website located at http://www.vnsi.org/loca.html listed the following local offices:		Martinsville, IN 46151 Branch #15Q7008006. Current patients at this office have been reassigned to our Hendricks office at 5250 East US Hyw 36, Suite 100, Avon, IN 46123, with no change in staff assigned to provide care. b) Address change: VNS Homecare and Hospice of Hendricks County formerly located at 7 Manor Drive, Danville, IN 46122 has relocated to 5250 East US Hyw. 36, Suite 100, Avon, IN 46123 Branch # 15Q7008001. c) Clarification: VNS @ St Francis, Inc. Howard Regional Homecare Branch, 2800 South Reed Rd., Kokomo, IN 46902 Medicare Homecare Provider # 15-7008 branch # 15Q7008007 office remains open. All signage from the closed branch offices will be removed by December 23, 2012. VNS @ St Francis website located at http://www.vnsi.org office location listings was changed on November 8, 2012. All agency brochures listing the approved branch locations will be ordered on November 19, 2012 with anticipated delivery date of December 5, 2012. Current agency brochures will be corrected by Novemeber 23, 2012. The President (Administrator) of VNS@ St Francis Homecare and Hospice will be responsible for monitoring these corrective actions and to ensure that the deficiencies are corrected and will	

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	A. Visiting Nurse Services, Inc - Central Office, 4701 N. Keystone Ave, Indianapolis, Indiana. B. Hospice of Central Indiana, 4701 N. Keystone Ave, Indianapolis, Indiana. C. Visiting Nurse Service and Hospice of Hendricks County, 5250 East US Highway 36, Ste. 100, Avon, Indiana. D. Riverview Home Care, 493 Westfield Road, Ste. 9, Noblesville, Indiana. E. Visiting Nurse Service South, 550 Polk Avenue, Ste. 1, Greenwood, Indiana. F. Morgan Home Care and Hospice, 1100 SR 39 Bypass, Ste. B, Martinsville, Indiana. G. Howard Regional Home Care and Hospice Services, 2800 South Reed Rd., Kokomo, Indiana. H. Abbie Hunt Bryce Home, 4760 Pennwood Drive, Indianapolis, Indiana. 4. During the entrance conference on 11/8/12 at 9:50 AM, employee C, Vice		not recur.	

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	President, indicated the branch offices for VNS at St. Francis include Martinsville, Kokomo, and Avon, Indiana. Employee C indicated Riverview Home Care in Noblesville, Visiting Nurse Services in Greenwood, and Witham Visiting Nurse Service in Lebanon were all drop sites only, not branches. 5. During an interview on 11/8/12 at 11:15 AM, employee A, Director of Nursing, indicated the following: A. The current branch offices for VNS at St. Francis include Martinsville, Kokomo, and Avon. B. Riverview Home Care in Noblesville is a drop site only. C. Visiting Nurse Service located at 500 Polk Avenue in Greenwood and Witham Visiting Nurse Service in Lebanon are closed. D. When shown the ISDH document indicating the Howard Regional Home Care office in Kokomo, Indiana, was closed, employee A indicated they closed the Hospice agency at the Kokomo, Indiana, location on 8/24/12, but not the home health location. E. When shown the print out from the			

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	VNS website located at http://www.vnsi.org/loca.html with office locations, employee A indicated the website was incorrect and the Riverview Home Care in Noblesville and Visiting Nurse Service South in Greenwood should not be listed since they are not being used as branches. 6. On 11/8/12 at 11:55 AM, a visit was made to the Riverview Home Care office in Noblesville, Indiana. There was a sign on the building entrance stating "Visiting Nurse Services." In the lobby of the building, a brochure for "VNS Home Health Care" was found. On the back of the brochure, the following locations were listed: A. Visiting Nurse Services, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Witham Visiting Nurse Service and Hospice - 1122 N. Lebanon St., Lebanon, Indiana. D. Howard Regional Home Care and Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana.			

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	E. VNS 1st Call, 16969 St. Rd. 3 North, Eaton, Indiana. F. Visiting Nurse Service South, 550 Polk Ave, Greenwood, Indiana. G. Morgan Home Care and Hospice Services, 1100 St. Rd. 39 Bypass, Ste. B, Martinsville, Indiana. H. Visiting Nurse Service and Hospice of Hendricks County, 7-B Manor Dr., P.O. Box 627, Danville, Indiana I. Hospice of Central Indiana, 4701 N. Keystone Ave., Indianapolis, Indiana. 7. On 11/8/12 at 12:00 PM, employee A, Director of Nursing, provided two (2) letters dated 8/10/12 addressed to person G, at ISDH, and Person H, at CMS, that stated, "Visiting Nurse Service at St. Francis, Inc. is closing Howard Regional Hospice Services for the Howard County Indiana area effective August 24, 2012." Employee A indicated the letter requested for the Hospice to be closed, not the Home Health. 8. On 11/8/12 at 2:00 PM, employee A, Director of Nursing, was shown a document from CMS dated 9/20/12			

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	addressed to employee E, Administrator, that stated, "We have been notified that Franciscan VNS at St. Francis, Inc. has closed its extension site Howard Home Care and Hospice located at 2800 S. Reed Road, Kokomo, IN 46902 effective August 24, 2012. No Payment can be made under the Medicare program for services rendered at this site on or after August 24, 2012. You are still approved for the following branch location: Morgan Home Care & Hospice Services, 1100 SR 39 Bypass, Suite B, Martinsville, IN 46151; Riverview Homecare, 493 Westfield Road, Suite 9 Noblesville, Indiana 46060; Visiting Nurse Service South, 500 Polk Avenue, Suite 18, Greenwood, IN 46143; Visiting Nurse Service Hospice of Hendricks County, 7 B Manor Drive, Danville, IN 46122; Witham Visiting Nurse Service Hospice, 1122 N. Lebanon Street, Lebanon, IN 46052." Employee A, Director of Nursing, verified this was document was received by employee E, Administrator. Employee A, Director of Nursing, indicated the incorrect information should have been reported to CMS and ISDH when received.			

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	9. On 11/8/12 at 2:10 PM, employee A, Director of Nursing, indicated the Visiting Nurse Service and Hospice of Hendricks County located at 7-B Manor Drive, Danville, Indiana is closed and was moved to 5250 E. US Hwy 36 in Avon, Indiana "years ago." Employee A indicated notification was sent to ISDH and CMS regarding this change of address for the Hospice agency, but she could provide no documentation notification was given for the home health agency as well. She indicated that when they provided notification, they only provided the provider number for the hospice and failed to also include the provider number for the home health agency. 10. On 11/8/12 at 2:30 PM, employee A, Director of Nursing, provided a brochure titled "Franciscan VNS Home Health Care." On the back of the brochure, the following locations were listed: A. Visiting Nurse Services at St. Francis, Inc - 4701 North Keystone Avenue, Indianapolis, Indiana B. Riverview Home Care - 493 Westfield Ave, Noblesville, Indiana C. Howard Regional Home Care and			

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	Hospice Services, 2800 S. Reed Rd., 2nd floor, Kokomo, Indiana. D. Visiting Nurse Service South, 421 N. Emerson Ave., Greenwood, Indiana. E. Visiting Nurse Service & Hospice of Hendricks County, 5250 E. US Hwy 36, Suite 100, Avon, Indiana F. Hospice of Central Indiana, 4701 N. Keystone, Ave., Indianapolis, Indiana. 11. On 11/8/12 at 2:35 PM, employee E, Administrator, indicated the letter from CMS dated 9/20/12 was received. Employee E indicated the incorrect information should have been reported to ISDH and CMS when received. Employee E indicated it was his understanding that once a branch was established, the branch ID was theirs to keep and was not aware branches no longer in use needed to be reported to CMS and ISDH. 12. On 11/8/12 at 3:35 PM, a visit was made to the Visiting Nurse and Hospice of Hendricks County office in Avon, Indiana. Employee F, Clinical Manager, indicated this office was the Hendricks / Morgan County branch.			

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	Employee F indicated there is technically still an office in Morgan County but there was no staff there and it had been unmanned for the past year. Employee F indicated the Hendricks and Morgan offices merged and the plan is for both offices to move to Plainfield, Indiana, by the end of January, 2013. Employee F indicated the Morgan branch is located at 1100 SR 39 Bypass, Suite B, Martinsville, Indiana. Employee F indicated the Martinsville office is now just a drop site where supplies are kept and staff use to fax documentation. 13. During an interview on 11/8/12 at 4:00 PM, employee A, Director of Nursing, indicated the Martinsville office has not been fully staffed since July 2012 and the plan is to merge it and the Avon office together and relocate them both to Plainfield, Indiana, in January 2013.			

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