

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157558	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/07/2013
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NAME OF PROVIDER OR SUPPLIER PROFESSIONAL CARE HOME HEALTH SERVICES	STREET ADDRESS, CITY, STATE, ZIP CODE 9008 INDIANAPOLIS BLVD HIGHLAND, IN 46322
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G000000	<p>This visit was a home health federal recertification survey. The survey was partially extended on 3-7-13.</p> <p>Date of survey: 3/4, 3/5, 3/6, and 3/7/13.</p> <p>Facility #: IN004076.</p> <p>Medicaid Vendor #: 200497560.</p> <p>Surveyor: Janet Brandt, RN, PHNS</p> <p>Number of records reviewed: 11</p> <p>Number of skilled unduplicated admissions: 421.</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN March 11, 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 interview and review of medical records, the agency failed to ensure skilled nursing visits and home health aide visits had been provided as ordered on the plan of care in 3 (#2, #6, and #10) of 11 records reviewed creating the potential to affect all of the agency's current patients receiving skilled nursing (SN) and home health aide (HHA) services.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record #2 included a plan of care for the certification period 2/22/13-4/22/13 with orders for the SN 1 time the first week of the certification period, 2 times weekly for 2 weeks, then 1 time weekly for 6 weeks. The HHA was to visit 1 time weekly for 9 weeks. The record evidenced 1 missed HHA visit the first week of the certification period 2/22/13 - 2/23/13. 2. Clinical record #6 included a plan of care for the certification period 			G000158	G0158. The Agency updated the policy on Missed Visits (see enclosed copy of policy) on 03/13/13. The Director of Nursing then held an In-Service with the field staff and QA personnel in reinforcing Agency's policy on Missed Visits on 03/15/13. Missed Visit notes will be submitted weekly. QA Supervisor will be held accountable for monitoring these corrective actions and the Director of Nursing will monitor for compliance to ensure non-recurrence of the deficiency.		03/15/2013

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	<p>2/8/13-4/8/13 with orders for the SN to visit 1 time weekly for 9 weeks and the HHA was to visit 1 time the first week of the certification period and 2 times a week for 8 weeks to assist with personal care. The record failed to evidence a HHA visit for week 1 (2/8 - 2/9/13), week 2 (2/10/13 - 2/16/13), and week 3 (2/17/13 - 2/23/13.)</p> <p>3. Clinical record #10 included a plan of care for the certification period 2/8/13-4/8/13 with orders for the SN to visit 1 time a week for 9 weeks and the HHA to visit 1 time a week for 8 weeks. The record failed to evidence a SN visit had been week 1, 2/8/13 - 2/9/13.</p> <p>4. On 3/7/13 at 12:36 PM, employee A indicated there was no additional documentation available for record #2, #6, or #10 and the visits had been missed.</p>				

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G000164	<p>484.18(b) PERIODIC REVIEW OF PLAN OF CARE Agency professional staff promptly alert the physician to any changes that suggest a need to alter the plan of care.</p> <p>Based on medical record and agency policy review and interview, the agency failed to ensure the physician was notified of the patient's weight loss for 1 (#4) of 11 records reviewed with the potential to affect all patients of the agency.</p> <p>Findings include:</p> <ol style="list-style-type: none"> Record #4 evidenced physician orders for skilled nursing visits 1 time for 1 day, 2 times per week for 2 weeks, and 1 time week for 7 weeks to perform skilled assessment including taking vital signs (VS) and performing an assessment of nutritional status, including obtaining the patient's weight with the goal of the "patient maintaining prescribed diet." Skilled Nursing (SN) notes dated 2/9/13, 2/11/13, 2/14/13, and 2/19/13 identified the patient's weight was 188 pounds (lbs). On 2/25/13, the SN documented the weight as 186.5 lbs. On 3/1/13, the SN documented a weight of 180 lbs. The record failed to evidence the physician had been notified of the weight loss. On 3/7/13 at 12:50 PM, Employee I indicated the patient had a significant 	G000164	<p>G0164 . The Agency updated the policy on Nursing Services to include Vital Signs Alert Parameters (see enclosed copy of policy) on 03/13/13. The Director of Nursing held an In-Service with the field staff and QA personnel to discuss and instruct on the new policy implemented on 03/15/13. The QA Supervisor will be held accountable for monitoring these corrective actions and the Director of Nursing will monitor for compliance to ensure non-recurrence of the deficiency.</p>	03/15/2013			

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	<p>weight loss between 2/25/13 and 3/1/13. Employee I indicated the physician should have been notified of the weight loss.</p> <p>3. Employee A indicated, on 3/7/13 at 12:50 PM, parameters for physician notification were understood to be a 2 lb weight loss in a day or 5 lb weight loss in a week due to the patient's congestive heart failure history, even though the parameters were not on the Plan of Care. The clinician should have notified the physician of the change in condition.</p> <p>4. The undated agency policy titled "Nursing Services" states, "2. The nurse will provide nursing services following the assessment / evaluation visit according to the patient's needs as determined by the physician and agency staff. The nursing care will include, but not limited to, ... a) Assessing, noting and reporting the patient's physical condition (i.e., color, edema, ambulatory status, nutrition, home environment, emotional status, etc. The physician should be notified of any significant change, physician contacts and follow up care ordered. [sic]"</p>						

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G000176	<p>484.30(a) DUTIES OF THE REGISTERED NURSE The registered nurse prepares clinical and progress notes, coordinates services, informs the physician and other personnel of changes in the patient's condition and needs.</p> <p>Based on medical record and agency policy review and interview, the agency failed to ensure the registered nurse notified the physician of the patient's weight loss for 1 (#4) of 11 records reviewed with the potential to affect all patients of the agency.</p> <p>Findings include:</p> <ol style="list-style-type: none"> Record #4 evidenced physician orders for skilled nursing visits 1 time for 1 day, 2 times per week for 2 weeks, and 1 time week for 7 weeks to perform skilled assessment including taking vital signs (VS) and performing an assessment of nutritional status, including obtaining the patient's weight with the goal of the "patient maintaining prescribed diet." Skilled Nursing (SN) notes dated 2/9/13, 2/11/13, 2/14/13, and 2/19/13 identified the patient's weight was 188 pounds (lbs). On 2/25/13, the SN documented the weight as 186.5 lbs. On 3/1/13, the SN documented a weight of 180 lbs. The record failed to evidence the physician had been notified of the weight loss. 	G000176	<p>G0176. The Agency updated the responsibilities of the Registered Nurse to include the new policy on Vital Signs Alert Parameters on 03/13/13.</p> <p>The Director of Nursing held an In-Service on 03/15/13 with the field staff and QA personnel to discuss and instruct on the responsibilities of the Registered Nurse highlighting on the new policy on Vital Signs Alert Parameters.</p> <p>The QA Supervisor will be held accountable for monitoring these corrective actions and the Director of Nursing will monitor for compliance to ensure non-recurrence of this deficiency.</p>	03/15/2013			

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	<p>2. On 3/7/13 at 12:50 PM, Employee I indicated the patient had a significant weight loss between 2/25/13 and 3/1/13. Employee I indicated the physician should have been notified of the weight loss.</p> <p>3. Employee A indicated, on 3/7/13 at 12:50 PM, parameters for physician notification were understood to be a 2 lb weight loss in a day or 5 lb weight loss in a week due to the patient's congestive heart failure history, even though the parameters were not on the Plan of Care. The clinician should have notified the physician of the change in condition.</p> <p>4. The undated agency policy titled "Nursing Services" states, "2. The nurse will provide nursing services following the assessment / evaluation visit according to the patient's needs as determined by the physician and agency staff. The nursing care will include, but not limited to, ... a) Assessing, noting and reporting the patient's physical condition (i.e., color, edema, ambulatory status, nutrition, home environment, emotional status, etc. The physician should be notified of any significant change, physician contacts and follow up care ordered. [sic]"</p>				

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N000000	<p>This was a home health state licensure survey.</p> <p>Survey dates: 3/4, 3/5, 3/6, and 3/7/13.</p> <p>Facility #: IN004076.</p> <p>Medicaid Vendor #: 200497560.</p> <p>Number of records reviewed: 11</p> <p>Unduplicated admissions: 421.</p> <p>Surveyors: Janet Brandt, R.N., PHNS</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN</p> <p>March 11, 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 interview and review of medical records, the agency failed to ensure skilled nursing visits and home health aide visits had been provided as ordered on the plan of care in 3 (#2, #6, and #10) of 11 records reviewed creating the potential to affect all of the agency's current patients receiving skilled nursing (SN) and home health aide (HHA) services.</p> <p>Findings include:</p> <ol style="list-style-type: none"> Clinical record #2 included a plan of care for the certification period 2/22/13-4/22/13 with orders for the SN 1 time the first week of the certification period, 2 times weekly for 2 weeks, then 1 time weekly for 6 weeks. The HHA was to visit 1 time weekly for 9 weeks. The record evidenced 1 missed HHA visit the first week of the certification period 2/22/13 - 2/23/13. Clinical record #6 included a plan of care for the certification period 	N000522	N0522. The Agency updated the policy on Missed Visits (see enclosed copy of policy) on 03/13/13. The Director of Nursing then held an In-Service with the field staff and QA personnel in reinforcing Agency's policy on Missed Visits on 03/15/13. Missed Visit notes will be submitted weekly. QA Supervisor will be held accountable for monitoring these corrective actions and the Director of Nursing will monitor for compliance to ensure non-recurrence of the deficiency.	03/15/2013

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	<p>2/8/13-4/8/13 with orders for the SN to visit 1 time weekly for 9 weeks and the HHA was to visit 1 time the first week of the certification period and 2 times a week for 8 weeks to assist with personal care. The record failed to evidence a HHA visit for week 1 (2/8 - 2/9/13), week 2 (2/10/13 - 2/16/13), and week 3 (2/17/13 - 2/23/13.)</p> <p>3. Clinical record #10 included a plan of care for the certification period 2/8/13-4/8/13 with orders for the SN to visit 1 time a week for 9 weeks and the HHA to visit 1 time a week for 8 weeks. The record failed to evidence a SN visit had been week 1, 2/8/13 - 2/9/13.</p> <p>4. On 3/7/13 at 12:36 PM, employee A indicated there was no additional documentation available for record #2, #6, or #10 and the visits had been missed.</p>			

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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 medical record and agency policy review and interview, the agency failed to ensure the physician was notified of the patient's weight loss for 1 (#4) of 11 records reviewed with the potential to affect all patients of the agency.</p> <p>Findings include:</p> <p>1. Record #4 evidenced physician orders for skilled nursing visits 1 time for 1 day, 2 times per week for 2 weeks, and 1 time week for 7 weeks to perform skilled assessment including taking vital signs (VS) and performing an assessment of nutritional status, including obtaining the patient's weight with the goal of the "patient maintaining prescribed diet." Skilled Nursing (SN) notes dated 2/9/13, 2/11/13, 2/14/13, and 2/19/13 identified the patient's weight was 188 pounds (lbs). On 2/25/13, the SN documented the weight as 186.5 lbs. On 3/1/13, the SN documented a weight of 180 lbs. The record failed to evidence the physician had been notified of the weight loss.</p>	N000527	N0527. The Agency updated the policy on Nursing Services on 03/13/13 to include Vital Signs Alert Parameters (see enclosed copy of policy).The Director of Nursing held an In-Service with the field staff and QA personnel to discuss and instruct on the new policy implemented on 03/15/13.The QA Supervisor will be held accountable for monitoring these corrective actions and the Director of Nursing will monitor for compliance to ensure non-recurrence of the deficiency.	03/15/2013

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	<p>2. On 3/7/13 at 12:50 PM, Employee I indicated the patient had a significant weight loss between 2/25/13 and 3/1/13. Employee I indicated the physician should have been notified of the weight loss.</p> <p>3. Employee A indicated, on 3/7/13 at 12:50 PM, parameters for physician notification were understood to be a 2 lb weight loss in a day or 5 lb weight loss in a week due to the patient's congestive heart failure history, even though the parameters were not on the Plan of Care. The clinician should have notified the physician of the change in condition.</p> <p>4. The undated agency policy titled "Nursing Services" states, "2. The nurse will provide nursing services following the assessment / evaluation visit according to the patient's needs as determined by the physician and agency staff. The nursing care will include, but not limited to, ... a) Assessing, noting and reporting the patient's physical condition (i.e., color, edema, ambulatory status, nutrition, home environment, emotional status, etc. The physician should be notified of any significant change, physician contacts and follow up care ordered. [sic]"</p>						

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N000546	<p>410 IAC 17-14-1(a)(1)(G) Scope of Services Rule 14 Sec. 1(a) (1)(G) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (G) Inform the physician and other appropriate medical personnel of changes in the patient's condition and needs, counsel the patient and family in meeting nursing and related needs, participate in inservice programs, and supervise and teach other nursing personnel.</p> <p>Based on medical record and agency policy review and interview, the agency failed to ensure the registered nurse notified the physician of the patient's weight loss for 1 (#4) of 11 records reviewed with the potential to affect all patients of the agency.</p> <p>Findings include:</p> <p>1. Record #4 evidenced physician orders for skilled nursing visits 1 time for 1 day, 2 times per week for 2 weeks, and 1 time week for 7 weeks to perform skilled assessment including taking vital signs (VS) and performing an assessment of nutritional status, including obtaining the patient's weight with the goal of the "patient maintaining prescribed diet." Skilled Nursing (SN) notes dated 2/9/13, 2/11/13, 2/14/13, and 2/19/13 identified</p>	N000546	<p>N0546. The Agency updated the responsibilities of the Registered Nurse on 03/13/13 to include the new policy on Vital Signs Alert Parameters. The Director of Nursing held an In-Service on 03/15/13 with the field staff and QA personnel to discuss and instruct on the responsibilities of the Registered Nurse highlighting on the new policy on Vital Signs Alert Parameters. The QA Supervisor will be held accountable for monitoring these corrective actions and the Director of Nursing will monitor for compliance to ensure non-recurrence of this deficiency.</p>	03/15/2013

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	<p>the patient's weight was 188 pounds (lbs). On 2/25/13, the SN documented the weight as 186.5 lbs. On 3/1/13, the SN documented a weight of 180 lbs. The record failed to evidence the physician had been notified of the weight loss.</p> <p>2. On 3/7/13 at 12:50 PM, Employee I indicated the patient had a significant weight loss between 2/25/13 and 3/1/13. Employee I indicated the physician should have been notified of the weight loss.</p> <p>3. Employee A indicated, on 3/7/13 at 12:50 PM, parameters for physician notification were understood to be a 2 lb weight loss in a day or 5 lb weight loss in a week due to the patient's congestive heart failure history, even though the parameters were not on the Plan of Care. The clinician should have notified the physician of the change in condition.</p> <p>4. The undated agency policy titled "Nursing Services" states, "2. The nurse will provide nursing services following the assessment / evaluation visit according to the patient's needs as determined by the physician and agency staff. The nursing care will include, but not limited to, ... a) Assessing, noting and reporting the patient's physical condition (i.e., color, edema, ambulatory status, nutrition, home environment, emotional</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157558	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/07/2013
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NAME OF PROVIDER OR SUPPLIER PROFESSIONAL CARE HOME HEALTH SERVICES	STREET ADDRESS, CITY, STATE, ZIP CODE 9008 INDIANAPOLIS BLVD HIGHLAND, IN 46322
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	status, etc. The physician should be notified of any significant change, physician contacts and follow up care ordered. [sic]"			