

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157653	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 09/14/2015
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NAME OF PROVIDER OR SUPPLIER RN2U INC	STREET ADDRESS, CITY, STATE, ZIP CODE 635 S STATE RD 67 MOORESVILLE, IN 46158
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G 0000 Bldg. 00	<p>This was a follow up federal home health recertification survey.</p> <p>Survey dates: September 14, 2015</p> <p>Facility Number: 012905</p> <p>Medicaid Provider ID 201075310</p> <p>Census: 74</p> <p>Clinical records reviewed 4</p> <p>RN2U, Inc. is precluded from providing its own training and competency evaluation program for a period of 2 years beginning September 14, 2015, to September 14, 2017, for being found out of compliance with the Conditions of Participation 42 CFR 484.10 Patient Rights, 484.14 Organization, Services & Administration, 484.32 Therapy Services, and 484.48 Clinical Records.</p>	G 0000		
G 0100 Bldg. 00	Based on record review and interview,	G 0100	1. Administrator/designee will complete a patient	10/16/2015

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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	<p>the agency failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed (See G 107) and failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would and / or would not be provided prior to the start of care for 1 of 1 record reviewed (See G 108).</p> <p>The cumulative effect of this systemic problem resulted in the agency being out of compliance with the Condition of Participation 484.10 Patient Rights.</p>		<p>complaintform immediately when receiving a complaint. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 2. All complaint forms will be given to Administrator/designeesame day to review, contact person(s) making complaint, document conversationand sign/date form. (Implemented 10/16/15 & On-going)(To be monitored byAdministrator/designee) 3. Patient records requested to be mailed will be mailed certifiedmail return receipt requested. (Implemented 10/16/15 & On-going)(To bemonitored by Administrator/designee) 4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (Implemented 10/15/15 &On-going)(To be monitored by Administrator/designee) 5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To bemonitored by Administrator/designee) 6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered</p>		

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G 0107 Bldg. 00	484.10(b)(5) EXERCISE OF RIGHTS AND RESPECT FOR PROP The HHA must investigate complaints made by a patient or the patient's family or guardian regarding treatment or care that is (or fails to be) furnished, or regarding the		disciplines are scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The Complaint/Grievance Policy has been reviewed by Administrator and Consultant. Changes have been made accordingly. (Completed 10/16/15) 8. The Complaint/Grievance Form has been reviewed by Administrator and Consultant and revised. (Implemented 10/16/15) 9. Administrator has in-serviced all staff on the Complaint/Grievance Policy and the changes made. (Completed 10/16/15) 10. The Complaint/Grievance policy will be included in orientation of new staff. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 11. The Administrator/designee will review all complaints quarterly to see if there are any patterns and will implement processes to address any patterns found. (Implemented 10/16/15 & On-going)		

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	<p>lack of respect for the patient's property by anyone furnishing services on behalf of the HHA, and must document both the existence of the complaint and the resolution of the complaint.</p> <p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p> <p>Findings included:</p> <ol style="list-style-type: none"> 1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15. 2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she has had no complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request medical records and the medical records were mailed to the requestor for patient #16. 3. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and 	G 0107	<ol style="list-style-type: none"> 1. Administrator/designee will complete a patient complaintform immediately when receiving a complaint. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 2. All complaint forms will be given to Administrator/designeesame day to review, contact person(s) making complaint, document conversationand sign/date form. (Implemented 10/16/15 & On-going) (To be monitored byAdministrator/designee) 3. Patient records requested to be mailed will be mailed certifiedmail return receipt requested. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee) 4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (Implemented 10/15/15 &On-going)(To be monitored by Administrator/designee) 5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (Implemented 10/16/15 & On-going) (To be monitored by 	10/16/2015

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G 0108	484.10(c)(1) requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records.		<p>Administrator/designee)</p> <p>6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>7. The Complaint/Grievance Policy has been reviewed by Administrator and Consultant. Changes have been made accordingly. (Completed 10/16/15)</p> <p>8. The Complaint/Grievance Form has been reviewed by Administrator and Consultant and revised. (Implemented 10/16/15)</p> <p>9. Administrator has in-serviced all staff on the Complaint/Grievance Policy and the changes made. (Completed 10/16/15)</p> <p>10. The Complaint/Grievance policy will be included in orientation of new staff. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>11. The Administrator/designee will review all complaints quarterly to see if there are any patterns and will implement processes to address any patterns found. (Implemented 10/16/15 & On-going)</p>	

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Bldg. 00	<p>RIGHT TO BE INFORMED AND PARTICIPATE</p> <p>The patient has the right to be informed, in advance about the care to be furnished, and of any changes in the care to be furnished.</p> <p>The HHA must advise the patient in advance of the disciplines that will furnish care, and the frequency of visits proposed to be furnished.</p> <p>The HHA must advise the patient in advance of any change in the plan of care before the change is made.</p> <p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would and / or would not be provided in relation to speech therapy prior to the start of care for 1 of 1 record reviewed.</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and</p>	G 0108	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>3. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines. (Implemented 10/16/15 & On-going) (To be monitored by DON/designee)</p> <p>4. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going)</p>	10/16/2015	

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	<p>dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to</p>		<p>(To be monitored byDON/designee)</p> <p>5. Administrator/designee will review all new admissionsweekly to ensure all disciplines ordered can be provided by agency.(Implemented 10/16/15 & On-going)(To be monitored byAdministrator/designee)</p> <p>6. Administrator/designee will review all new admissionsweekly to ensure all disciplines ordered have been scheduled. (Implemented10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>7. The contract with therapy company has been reviewed byAdministrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15)</p> <p>8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there istimely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee)</p> <p>9. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (Implemented</p>	

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	<p>return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant</p>		<p>10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>10. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>11. If patient/caregiver declines therapy services, MD willbe notified that day of refusal of therapy. This conversation will bedocumented in patient's chart. (Implemented 10/16/15 & On-going)(To bemonitored by Administrator/designee)</p> <p>12. DON/designee will in-service professional staff onrequirement to contact all disciplines involved in patient's care, withintwenty four (24) hours or next business day, and document name of person(s)spoke with as well as date and time. (Implemented 10/16/15 & On-going) (Tobe monitored by Administrator/designee)</p> <p>13. DON/designee will in-service staff on requirement tonotify MD of patient/caregiver's refusal of therapy and document in patient'schart. (Implemented 10/16/15)(To be monitored by</p>	

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	<p>stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled Client Admission Process indicated,</p>		<p>Administrator/designee)</p> <p>14. DON/designee will in-service all staff on importance of clearly identifying their discipline when providing care so there is no confusion as to the actual discipline of that staff member. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p>	

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G 0122	"Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified "				
	484.14 ORGANIZATION, SERVICES &				

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Bldg. 00	<p>ADMINISTRATION</p> <p>(A) Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (B) failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be and / or would not be provided prior to the start of care for 1 of 1 record reviewed. (C) failed to ensure the clinical staff efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services (See G 133); failed to ensure their efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services (See G 143); and failed to ensure their efforts were coordinated and documented effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving services (See G 144).</p> <p>The cumulative effect of this systemic</p>	G 0122	<p>G122 1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines. (Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 4. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 5. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The</p>	10/16/2015	

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	problem resulted in the agency being out of compliance with the Condition of Participation 484.14 Organization, Services, & Administration.		contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there istimely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) 9. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 10. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in patient'schart. (Implemented 10/16/15 & On-going)(To be monitored byAdministrator/designee) 11. If patient/caregiver declines therapy services, MD willbe notified that day of refusal of therapy. This conversation will bedocumented in patient's chart. (Implemented 10/16/15 & On-going)(To bemonitored by Administrator/designee) 12.	

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G 0133 Bldg. 00	484.14(c) ADMINISTRATOR The administrator, who may also be the supervising physician or registered nurse required under paragraph (d) of this section, organizes and directs the agency's ongoing functions; maintains ongoing liaison among the governing body, the group of professional personnel, and the staff. A. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers concern / grievance was investigated in	G 0133	DON/designee will in-service professional staff on requirement to contact all disciplines involved in patient's care, withintwenty four (24) hours or next business day, and document name of person(s)spoke with as well as date and time. (Implemented 10/16/15 & On-going)(Tobe monitored by Administrator/designee) 13. DON/designee will in-service staff on requirement tonotify MD of patient/caregiver's refusal of therapy and document in patient'schart. (Implemented 10/16/15)(To be monitored by Administrator/designee) 14. DON/designee will in-service all staff on importance ofclearly identifying their discipline when providing care so there is noconfusion as to the actual discipline of that staff member. (Implemented10/16/15 & On-going)(To be monitored by Administrator/designee) 1. Administrator/designee will complete a patient complaint form immediately when receiving a complaint. (Implemented 10/16/15 &On-going)(To be	10/16/2015	

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	<p>regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p> <p>Findings included:</p> <p>1A. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15.</p> <p>2A. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she has had no complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request medical records and the medical records was mailed to the requestor for patient #16.</p> <p>3A. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records.</p>		<p>monitored by Administrator/designee) 2. All complaint forms will be given to Administrator/designee same day to review, contact person(s) making complaint, document conversation and sign/date form. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/15/15 & On-going)(To be monitored by Administrator/designee) 5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines a 7. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 8. DON/designee will notify MD same day it is determined agency</p>	

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	<p>B. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be and / or would not be provided prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1B. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with</p>		<p>cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 9. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines.(Implemented 10/16/15 & On-going)(To be monitored by DON/designee) DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled.(Implemented 10/16/15 & On-going)(To be monitored by DON/designee) Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15) When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely</p>		

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	<p>speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2B. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3B. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the</p>		<p>follow up. This is to be done on a daily basis. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) DON/designee will in-service clinical staff on requirement to notify MD of any changes in patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done</p>	

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	<p>patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4B. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy</p>		<p>unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) Therapy Contract with Therapy Staffing Agency has been reviewed by Administrator and Consultant and revisions made as needed(Implemented 10/16/15) (To be monitored by Administrator/designee)</p>	

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	<p>for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5B. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6B. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the</p>			

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	<p>treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified "</p> <p>C. Based on observation, clinical record and policy review and interview, the Administrator failed to ensure the clinical staff efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1C. Clinical record number 16, SOC</p>			

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	<p>(start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt</p>			

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	<p>[patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and</p>			

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	<p>thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to</p>			

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	<p>fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval</p>			

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	<p>[evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training:</p>			

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	<p>Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing</p>			

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	<p>secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him /</p>			

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	<p>her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech</p>			

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	<p>therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports</p>				

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	<p>confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the physician and case manager had been notified and patient needs were</p>			

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	<p>coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a</p>						

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	<p>speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2C. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p>			

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	<p>3C. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4C. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family</p>			

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	<p>caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>4D. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>4E. An undated policy titled "Coordination of Client Services"</p>			

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	<p>indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>5C. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care "</p> <p>6C. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial</p>			

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G 0143 Bldg. 00	<p>visit with the Clinical manager to ensure ... "</p> <p>484.14(g) COORDINATION OF PATIENT SERVICES All personnel furnishing services maintain liaison to ensure that their efforts are coordinated effectively and support the objectives outlined in the plan of care. Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the contracting therapy company that were furnishing services for 2 of 4 records reviewed (#14 and 15) and failed to ensure their efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 14, SOC (start of care) 09/04/15, included a plan of care established by the physician for the certification period 09/04/15 to 11/02/15. During clinical record review on 09/14/15, with orders for skilled nursing, physical and occupational therapy.</p> <p>a. A Physician order dated 08/25/15, indicated the patient was to have physical therapy one to two times a</p>	G 0143	<p>If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>DON/designee will in-service staff on requirement to notify MD of patient/caregiver's refusal of therapy and document in patient's chart. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Requirement to notify MD of patient/caregiver refusal of discipline will be included in orientation of all new staff.</p>	10/16/2015

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	<p>week for four to six weeks to relieve pain and increase strength.</p> <p>b. A communication note dated 09/05/15, indicated the patient refused physical therapy.</p> <p>c. An Occupational evaluation dated 09/05/15, indicated the patient was independent in ADL's and was not appropriate for home health services. The clinical record failed to evidence that the occupational therapist notified the agency of the patient's inappropriateness of services.</p> <p>2. Clinical record number 15, SOC 09/03/15, included a plan of care established by the physician for the certification period 09/03/15 to 10/31/15, with orders for physical therapy. The clinical record failed to evidence an evaluation for physical therapy.</p> <p>3. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and</p>		<p>(Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>DON/designee will in-service all clinical staff on requirement to notify DON and MD if patient is inappropriate for a particular service. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will ensure all clinical staff</p>	

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	<p>dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "...</p>		<p>participate in caseconferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administratorand Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Contract with Therapy Staffing Agency has beenreviewed by Administrator and Consultant and revisions made as needed (Implemented10/16/15)(To be monitored by Administrator/designee)</p> <p>Physical and Occupational Therapy Policies have beenreviewed by Administrator and Consultant and revisions have been made asneeded. (Implemented 10/16/15)(TO be monitored by Administrator/designee)</p>	

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	<p>Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15:</p>			

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	<p>Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ..." The visit note failed</p>			
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	<p>to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered]</p>			

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	<p>educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated</p>			

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	<p>the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion "</p> <p>The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was</p>			

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	<p>running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were</p>			

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	<p>coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>				

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	<p>2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can " The visit note failed to</p>			

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	<p>evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [difficulty] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>f. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He /</p>			

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	<p>she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down "</p> <p>The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all " The visit note failed to evidence that the physician had been notified.</p> <p>4. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator was not able to state why patient number 15 was not seen by therapy and was not able to state why the occupational therapist stated patient number 14 was not appropriate for services. The Administrator proceeded to email the contracted therapy company for information and calling both therapists. At 1:53 PM, the Administrator stated the coordinator with the contracted therapy company had indicated the occupational therapist for patient number 14 was a poor communicator. The Administrator also stated the physical therapist for patient number 15 had attempted to notify the patient two times the week of 09/06/15, but was unsuccessful and the doctor had been notified. A</p>			

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	<p>communication note was sent to the Administrator during surveyor visit (09/14/15) via computer. The communication note was dated 09/07/15. The note indicated the physical therapist attempted to notify the patient two times without success and would try again or drive by the home if no answer. The clinical record failed to evidence in a timely manner for the delay of physical therapy services and failed to evidence that the occupational therapist notified the agency of the non admission of services. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>5. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the</p>				

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	<p>coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>6. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's</p>			

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	<p>difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>7. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>8. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences;</p>			

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	<p>maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>9. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care "</p> <p>10. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary</p>			

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	<p>Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>11. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress "</p> <p>12. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences "</p> <p>13. An undated policy titled Coordination of Client Services indicated, "Care conferences will be held as necessary to establish interchange, reporting, and coordinated evaluation between all disciplines involved in the client's care "</p> <p>14. An undated policy titled Physical</p>			

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G 0144 Bldg. 00	<p>Therapist indicated, "...Communicates changes in schedule and physician orders to the office on the day the changes are made "</p> <p>484.14(g) COORDINATION OF PATIENT SERVICES The clinical record or minutes of case conferences establish that effective interchange, reporting, and coordination of patient care does occur. Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the contracting therapy company that were furnishing services for 2 of 4 records reviewed (#14 and 15) and failed to ensure their efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 14, SOC (start of care) 09/04/15, included a plan of care established by the physician for the certification period 09/04/15 to 11/02/15. During clinical record review on 09/14/15, with orders for skilled nursing, physical and occupational therapy.</p>	G 0144	<p>DON/designee will in-service all clinical staff on requirement to notify DON and MD if patient is inappropriate for a particular service. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p>	10/16/2015

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	<p>a. A Physician order dated 08/25/15, indicated the patient was to have physical therapy one to two times a week for four to six weeks to relieve pain and increase strength.</p> <p>b. A communication note dated 09/05/15, indicated the patient refused physical therapy.</p> <p>c. An Occupational evaluation dated 09/05/15, indicated the patient was independent in ADL's and was not appropriate for home health services. The clinical record failed to evidence that the occupational therapist notified the agency of the patient's inappropriateness of services.</p> <p>2. Clinical record number 15, SOC 09/03/15, included a plan of care established by the physician for the certification period 09/03/15 to 10/31/15, with orders for physical therapy. The clinical record failed to evidence an evaluation for physical therapy.</p> <p>3. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a</p>		<p>DON/designee will in-service staff on requirement to notify MD of patient/caregiver's refusal of therapy and document in patient's chart. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>Requirement to notify MD of patient/caregiver refusal of discipline will be included in orientation of all new staff. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>DON/designee will in-service clinical staff on requirement to notify MD of any changes in patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>DON will in-service clinical staff on the requirement to coordinate care</p>	

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	<p>skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech</p>		<p>of patient when multiple disciplines are involved. RN will beresponsible to ensure coordination of care is done unless nursing is notinvolved in case. (Implemented 10/16/15)(To be monitored byAdministrator/designee)</p> <p>DON will ensure all clinical staff participate in caseconferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administratorand Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Contract with Therapy Staffing Agency has beenreviewed by Administrator and Consultant and revisions made as needed(Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Administrator/designee will review all new admissions weeklyto ensure all disciplines ordered have been scheduled. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee)</p> <p>The contract with therapy company has been reviewed byAdministrator and Consultant. Revisions have been</p>	

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	<p>therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech</p>		<p>made as necessary.(Implemented 10/16/15)</p> <p>When agency uses a therapy staffing agency DON/designee willtract all communications with the staffing agency to ensure there is timelyfollow up. This is to be done on a daily basis. (Implemented 10/16/15 & On-going)(Tobe monitored by Administrator/designee)</p> <p>The Social Work Policy has been reviewed byAdministrator and Consultant and revisions made as needed. (Implemented10/16/15) (To be monitored by A</p>	

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	<p>therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl</p>			

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	<p>of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing</p>			

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	<p>fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [*secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were</p>			

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	<p>coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing "</p>			

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	<p>The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the physician</p>			

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	<p>and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt</p>			

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	<p>seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the physician and case manager had been notified and patient</p>			

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	<p>needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [difficulty] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>f. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His /</p>			

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	<p>her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down "</p> <p>The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all " The visit note failed to evidence that the physician had been notified.</p> <p>4. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator was not able to state why patient number 15 was not seen by therapy and was not able to state why the occupational therapist stated patient number 14 was not appropriate for services. The Administrator proceeded to email the contracted therapy company for information and calling both therapists. At 1:53 PM, the Administrator stated the coordinator with the contracted therapy company had indicated the occupational therapist for patient number 14 was a poor communicator. The Administrator also stated the physical therapist for patient number 15 had attempted to</p>			

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	<p>notify the patient two times the week of 09/06/15, but was unsuccessful and the doctor had been notified. A communication note was sent to the Administrator during surveyor visit (09/14/15) via computer. The communication note was dated 09/07/15. The note indicated the physical therapist attempted to notify the patient two times without success and would try again or drive by the home if no answer. The clinical record failed to evidence in a timely manner for the delay of physical therapy services and failed to evidence that the occupational therapist notified the agency of the non admission of services. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>5. On 09/14/15 at 1:53 PM, the</p>			

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	<p>Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>6. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech</p>			

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	<p>therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>7. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>8. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated</p>			

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	<p>effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>9. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care "</p> <p>10. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through</p>			

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NAME OF PROVIDER OR SUPPLIER RN2U INC	STREET ADDRESS, CITY, STATE, ZIP CODE 635 S STATE RD 67 MOORESVILLE, IN 46158
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	<p>formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>11. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress "</p> <p>12. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences "</p> <p>13. An undated policy titled Coordination of Client Services indicated, "Care conferences will be held as necessary to establish interchange, reporting, and coordinated evaluation between all disciplines involved in the</p>			

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G 0157 Bldg. 00	<p>client's care "</p> <p>14. An undated policy titled Physical Therapist indicated, "...Communicates changes in schedule and physician orders to the office on the day the changes are made "</p> <p>484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER Patients are accepted for treatment on the basis of a reasonable expectation that the patient's medical, nursing, and social needs can be met adequately by the agency in the patient's place of residence. Based on record review and interview, the agency failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be provided prior to the start of care for 1 of 1 record reviewed.</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a</p>	G 0157	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>3. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines. (Implemented 10/16/15 & On-going) (To be monitored by DON/designee)</p> <p>4. DON/designee will review all</p>	10/16/2015

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	<p>skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this</p>		<p>admissions, within fortyeight hours or next business day to ensure all ordered disciplines arescheduled. (Implemented 10/16/15 & On-going) (To be monitored byDON/designee)</p> <p>5. Administrator/designee will review all new admissionsweekly to ensure all disciplines ordered can be provided by agency.(Implemented 10/16/15 & On-going)(To be monitored byAdministrator/designee)</p> <p>6. Administrator/designee will review all new admissionsweekly to ensure all disciplines ordered have been scheduled. (Implemented10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>7. The contract with therapy company has been reviewed byAdministrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15)</p> <p>8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there istimely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee)</p> <p>be monitored by Administrator/designee)</p>	

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	<p>time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p>		<p>6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines a</p> <p>7. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>8. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>9. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines. (Implemented 10/16/15 & On-going) (To be monitored by DON/designee)</p> <p>DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going) (To be monitored by DON/designee)</p> <p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going) (To be monitored by</p>	

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	<p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ...</p>		<p>Administrator/designee)</p> <p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15)</p> <p>When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart.</p>	

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G 0184 Bldg. 00	<p>The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified "</p> <p>484.32 THERAPY SERVICES</p> <p>Based on record review and interview, the agency failed to ensure that a qualified therapist was providing services within their scope of practice for 1 of 4 records reviewed (See G 185); failed to</p>	G 0184	The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)	10/16/2015

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	<p>ensure their efforts were coordinated effectively with the contracting therapy company that were furnishing services for 2 of 4 records reviewed and failed to ensure that physical and occupational therapy had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed (See G 186); and failed to ensure that a patient needs were met by coordinating services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed (See G 187).</p> <p>The cumulative effect of this systemic problem resulted in the agency being out of compliance with the Condition of Participation 484.32 Therapy Services.</p>		<p>DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Contract with Therapy Staffing Agency has been reviewed by Administrator and Consultant and revisions made as needed (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p>	

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G 0185 Bldg. 00	<p>484.32 THERAPY SERVICES</p> <p>Any therapy services offered by the HHA directly or under arrangement are given by a qualified therapist or by a qualified therapy assistant under the supervision of a qualified therapist and in accordance with the plan of care.</p> <p>Based on record review and interview, the agency failed to ensure that a qualified therapist was providing services within their scope of practice for 1 of 4 records reviewed.</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p>	G 0185	<p>The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15)</p> <p>When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p>	10/16/2015

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	<p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs "</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "</p>		<p>DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Contract with Therapy Staffing Agency has been reviewed by Administrator and Consultant and revisions made as needed (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Physical and Occupational Therapy Policies have been reviewed by Administrator and Consultant and revisions have been made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p>	

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	<p>3. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day"</p> <p>4. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn't finish food "</p> <p>5. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day "</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems</p>			

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	<p>with swallowing "</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing "</p> <p>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator indicated she vaguely remembers the patient and proceeded to look through the patient's record. The Administrator notified the therapy company several times and spoke to an agent at the therapy company. According to the Administrator, the agent had indicated that a speech therapist had attempted to contact the home but was unsuccessful in reaching the family. Then at 2:30 PM, the Administrator indicated she had remembered that the speech therapist was with another company she had contracted with but doesn't explain the lack of notes and communication.</p> <p>3. An undated policy titled Occupational Therapy indicated, " ... Performs occupational therapy assessments, diagnostic tests, skilled treatments, and ongoing evaluation of clients who are receiving services under a medically</p>				

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G 0186 Bldg. 00	<p>approved Plan of Care "</p> <p>484.32 THERAPY SERVICES</p> <p>The qualified therapist assists the physician in evaluating the patient's level of function, and helps develop the plan of care (revising it as necessary.)</p> <p>Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the contracting therapy company that were furnishing services for 2 of 4 records reviewed. (#14 and 15)</p> <p>Findings include:</p> <p>1. Clinical record number 14, SOC (start of care) 09/04/15, included a plan of care established by the physician for the certification period 09/04/15 to 11/02/15. During clinical record review on 09/14/15, with orders for skilled nursing, physical and occupational therapy.</p> <p style="padding-left: 40px;">a. A Physician order dated 08/25/15, indicated the patient was to have physical therapy one to two times a week for four to 6 weeks to relieve pain and increase strength.</p> <p style="padding-left: 40px;">b. A communication note dated 09/05/15, indicated the patient refused physical therapy.</p>	G 0186	<p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) 9. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 10. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later</p>	10/16/2015

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	<p>c. An Occupational evaluation dated 09/05/15, indicated the patient was independent in ADL's and was not appropriate for home health services. The clinical record failed to evidence that the occupational therapist notified the agency of the patient's inappropriateness of services.</p> <p>2. Clinical record number 15, SOC 09/03/15, included a plan of care established by the physician for the certification period 09/03/15 to 10/31/15, with orders for physical therapy. The clinical record failed to evidence an evaluation for physical therapy.</p> <p>3. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator was not able to state why the patient number 15 was not seen by therapy and was not able to state why the occupational therapist stated patient number 14 was not appropriate for services. The Administrator proceeded to email the contracted therapy company for information and calling both therapists. At 1:53 PM, the Administrator stated the coordinator with the contracted therapy company had indicated the occupational therapist for patient number 14 was a poor communicator. The Administrator also stated the physical therapist for patient number 15 had attempted to</p>		<p>than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 11. If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 12. DON/designee will in-service professional staff on requirement to notify MD of any changes in patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines</p>	

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G 0188	<p>notify the patient two times the week of 09/06/15, but was unsuccessful and the doctor had been notified. A communication note was sent to the Administrator during surveyor visit (09/14/15) via computer. The communication note was dated 09/07/15. The note indicated the physical therapist attempted to notify the patient two times without success and would try again or drive by the home if no answer. The clinical record failed to evidence in a timely manner for the delay of physical therapy services and failed to evidence that the occupational therapist notified the agency of the non admission of services.</p> <p>4. An undated policy titled Coordination of Client Services indicated, "Care conferences will be held as necessary to establish interchange, reporting, and coordinated evaluation between all disciplines involved in the client's care "</p> <p>5. An undated policy titled Physical Therapist indicated, "...Communicates changes in schedule and physician orders to the office on the day the changes are made "</p>		<p>are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p>		

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Bldg. 00	<p>THERAPY SERVICES</p> <p>The qualified therapist advises and consults with the family and other agency personnel. Based on record review and interview, physical and occupational therapy failed to ensure that a patient needs were met by coordinating services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p>	G 0188	<p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15)</p> <p>8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there istimely follow up. This is to be done on a daily basis. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>9. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate</p>	10/16/2015
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	<p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and</p>		<p>patient's chart. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee)</p> <p>10. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going) (To be monitored byAdministrator/designee)</p> <p>11. If patient/caregiver declines therapy services, MD willbe notified that day of refusal of therapy. This conversation will bedocumented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>12. DON/designee will in-service professional staff onrequirement</p> <p>The Coordination of Care Policy has been reviewed byAdministrator and Consultant and revisions made as needed. (Implemented10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will in-service clinical staff on the requirement tocoordinate care of patient when multiple disciplines are involved. RN will beresponsible to ensure coordination of care is</p>	

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	<p>coughing it back up the next day "The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to</p>		<p>done unless nursing is notinvolved in case. (Implemented 10/16/15)(To be monitored byAdministrator/designee)</p> <p>DON will ensure all clinical staff participate in caseconferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administratorand Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Contract with Therapy Staffing Agency has beenreviewed by Administrator and Consultant and revisions made as needed(Implemented 10/16/15)(To be monitored by Administrator/designee)</p>	

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	<p>complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p>			

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	<p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p>			

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	<p>d. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> 1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the patient needs were coordinated with a speech therapist. 2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the patient needs were coordinated with a speech therapist. 3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the patient needs were coordinated with a speech therapist. 4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition 			

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	<p>.... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can "</p> <p>The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p>						

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	<p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely</p>			

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	<p>remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name</p>			

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	<p>of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he /</p>			

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G 0195 Bldg. 00	<p>she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, " ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition "</p> <p>484.34 MEDICAL SOCIAL SERVICES If the agency furnishes medical social services, those services are given by a qualified social worker or by a qualified social work assistant under the supervision of a qualified social worker, and in accordance with the plan of care. The social worker assists the physician and other team</p>				

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	<p>members in understanding the significant social and emotional factors related to the health problems.</p> <p>Based on record review, the agency failed to ensure that the social worker had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15. 2. The clinical record was reviewed on 09/14/15. <ol style="list-style-type: none"> a. A social worker visit note dated 06/03/15 indicated the reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [*secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down " <p>The visit note failed to evidence that the physician and case manager had been notified.</p>	G 0195	<p>The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>The Social Work Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON/designee will in-service clinical staff on requirement to notify MD of any changes in patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p>	10/16/2015

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G 0235	<p>b. A social worker visit note dated 06/24/15 indicated the reason for visit: "Assisting with g/tube placement concerns ... Pt [patient] is visibly smaller since last visit on 6/3. States his / her energy level is poor and not eating well at all " The visit note failed to evidence that the physician and case manager had been notified.</p> <p>3. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care ... "</p> <p>4. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences "</p> <p>484.48 CLINICAL RECORDS</p>		<p>The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p>	

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Bldg. 00	<p>Based on record review and interview, the agency failed to include a verbal start of care date on the Home Health Certification and Plan of Care for 2 of 4 records reviewed, failed to document notification to the physician for delay of services for 1 of 4 records reviewed, and failed to ensure their efforts were coordinated and documented effectively, and in a timely manner, with the contracting therapy company that were furnishing services for 2 of 4 records reviewed and failed to ensure that a patient's clinical record was complete and contained all accurate and pertinent information in the patient's care in relation to speech therapy communication notes with the agency, physician, and with the patient / family members for 1 of 4 records reviewed.</p> <p>The cumulative effect of this systemic problem resulted in the agency being out of compliance with the Condition of Participation 484.48 Clinical Records.</p>	G 0235	<p>1. The Plan of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Contract with Therapy Staffing Agency has been</p>	10/16/2015	

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			<p>reviewed by Administrator and Consultant and revisions made as needed (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going) (To be monitored by DON/designee)</p> <p>5. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>7. The contract with therapy company has been reviewed by Administrator and Consultant.</p>	

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			<p>Revisions have been made as necessary.(Implemented 10/16/15)</p> <p>8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there istimely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee)</p> <p>9. When a staffing agency is used, DON/designee will contactstaffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee)</p> <p>10. If patient/caregiver declines therapy services,DON/designee will contact patient/family no later than next business day toconfirm they declined therapy. Conversation will be documented in patient'schart. (Implemented 10/16/15 & On-going) (To be monitored byAdministrator/designee)</p> <p>11. If patient/caregiver declines therapy services, MD willbe notified that day of refusal of therapy. This conversation will bedocumented in patient's chart. (Implemented 10/16/15 & On-going)(To bemonitored by</p>	

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			<p>Administrator/designee)</p> <p>1. The Plan of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>Therapy Contract with Therapy</p>	

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G 0236 Bldg. 00	<p>484.48 CLINICAL RECORDS</p> <p>A clinical record containing pertinent past and current findings in accordance with accepted professional standards is maintained for every patient receiving home health services. In addition to the plan of care, the record contains appropriate identifying information; name of physician; drug, dietary, treatment, and activity orders; signed and dated clinical and progress notes; copies of summary reports sent to the attending physician; and a discharge summary.</p> <p>Based on record review and interview, the agency failed to include a verbal start of care date on the Home Health Certification and Plan of Care for 2 of 4 (#14 and 15) records reviewed, failed to document notification to the physician for delay of services for 1 of 4 records reviewed (#15), and failed to ensure their efforts were coordinated and documented effectively, and in a timely manner, with the contracting therapy company that were furnishing services for 2 of 4 records reviewed (#14 and 15) and failed to ensure that a patient's clinical record was complete and contained all accurate</p>	G 0236	<p>Staffing Agency has been reviewed by Administrator and Consultant and revisions made as needed (Implemented 10/16/15) (To be monitored by Administrator/designee)</p> <p>Administrator</p> <p>1. The Plan of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure</p>	10/16/2015

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	<p>and pertinent information in the patient's care in relation to speech therapy communication notes with the agency, physician, and with the patient / family members for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 14, SOC 09/04/15, included a plan of care established by the physician for the certification period 09/04/15 to 11/02/15.</p> <p style="padding-left: 40px;">a. During clinical record review on 09/14/15, line 23 indicated "Nurse's Signature and Date of Verbal SOC [start of care] Where Applicable." The Administrator electronically signed but failed to provide a date for the verbal SOC.</p> <p style="padding-left: 40px;">b. An Occupational evaluation dated 09/05/15, indicated the patient was independent in ADL's and was not appropriate for home health services. The clinical record failed to evidence that the occupational therapist notified the agency of the patient's non-admission of services.</p> <p>2. Clinical record number 15, SOC 09/03/15, included a plan of care</p>		<p>coordination of care is done unless nursing is notinvolved in case. (Implemented 10/16/15)(To be monitored byAdministrator/designee) DON will ensure all clinical staff participate in caseconferences. (Implemented 10/16/15)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administratorand Consultant and revisions made as needed. (Implemented 10/16/15) (To bemonitored by Administrator/designee) Therapy Contract with Therapy Staffing Agency has been reviewedby Administrator and Consultant and revisions made as needed (Implemented10/16/15)(To be monitored by Administrator/designee) Administr ator/designee will review all new admissions weeklyto ensure all disciplines ordered have been scheduled. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) . DON/designee will review all admissions, within fortyeight hours or next business day to ensure all ordered disciplines arescheduled. (Implemented 10/16/15 & On-going)(To be monitored byDON/designee) 5. Administrator/designee will review all new admissionsweekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 &</p>	

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	<p>established by the physician for the certification period 09/03/15 to 10/31/15.</p> <p>a. During clinical record review on 09/03/15, line 23 indicated "Nurse's Signature and Date of Verbal SOC [start of care] Where Applicable." The Administrator electronically signed but failed to provide a date for the verbal SOC.</p> <p>b. The plan of care had indicated orders for physical therapy. The clinical record failed to evidence an evaluation for physical therapy, failed to evidence notification to the physician of the delay of services, failed to notify and provide documentation the agency in a timely manner of the delay in services.</p> <p>3. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</p> <p>4. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. This discharge summary had indicated the patient was to be discharged home with speech therapy services. A signed</p>		<p>On-going)(To be monitored by Administrator/designee) 6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there istimely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) 9. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will bedocumented in the appropriate patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 10. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored</p>		

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	<p>prescription dated 03/17/15 indicated the patient was to have speech therapy at home.</p> <p>5. A recertification assessment dated 05/15/15, indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that ... physical and occupational therapy was on hold for re-evaluation after speech therapist was to help with swallowing, increase nutrition, and increase strength ... Recert patient to HHC [home health care] with SN, aide and speech therapy. SN instructed and reviewed with patient ways to help decrease aspiration ... SN educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids ... " Recertification Summary indicated " Pt appetite has been decreased. ST in to see pt for swallowing concerns. SN indicated she had coordinated with MD [physician], PT [physical therapy], OT [occupational therapy], ST [speech therapy], and HHA [home health aide] but did not specify who the clinicians were.</p> <p>6. Employee N was interviewed 09/14/15 at 2:45 PM. Employee N indicated she did not know who she had spoken with and thought she had</p>		<p>byAdministrator/designee) 11. If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will bedocumented in patient's chart. (Implemented 10/16/15 & On-going)(To bemonitored by Administrator/designee) 1. The Plan of Care Policy has been reviewed byAdministrator and Consultant and revisions made as needed. (Implemented10/16/15) (To be monitored by Administrator/designee) The Coordination of Care Policy has been reviewed byAdministrator and Consultant and revisions made as needed. (Implemented10/16/15)(To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement tocoordinate care of patient when multiple disciplines are involved. RN will beresponsible to ensure coordination of care is done unless nursing is notinvolved in case. (Implemented 10/16/15)(To be monitored byAdministrator/designee) DON will ensure all clinical staff participate in caseconferences. (Implemented 10/16/15)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administratorand Consultant and revisions made as needed. (Implemented 10/16/15) (To bemonitored by</p>	

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	<p>included the dates and times that she had spoken with the speech therapist. Employee N indicated she would get notification from therapy by email and evaluations would be sent to the office by fax. Employee N indicated if there was communication needed, she would type it up.</p> <p>7. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator was not able to state why the patient number 15 was not seen by therapy and was not able to state why the occupational therapist stated patient number 14 was not appropriate for services. The Administrator proceeded to email the contracted therapy company for information and calling both therapists. At 1:53 PM, the Administrator stated the coordinator with the contracted therapy company had indicated the occupational therapist for patient number 14 was a poor communicator. The Administrator also stated the physical therapist for patient number 15 had attempted to notify the patient two times the week of 09/06/15, but was unsuccessful and the doctor had been notified. A communication note was sent to the Administrator during surveyor visit (09/14/15) via computer. The communication note was dated 09/07/15. The note indicated the physical therapist</p>		<p>Administrator/designee) Therapy Contract with Therapy Staffing Agency has been reviewed by Administrator and Consultant and revisions made as needed(Implemented 10/16/15) (To be monitored by Administrator/designee) Administrator</p>	

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	<p>attempted to notify the patient two times without success and would try again or drive by the home if no answer. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>8. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A</p>			

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	<p>communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>9. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she</p>			

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	<p>discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>10. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>11. An undated policy titled Therapy Services indicated, " ... Documentation shall be completed within twenty - four [24] hours of visit."</p> <p>12. An undated policy titled Coordination of Client Services indicated, "Care conferences will be held as necessary to establish interchange, reporting, and coordinated evaluation between all disciplines involved in the client's care "</p> <p>13. An undated policy titled Physical Therapist indicated, "...Communicates changes in schedule and physician orders to the office on the day the changes are made "</p>			

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N 0000 Bldg. 00	<p>This was a follow up state home health relicensure survey.</p> <p>Survey dates: September 14, 2015</p> <p>Facility Number: 012905</p> <p>Medicaid Provider ID 201075310</p> <p>Census: 74</p> <p>Clinical records reviewed 4</p>	N 0000		
N 0444 Bldg. 00	<p>410 IAC 17-12-1(c)(1) Home health agency administration/management Rule 12 Sec. 1(c) An individual need not be a home health agency employee or be present full time at the home health agency in order to qualify as its administrator. The administrator, who may also be the supervising physician or registered nurse required by subsection (d), shall do the following: (1) Organize and direct the home health agency's ongoing functions. A. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers</p>	N 0444	1. Administrator/designee will complete a patient complaintform immediately when receiving a	10/16/2015

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	<p>concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p> <p>Findings included:</p> <p>1A. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15.</p> <p>2A. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she has had no complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request medical records and the medical records was mailed to the requestor for patient #16.</p> <p>3A. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had</p>		<p>complaint. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee)</p> <p>2. All complaint forms will be given toAdministrator/designee same day to review, contact person(s) making complaint,document conversation and sign/date form. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee)</p> <p>3. Patient records requested to be mailed will be mailedcertified mail return receipt requested. (Implemented 10/16/15 &On-going) (To be monitored by Administrator/designee)</p> <p>4. DON/designee will notify patient/family same day it isdetermined agency cannot provide a discipline. (Implemented 10/15/15 &On-going)(To be monitored by Administrator/designee)</p> <p>5. DON/designee will notify MD same day it is determinedagency cannot provide a discipline. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>6. DON/designee will review all admissions to ensure agencycan provide ordered disciplines and that all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going) (To be monitored</p>	

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	<p>never received the medical records.</p> <p>B. Based on record review and interview, the Administrator failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would be and / or would not be provided prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1B. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the</p>		<p>byAdministrator/designee)</p> <p>7. The Complaint/Grievance Policy has been reviewed byAdministrator and Consultant. Changes have been made accordingly. (Completed10/16/15)</p> <p>8. The Complaint/Grievance Form has been reviewed byAdministrator and Consultant and revised. (Implemented 10/16/15)</p> <p>9. Administrator has in-serviced all staff on theComplaint/Grievance Policy and the changes made. (Completed 10/16/15)</p> <p>10. The Complaint/Grievance policy will be included inorientation of new staff. (Implemented 10/16/15 & On-going)(To be monitoredby Administrator/designee)</p> <p>11. The Administrator/designee will review all complaintsquarterly to see if there are any patterns and will implement processes toaddress any patterns found. (Implemented 10/16/15 & On-going)</p>	

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	<p>patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2B. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3B. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July</p>			

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	<p>but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4B. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that</p>				

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	<p>the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5B. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6B. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should</p>				

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	<p>be reasonable and necessary to the treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified "</p> <p>C. Based on observation, clinical record and policy review and interview, the Administrator failed to ensure the clinical staff efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p>			

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	<p>1C. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled</p>			

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	<p>nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN</p>			

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	<p>instructed pt on hydration nutrition and thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of</p>			

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	<p>thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ..." The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] /</p>			

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	<p>GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed</p>						

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	<p>thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the</p>			

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	<p>patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt</p>			

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	<p>stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the physician and case manager had been notified and patient</p>			

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	<p>needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>			

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	<p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the physician and case manager had been</p>			

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	<p>notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the physician and case manager had been notified and</p>			

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	<p>patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2C. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to</p>						

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	<p>return her phone call.</p> <p>3C. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4C. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant</p>			

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	<p>stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>4D. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>4E. An undated policy titled "Coordination of Client Services"</p>			

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	<p>indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>5C. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care "</p> <p>6C. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial</p>			

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N 0484 Bldg. 00	<p>visit with the Clinical manager to ensure ... "</p> <p>410 IAC 17-12-2(g) Q A and performance improvement Rule 12 Sec. 2(g) All personnel providing services shall maintain effective communications to assure that their efforts appropriately complement one another and support the objectives of the patient's care. The means of communication and the results shall be documented in the clinical record or minutes of case conferences.</p> <p>Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the physician and contracted therapy agency that were furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment</p>	N 0484	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines.(Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 4. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 5.</p>	10/16/2015

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	<p>indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing</p>		<p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) DON/designee will in-service clinical staff on requirement to notify MD of any changes in patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be</p>				

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	<p>and using thickening with liquids "</p> <p>The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and</p>		<p>monitored by Administrator/designee) Requirement to notify MD of patient/caregiver refusal of a discipline will be included in orientation of all new staff. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) DON/designee will in-service clinical staff on requirement to notify MD of any changes in patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will beresponsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will ensure all clinical staff participate in case conferences.</p>	

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	<p>occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ..." The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p>		<p>(Implemented 10/16/15)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) Therapy Contract with Therapy Staffing Agency has been reviewed by Administrator and Consultant and revisions made as needed(Implemented 10/16/15) (To be monitored by Administrator/designee) Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15) When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) The Social Work Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)</p>	

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	<p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste.</p>		(To be monitored by Administrator/designee) The Comprehensive Assessment Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)	

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	<p>OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient</p>			

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	<p>also had complained of neck and throat being sore, swallowing difficulties and thick congestion " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5</p>			

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	<p>...." The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the physician and</p>			

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	<p>case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were</p>			

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	<p>coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's</p>				

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	<p>strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [difficulty] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the physician and case manager had been notified and</p>			

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	<p>patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>f. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down " The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last</p>			

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	<p>visit on 6/3. States his energy level is poor and not eating well at all " The visit note failed to evidence that the physician had been notified.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist</p>			

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	<p>did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The</p>			

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	<p>complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours</p>			

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	<p>following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>7. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care "</p> <p>8. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval</p>			

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N 0486 Bldg. 00	<p>for that change is necessary and to alert physician to changes in client condition.</p> <p>9. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress "</p> <p>10. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences "</p> <p>410 IAC 17-12-2(h) Q A and performance improvement Rule 12 Sec. 2(h) The home health agency shall coordinate its services with other health or social service providers serving the patient. Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the contracting therapy company that were furnishing services for 2 of 4 records reviewed (#14 and 15) and failed to ensure their efforts were coordinated effectively with the physician and contracted therapy agency that were</p>	N 0486	<p>1. Administrator/designee will complete a patient complaint form immediately when receiving a complaint. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 2. All complaint forms will be given to Administrator/designee same day to review, contact person(s) making complaint,document conversation and sign/date form.</p>	10/16/2015

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	<p>furnishing services for 1 of 4 records reviewed of patients receiving therapy services. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 14, SOC (start of care) 09/04/15, included a plan of care established by the physician for the certification period 09/04/15 to 11/02/15. During clinical record review on 09/14/15, with orders for skilled nursing, physical and occupational therapy.</p> <p style="padding-left: 40px;">a. A Physician order dated 08/25/15, indicated the patient was to have physical therapy one to two times a week for four to six weeks to relieve pain and increase strength.</p> <p style="padding-left: 40px;">b. A communication note dated 09/05/15, indicated the patient refused physical therapy.</p> <p style="padding-left: 40px;">c. An Occupational evaluation dated 09/05/15, indicated the patient was independent in ADL's and was not appropriate for home health services. The clinical record failed to evidence that the occupational therapist notified the agency of the patient's inappropriateness of services.</p> <p>2. Clinical record number 15, SOC</p>		<p>(Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/15/15 & On-going)(To be monitored by Administrator/designee) 5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled.(Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The Complaint/Grievance Policy has been reviewed by Administrator and Consultant. Changes have been made accordingly. (Completed 10/16/15) 8. The Complaint/Grievance Form has been reviewed by Administrator and Consultant and revised. (Implemented 10/16/15) 9. Administrator has in-serviced all staff on the Complaint/Grievance Policy and</p>	

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	<p>09/03/15, included a plan of care established by the physician for the certification period 09/03/15 to 10/31/15, with orders for physical therapy. The clinical record failed to evidence an evaluation for physical therapy.</p> <p>3. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p>		<p>the changes made. (Completed 10/16/15) 10. The Complaint/Grievance policy will be included in orientation of new staff. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 11. The Administrator/designee will review all complaints quarterly to see if there are any patterns and will implement processes to address 12. DON/designee will in-service professional staff onrequirement to contact all disciplines involved in patient's care, within twenty four (24) hours or next business day, and document name of person(s)spoke with as well as date and time. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) DON/designee will in-service all staff on importance of clearly identifying their discipline when providing care so there is no confusion as to the actual discipline of that staff member. (Implemented10/16/15 & On-going)(To be monitored by Administrator/designee) When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) When a staffing agency is used, DON/designee will contact</p>	

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	<p>c. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: "... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking</p>		<p>staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p>				

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	<p>and eating ... SN instructed pt on hydration nutrition and thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification</p>			

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	<p>Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx [approximately] ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ..." The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] / Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6</p>			

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	<p>pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [*secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking</p>			

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	<p>bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day</p> <p>"The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worst. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion "</p> <p>The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the physician and case manager had been notified and patient</p>			

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	<p>needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep</p>			

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	<p>food down this day " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he</p>			

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	<p>currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>e. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> 1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist. 2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist. 3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist. 			

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	<p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont [continued] difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p>				

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	<p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [difficulty] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and</p>			

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	<p>presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>f. Social work visit notes indicated the following:</p> <p>1. 06/03/15: Reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down " The visit note failed to evidence that the physician had been notified.</p> <p>2. 06/24/15: Reason for visit: "Assisting with g/tube placement concerns ... Pt is visibly smaller since last visit on 6/3. States his energy level is poor and not eating well at all " The visit note failed to evidence that the physician had been notified.</p> <p>4. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator was not able to state why</p>			

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	<p>patient number 15 was not seen by therapy and was not able to state why the occupational therapist stated patient number 14 was not appropriate for services. The Administrator proceeded to email the contracted therapy company for information and calling both therapists. At 1:53 PM, the Administrator stated the coordinator with the contracted therapy company had indicated the occupational therapist for patient number 14 was a poor communicator. The Administrator also stated the physical therapist for patient number 15 had attempted to notify the patient two times the week of 09/06/15, but was unsuccessful and the doctor had been notified. A communication note was sent to the Administrator during surveyor visit (09/14/15) via computer. The communication note was dated 09/07/15. The note indicated the physical therapist attempted to notify the patient two times without success and would try again or drive by the home if no answer. The clinical record failed to evidence in a timely manner for the delay of physical therapy services and failed to evidence that the occupational therapist notified the agency of the non admission of services. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had</p>			

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	<p>performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>5. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr.</p>			

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	<p>[doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>6. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p>			

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	<p>7. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>8. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>9. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in</p>			

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NAME OF PROVIDER OR SUPPLIER RN2U INC	STREET ADDRESS, CITY, STATE, ZIP CODE 635 S STATE RD 67 MOORESVILLE, IN 46158
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	<p>developing a comprehensive, coordinated plan of care "</p> <p>10. An undated policy titled Coordination of Client Services indicated, "After initial assessment, the admitting Registered Nurse / Therapist shall discuss the findings of the initial visit with the Clinical manager to ensure ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>11. An undated policy titled Therapy Services indicated, " ... The therapist will consult and collaborate with the registered nurse who is the case manager. The therapist will participate in implementing the physician's plan of care and evaluating client progress "</p>			

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N 0504 Bldg. 00	<p>12. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences "</p> <p>13. An undated policy titled Coordination of Client Services indicated, "Care conferences will be held as necessary to establish interchange, reporting, and coordinated evaluation between all disciplines involved in the client's care "</p> <p>14. An undated policy titled Physical Therapist indicated, "...Communicates changes in schedule and physician orders to the office on the day the changes are made "</p> <p>410 IAC 17-12-3(b)(2)(D)(i) Patient Rights Rule 12 (b) The patient has the right to exercise his or her rights as a patient of the home health agency as follows: (2) The patient has the right to the following: (D) Be informed about the care to be furnished, and of any changes in the care to be furnished as follows: (i) The home health agency shall advise the patient in advance of the: (AA) disciplines that will furnish care; and (BB) frequency of visits proposed to be</p>				

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	<p>furnished.</p> <p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers were informed in advance of the physician ordered services and the services that would and / or would not be provided in relation to speech therapy prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with</p>	N 0504	<p>1. Administrator/designee will complete a patient complaint form immediately when receiving a complaint. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 2. All complaint forms will be given to Administrator/designee same day to review, contact person(s) making complaint,document conversation and sign/date form. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/15/15 &On-going)(To be monitored by Administrator/designee) 5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled.(Implemented 10/16/15 & On-going)(To be monitored by</p>	10/16/2015	

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	<p>speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the</p>		<p>Administrator/designee) 7. The Complaint/Grievance Policy has been reviewed by Administrator and Consultant. Changes have been made accordingly. (Completed 10/16/15) 8. The Complaint/Grievance Form has been reviewed by Administrator and Consultant and revised. (Implemented 10/16/15) 9. Administrator has in-serviced all staff on the Complaint/Grievance Policy and the changes made. (Completed 10/16/15) 10. The Complaint/Grievance policy will be included in orientation of new staff. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p>		

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	<p>patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy</p>			

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	<p>for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the</p>				

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N 0510 Bldg. 00	<p>treatment of a medical disorder ... Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified "</p> <p>410 IAC 17-12-3(b)(3) Patient Rights Rule 12 Sec. 3(b)(3) (b) The patient has the right to exercise his or her rights as a patient of the home health agency as follows: (3) The patient or patient's legal representative has the right under Indiana law to access the patient's clinical records unless certain exceptions apply. The home health agency shall advise the patient or the patient's legal representative of its policies and procedures regarding the accessibility of clinical records. Based on record review and interview,</p>	N 0510	1. Administrator/designee will	10/16/2015
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	<p>the agency failed to ensure that medical records were provided upon a caregiver's request. (#16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15. 2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she had only one family member request medical records and the medical records were mailed to the requestor for patient #16. 3. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records. 		<p>complete a patient complaint form immediately when receiving a complaint. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 2. All complaint forms will be given to Administrator/designee same day to review, contact person(s) making complaint, document conversation and sign/date form. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/15/15 & On-going)(To be monitored by Administrator/designee) 5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The Complaint/Grievance Policy has</p>		

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N 0514 Bldg. 00	<p>410 IAC 17-12-3(c) Patient Rights Rule 12 Sec. 3(c) (c) The home health agency shall do the following: (1) Investigate complaints made by a patient or the patient's family or legal representative regarding either of the following: (A) Treatment or care that is (or fails to be) furnished. (B) The lack of respect for the patient's property by anyone furnishing services on behalf of the home health agency. (2) Document both the existence of the complaint and the resolution of the complaint.</p> <p>Based on record review and interview, the agency failed to ensure that the patient / family caregivers concern / grievance was investigated in regards to care that was not furnished by the agency for 1 of 4 record reviewed. (#16)</p>	N 0514	<p>been reviewed by Administrator and Consultant. Changes have been made accordingly. (Completed 10/16/15) 8. The Complaint/Grievance Form has been reviewed by Administrator and Consultant and revised. (Implemented 10/16/15) 9. Administrator has in-serviced all staff on the Complaint/Grievance Policy and the changes made. (Completed 10/16/15) 10. The Complaint/Grievance policy will be included in orientation of new staff. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>1. Administrator/designee will complete a patient complaint form immediately when receiving a complaint. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 2. All</p>	10/16/2015	

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	<p>Findings included:</p> <ol style="list-style-type: none"> 1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/17/15 to 07/16/15. 2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator stated she has had no complaints and grievances since the previous survey on 08/04/15. The Administrator stated she had only one family member request medical records and the medical records were mailed to the requestor for patient #16. 3. A phone interview with the complainant on 09/14/15 at 2:40 PM, stated that he / she had been trying to speak with the Administrator in regards to lack of speech therapy services and requested speech therapy records. The complainant stated he / she kept getting told that the Administrator was in a meeting or was busy. The Administrator had never returned his / her phone call. The complainant stated he / she had never received the medical records. 		<p>complaint forms will be given to Administrator/designee same day to review, contact person(s) making complaint,document conversation and sign/date form. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/15/15 &On-going)(To be monitored by Administrator/designee) 5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled.(Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The Complaint/Grievance Policy has been reviewed by Administrator and Consultant. Changes have been made accordingly. (Completed10/16/15) 8. The Complaint/Grievance Form has been reviewed by Administrator</p>		

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N 0520 Bldg. 00	<p>410 IAC 17-13-1(a) Patient Care Rule 13 Sec. 1(a) Patients shall be accepted for care on the basis of a reasonable expectation that the patient's health needs can be adequately met by the home health agency in the patient's place of residence.</p> <p>Based on record review and interview, the agency failed to ensure that the patient's needs were met in relation to speech therapy services, prior to the start of care for 1 of 1 record reviewed. (#16)</p> <p>Findings included:</p> <p>1. Clinical record number 16 SOC (start of care) 03/19/15, included a plan of care established by the physician for the certification period of 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15, with orders for skilled nursing, home health aide, physical and occupational therapy.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved</p>	N 0520	<p>and Consultant and revised. (Implemented 10/16/15) 9. Administrator has in-serviced all staff on the Complaint/Grievance Policy and the changes made. (Completed 10/16/15)</p> <p>1. Administrator/designee will complete a patient complaint form immediately when receiving a complaint. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 2. All complaint forms will be given to Administrator/designee same day to review, contact person(s) making complaint,document conversation and sign/date form. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 3. Patient records requested to be mailed will be mailed certified mail return receipt requested. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 4. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/15/15 &On-going)(To be monitored by</p>	10/16/2015

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	<p>but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p>		<p>Administrator/designee) 5. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. DON/designee will review all admissions to ensure agency can provide ordered disciplines and that all ordered disciplines are scheduled.(Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The Complaint/Grievance Policy has been reviewed by Administrator and Consultant. Changes have been made accordingly. (Completed 10/16/15) 8. The Complaint/Grievance Form has been reviewed by Administrator and Consultant and revised. (Implemented 10/16/15) 9. Administrator has in-serviced all staff on the Complaint/Grievance Policy and the changes made. (Completed 10/16/15)</p>	

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	<p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that</p>			

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	<p>the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. An undated policy titled Client Admission Process indicated, "Admission criteria are standards by which a client can be deemed appropriate for admission. These standards include ... The Agency is capable of providing the needed care or service at the level of intensity the client's condition requires ... The services and care must conform with current professional standards of practice for the respective discipline and should be reasonable and necessary to the treatment of a medical disorder ...</p>				

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N 0545 Bldg. 00	<p>Agency will not admit client or continue to provide services in the following situations ... Scope and complexity of needs cannot be met by agency, Skills and suitability of agency personnel are not adequate to meet client needs ... The admission professional will verify all the information on the Intake Form with the client / caregiver ... Review the plan for services, treatment, and care with the client / caregiver and obtain input when possible ... Upon acceptance and admission of a client, the admitting Registered Nurse / Therapist will assign the individual to the appropriately skilled professional ... If the agency cannot fulfill the required health care need, a referral will be made to the other appropriate community resources and referral source will be notified "</p> <p>410 IAC 17-14-1(a)(1)(F) Scope of Services Rule 14 Sec. 1(a) (1)(F) Except where services are limited to therapy only, for purposes of practice in the home health setting, the registered nurse shall do the following: (F) Coordinate services. Based on record review and interview, the agency failed to ensure that the Registered Nurse had notified the physician and coordinated services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for</p>	N 0545	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 2. DON/designee will notify MD</p>	10/16/2015

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	<p>1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. The summary also indicated that the patient was being discharged from home with speech therapy as a physician order dated 03/17/15 indicated as such.</p> <p>b. Review of the skilled nursing notes indicated the following:</p> <p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched</p>		<p>same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines. (Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 4. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going)(To be monitored byDON/designee) 5. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing</p>		

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	<p>patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p>		<p>agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) 9. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 10. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 11. If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) DON/designee will in-service all clinical staff on requirement to notify DON and MD if patient is inappropriate for a particular service. (Implemented 10/16/15) (To be monitored by Administrator/designee) If patient/caregiver declines therapy services, DON/designee will</p>	

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	<p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food "</p> <p>The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy</p>		<p>contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart.(Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) DON/designee will in-service staff on requirement to notify MD of patient/caregiver's refusal of therapy and document in patient's chart.(Implemented 10/16/15)(To be monitored by Administrator/designee)</p>	

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	<p>was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>7. 06/01/15: "... SN talked with family [name of daughter, spouse, and patient] once again about g/tube [gastrostomy tube] " The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>8. 06/08/15: SN note indicated the physician recommends patient to drink three to four ensures a day. The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>9. 06/15/15: "... SN instructed pt to drink at least 3 ensure plus daily " The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>10. 06/22/15: "... SN called gastroenterology office to see if pt</p>			

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	<p>could see [name of physician] sooner than July 14 as pt wt [weight] declining along with appetite, pt is becoming weaker ... instructed pt and [spouse] on importance of eating drinking at least 3 ensure daily ... SN instructed pt / [spouse] if pt becomes weaker or decrease in food intake to go to ER [emergency room] for hydration ... " The clinical record failed to evidence patient needs were coordinated with a speech therapist.</p> <p>11. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx 1/2 bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... pt to warm in microwave in about an hour and try to finish ... "</p> <p>The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>12. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] /</p>			

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	<p>Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator indicated she vaguely remembers the patient and proceeded to look through the patient's record. The Administrator indicated the case manager involved in the patient's case retired from the agency.</p> <p>3. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated</p>			

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N 0546 Bldg. 00	<p>effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>4. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated plan of care "</p> <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</p>			

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	<p>and related needs, participate in inservice programs, and supervise and teach other nursing personnel.</p> <p>Based on record review and interview, the agency failed to ensure that the Registered Nurse had notified the physician and coordinated services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. The summary also indicated that the patient was being discharged from home with speech therapy as a physician order dated 03/17/15 indicated as such.</p> <p>b. Review of the skilled nursing notes indicated the following:</p>	N 0546	<p>The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15) When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee) When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee) The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15) (To</p>	10/16/2015

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	<p>1. 04/08/15: " ... SN [skilled nursing] instructed and reviewed with pt [patient] tucking chin down when eating and drinking. Pt stated had coughing spell this morning while eating breakfast. SN had pt break multivitamin in half and take with ensure while SN watched patient tuck in chin " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/17/15: "... Instructed pt on ways to prevent aspiration and encourage patient to tuck in chin when swallowing and using thickening with liquids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/20/15: "... SN instructed pt on swallowing techniques, thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p>		<p>be monitored by Administrator/designee) DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) Therapy Contract with Therapy Staffing Agency has been reviewed by Administrator and Consultant and revisions made as needed(Implemented 10/16/15) (To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p>	

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	<p>4. 05/04/15: "... Instructed pt on thin tuck when drinking and eating ... SN instructed pt on hydration nutrition and thickening of fluids " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/07/15: "... SN instructed pt on ways to improve swallowing tuck in chin when taking meds [medications] fluids food " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/15/15: Recertification reassessment indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that. Physical and occupational therapy was on hold for re-evaluation after the speech therapist was to help with swallowing, increase nutrition, and increase strength. The patient was recertified to home health care with skilled nursing, aide and speech therapy. The skilled nurse instructed and reviewed with patient ways to help</p>			

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	<p>decrease aspiration. The skilled nurse educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids. Recertification Summary indicated the patient's appetite has been decreased and speech therapy was to see the patient for swallowing concerns. The skilled nurse indicated she had coordinated with physician, physical, occupational, and speech therapy but did not specify who the clinicians were.</p> <p>7. 06/30/15: "... SN had pt eat banana, glass of OJ [orange juice] and ate approx ½ bowl of cream of wheat then started to have coughing spell, unable to finish all of cream of wheat ... pt to warm in microwave in about an hour and try to finish ... " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. Skilled nursing discharge summary indicated "... Summary of Care Provided to Date by Discharging Discipline: SN for eval [evaluation] and assess [assessment CV [cardiovascular] /</p>						

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	<p>Resp [respiratory] / GI [gastrointestinal] / GU [genitourinary] status eval [evaluation] and assess [assessment] appetite wgt [weight] loss (failure to thrive) ... Patient Condition at Discharge: Problems swallowing, keeping food, liquids down, even though using thickener. Wgt loss past 2 weeks, 6 pounds ... Discharge Planning / Instructions: Cont [continue] to use thickening. Eat sm [small] freq [frequent] meals snack thought day. Drink at least 3 - 4 Ensure daily with thickener " The visit note failed to evidence that the physician had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge.</p>						

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	<p>The Administrator stated the case manager involved in the patient's case retired from the agency.</p> <p>3. An undated policy titled "Coordination of Client Services" indicated, "All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The Primary Nurse ... will assume responsibility for updating / changing the Care Plan and communicating changes to caregivers within twenty - four [24] hours following the conference or changes. The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition.</p> <p>4. An undated policy titled "RN Case Manager" indicated, " ... Collaborates with physicians, other health care professionals [therapists ... supportive services], clients, and families in developing a comprehensive, coordinated</p>			

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N 0560 Bldg. 00	<p>plan of care "</p> <p>410 IAC 17-14-1(b) Scope of Services Rule 14 Sec. 1(b) Any therapy services furnished by the home health agency shall be provided by:</p> <p>(1) a physical therapist or physical therapist assistant supervised by a licensed physical therapist in accordance with IC 25-27-1; or</p> <p>(2) an occupational therapist or occupational therapist assistant supervised by an occupational therapist in accordance with IC 25-23.5.</p> <p>(3) a speech-language pathologist or audiologist in accordance with IC 25-35.6.</p> <p>Based on record review and interview, the agency failed to ensure that a qualified therapist was providing services within their scope of practice for 1 of 4 records reviewed.</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at</p>	N 0560	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. DON/designee will review all admissions, within 24hours or next business day, to ensure agency can provide ordered disciplines.(Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 4. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented</p>	10/16/2015

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	<p>discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs "</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing.</p>		<p>10/16/15 & On-going)(To be monitored by DON/designee) 5. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is a timely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) 9. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 &On-going)(To be monitored by Administrator/designee) 10. If patient/caregiver declines therapy services,DON/designee will</p>		

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	<p>Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "</p> <p>3. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day"</p> <p>4. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn't finish food "</p> <p>5. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day "</p>		<p>contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 11. If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p>	

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	<p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing "</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing "</p> <p>2. The Administrator was interviewed on 09/14/15 at 2:15 PM. The Administrator indicated she vaguely remembers the patient and proceeded to look through the patient's record. The Adminstrator notified the therapy company several times and spoke to an agent at the therapy company. According to the Adminstrator, the agent had indicated that a speech therapist had attempted to contact the home but was unsuccessful in reaching the family. Then at 2:30 PM, the Adminstrator indicated she had remembered that the speech therapist was with another company she had contracted with but doesn't explain the lack of notes</p>			

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N 0564 Bldg. 00	<p>and communication.</p> <p>3. An undated policy titled Occupational Therapy indicated, " ... Performs occupational therapy assessments, diagnostic tests, skilled treatments, and ongoing evaluation of clients who are receiving services under a medically approved Plan of Care "</p> <p>410 IAC 17-14-1(c)(3) Scope of Services Rule 14 Sec. 1(c) The appropriate therapist listed in subsection (b) of this rule shall: (3) assist the physician, chiropractor, podiatrist, dentist, or optometrist in evaluating level of function; Based on observation, record review and interview, the agency failed to ensure their efforts were coordinated effectively with the contracting therapy company that were furnishing services for 2 of 4 records reviewed (#14 and 15) and failed to ensure that physical and occupational therapy had notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 14, SOC (start of care) 09/04/15, included a plan of care established by the physician for the certification period 09/04/15 to 11/02/15.</p>	N 0564	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>3. DON/designee will review all admissions, within 24 hours or next business day, to ensure agency can provide ordered disciplines. (Implemented 10/16/15 & On-going) (To be monitored by DON/designee)</p>	10/16/2015

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	<p>During clinical record review on 09/14/15, with orders for skilled nursing, physical and occupational therapy.</p> <p>a. A Physician order dated 08/25/15, indicated the patient was to have physical therapy one to two times a week for four to 6 weeks to relieve pain and increase strength.</p> <p>b. A communication note dated 09/05/15, indicated the patient refused physical therapy.</p> <p>c. An Occupational evaluation dated 09/05/15, indicated the patient was independent in ADL's and was not appropriate for home health services. The clinical record failed to evidence that the occupational therapist notified the agency of the patient's inappropriateness of services.</p> <p>2. Clinical record number 15, SOC 09/03/15, included a plan of care established by the physician for the certification period 09/03/15 to 10/31/15, with orders for physical therapy. The clinical record failed to evidence an evaluation for physical therapy.</p> <p>3. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15</p>		<p>4. DON/designee will review all admissions, within fortyeight hours or next business day to ensure all ordered disciplines arescheduled. (Implemented 10/16/15 & On-going) (To be monitored byDON/designee)</p> <p>5. Administrator/designee will review all new admissionsweekly to ensure all disciplines ordered can be provided by agency.(Implemented 10/16/15 & On-going)(To be monitored byAdministrator/designee)</p> <p>6. Administrator/designee will review all new admissions weeklyto ensure all disciplines ordered have been scheduled. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee)</p> <p>7. The contract with therapy company has been reviewed byAdministrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15)</p> <p>8. When agency uses a therapy staffing agency DON/designeewill tract all communications with the staffing agency to ensure there istimely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee)</p> <p>9. When a staffing agency is used,</p>	

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	<p>with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p> <p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened</p>		<p>DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>10. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going) (To be monitored by Administrator/designee)</p> <p>11. If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>DON/designee will in-service all clinical staff on requirement to notify DON and MD if patient is inappropriate for a particular service. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm</p>	

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	<p>liquids. Dtr [daughter] states he won't drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and coughing it back up the next day "The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the physician and case manager had been notified and patient needs were</p>		<p>theydeclined therapy. Conversation will be documented in patient's chart.(Implemented 10/16/15 & On-going)(To be monitored byAdministrator/designee)</p> <p>If patient/caregiver declines therapy services, MD will benotified that day of refusal of therapy. This conversation will be documentedin patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p> <p>DON/designee will in-service staff on requirement to notifyMD of patient/caregiver's refusal of therapy and document in patient's chart.(Implemented 10/16/15)(To be monitored by Administrator/designee)</p> <p>The Coordination of Care Policy has been reviewed byAdministrator and Consultant and revisions made as needed. (Implemented10/16/15)(To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsibleto ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will ensure all clinical staff participate in case conferences.</p>	

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	<p>coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion "</p> <p>The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to</p>		(Implemented 10/16/15)(To be monitored by Administrator/designee) Therapy Services Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee) Administrator/designee)		

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	<p>evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a</p>			

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	<p>speech therapist.</p> <p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states</p>						

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	<p>he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>d. Physical therapy notes indicated the following:</p> <p>1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the physician</p>			

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	<p>and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost</p>			

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	<p>weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ...</p>			

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	<p>Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the physician and case manager had been notified and patient needs were coordinated with a speech therapist.</p> <p>4. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was</p>				

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	<p>ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>5. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who</p>			

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	<p>the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>6. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>7. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the</p>			

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	<p>communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>8. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care "</p> <p>9. An undated policy titled Coordination of Client Services indicated, "... The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition "The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator was not able to state why the patient number 15 was not seen by therapy and was not able to state why the occupational therapist stated patient number 14 was not appropriate for services. The Administrator proceeded to email the contracted therapy company for information and calling both therapists. At 1:53 PM, the Administrator stated the coordinator with the contracted therapy company had indicated the occupational therapist for patient number 14 was a poor communicator. The Administrator also stated the physical therapist for patient number 15 had attempted to notify the patient two times the week of</p>			

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N 0567 Bldg. 00	<p>09/06/15, but was unsuccessful and the doctor had been notified. A communication note was sent to the Administrator during surveyor visit (09/14/15) via computer. The communication note was dated 09/07/15. The note indicated the physical therapist attempted to notify the patient two times without success and would try again or drive by the home if no answer. The clinical record failed to evidence in a timely manner for the delay of physical therapy services and failed to evidence that the occupational therapist notified the agency of the non admission of services.</p> <p>10. An undated policy titled Coordination of Client Services indicated, "Care conferences will be held as necessary to establish interchange, reporting, and coordinated evaluation between all disciplines involved in the client's care "</p> <p>11. An undated policy titled Physical Therapist indicated, "...Communicates changes in schedule and physician orders to the office on the day the changes are made "</p> <p>410 IAC 17-14-1(c)(6) Scope of Services Rule 14 Sec. 1(c) The appropriate therapist</p>						

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	<p>listed in subsection (b) of this rule shall: (6) advise and consult with the family and other home health agency personnel; Based on record review and interview, physical and occupational therapy failed to ensure that a patient needs were met by coordinating services with a speech therapist in relation to a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15 with orders for skilled nursing, physical and occupational therapy services.</p> <p>a. A discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a past medical history of aspiration pneumonia and dysphagia. The physician's assessment indicated the pneumonia was resolved but remains high aspiration risk secondary to dysphagia. Diet at discharge was mechanical soft diet with nectar thickened liquids, and for patient / caregiver to refer to speech therapist with more information on nectar thickened liquids. The summary indicated the patient was to be discharged home with speech therapy.</p>	N 0567	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. DON/designee will review all admissions, within 24hours or next business day, to ensure agency can provide ordered disciplines.(Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 4. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 5. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 &</p>	10/16/2015

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	<p>b. A signed prescription dated 03/17/15, indicated the patient was to be discharged home with speech therapy services.</p> <p>c. Occupational therapy notes indicated the following:</p> <p>1. 04/08/15: "... Pt doing fair today. Pt c/o [complained of] difficulty swallowing. OTR [Occupational Therapist Registered] educated pt [patient] / [spouse] / daughter on need for pt [patient] to use thickened liquids. Dtr [daughter] states he won ' t drink anything with thickener 2* [* secondary] taste. OTR recommended premixed thickened liquids ... Teaching / Training: Swallowing technique - chin tuck & [and] thickener needs " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>2. 04/25/15: "... Pt reported pain in neck and trouble with swallowing. Educated patient on drinking thickened liquids after taking bites of crushed up meds in applesauce or pudding and taking small amounts of meds. Pt reported taking a pill one day and</p>		<p>On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) DON/designee will in-service all clinical staff on requirement to notify DON and MD if patient is inappropriate for a particular service. (Implemented 10/16/15) (To be monitored by Administrator/designee) If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart.(Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) If patient/caregiver declines therapy services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee)</p>		

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	<p>coughing it back up the next day "The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>3. 04/22/15 note indicated pt was having difficulty swallowing. The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>4. 05/12/15 note indicated the patient was having difficulty swallowing secondary to weakness. The patient's pain level was a 6 on a scale from one to 10 with 10 being the worse. The patient also had complained of neck and throat being sore, swallowing difficulties and thick congestion " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/19/15: "... Pain level 4/5 at the neck and throat, decrease endurance " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>6. 05/21/15: "... Pt continues to</p>		<p>DON/designee will in-service staff on requirement to notify MD of patient/caregiver's refusal of therapy and document in patient's chart.(Implemented 10/16/15)(To be monitored by Administrator/designee) Requirement to notify MD of patient/caregiver refusal of a discipline will be included in orientation of all new staff. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) DON/designee will in-service clinical staff on requirement to notify MD of any changes in patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator</p>	

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	<p>complain about his throat ... Discussed importance of nutrition and drinking ensure if pt is unable to swallow and cannot eat regular diet on any particular day" The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 05/25/15: "... Pt required max u/c [sic] for swallowing food to tuck his chin. Pt nose was running through entire meal and pt kept coughing and spitting / throwing up food. Pt was very upset and wouldn ' t finish food. Discussed pt drinking ensure later due to lack of nutrients ... Pain to the neck at a level 5" The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>8. 05/26/15: "... When talking to pt he / she reported he / she hadn't eaten all day due to being weak ... Pt required mod [moderate] / max [maximum] v/c [sic] for tucking his /her chin when swallowing ... Pt able to keep food down this day " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p>			

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	<p>9. 6/11/15: "... He reported waking up early and having breakfast but he was unable to keep it down ... Pt stated [illegible writing] for told him / her to drink three ensures a day ... v/c [sic] required to tuck chin to swallow. Pt required extra time to eat due to problems with swallowing " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/14/15: "... Pt took medication and v/c [sic] required to tuck chin on swallowing " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>11. 06/19/15: "... Swallowing difficulty ... Speech slow, garbled (wet), Pt is continuing to have weight loss and difficulty swallowing. Pt has met max potential d/t [due to] these barrier. Pt is slow to progress and states he gets worn out with what little he currently does. Pt has nutritional deficits affecting progress as well " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p>			

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	<p>d. Physical therapy notes indicated the following:</p> <ol style="list-style-type: none"> 1. 05/05/15: "... Pt [patient] reports increase coughing and choking on food / meds " The visit note failed to evidence that the patient needs were coordinated with a speech therapist. 2. 05/07/15: "... Pt reports have lost weight and not eating well " The visit note failed to evidence that the patient needs were coordinated with a speech therapist. 3. 05/11/15: "... Pt having difficulty progressing due to decrease nutrition intake " The visit note failed to evidence that the patient needs were coordinated with a speech therapist. 4. 05/14/15: "... Pt reports confusion over preparation of food with thickener. Pt was finishing bowl of cream of wheat when PT [physical therapy] present. He / she appeared to aspirate it and vomited it all back up. Pt having increased difficulty with nutrition 			

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	<p>.... " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>5. 05/25/15: "... Pt seated in kitchen and finished with breakfast. Pt is coughing and spitting in trash can "</p> <p>The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>6. 06/16/15: "... Pt reports cont difficulty with swallowing and choking. Pt appears to have lost weight and appears malnourished ... Pt's strength decreased slightly possibly due to lack of nutrition ... Speech: See ST [speech therapy]; Swallowing: See ST " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>7. 06/18/15: "... Pt drank thickened orange juice and had difficulty with aspiration / coughing " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p>			

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	<p>8. 06/22/15: "... Reports not feeling well and not eating due to choking" The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>9. 06/25/15: "... Pt reports not feeling well with diff [difficulty] to produce words as pt is so weak. Pt reports has not eaten in days ... Pt's skin color not good, very frail and weak. Pt having diff [diffiucly] making progress due to decreased nourishment. Pt is very weak at this time " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>10. 06/30/15: "... Pt in kitchen with nurse eating with encouragement. Pt still coughing with eating / swallowing ... pt doing well and presents better after IV fluids for short ER [emergency room] visit. Pt still increase weakness and fatigue " The visit note failed to evidence that the patient needs were coordinated with a speech therapist.</p> <p>2. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator stated she vaguely</p>			

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	<p>remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge. The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>3. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name</p>			

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	<p>of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the physician office and did not know what day and time the speech therapist notified the physician.</p> <p>4. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he /</p>			

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N 0579 Bldg. 00	<p>she was now in a skilled nursing facility receiving speech therapy.</p> <p>5. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>6. An undated policy titled "Coordination of Client Services" indicated, " ... All personnel furnishing services shall maintain a liaison to assure that their efforts are coordinated effectively and support the objectives outlined in the Plan of Care. This may be done through formal care conferences; maintaining complete, current Care Plans; and written and verbal interaction ... The physician will be contacted when his / her approval for that change is necessary and to alert physician to changes in client condition "</p> <p>410 IAC 17-14-1(e)(7) Scope of Services Rule 14 Sec. 1(e) The social worker shall do the following: (7) Act as a consultant to other home health agency personnel. Based on record review, the agency failed to ensure that the social worker had</p>	N 0579	DON/designee will in-service clinical staff on requirement to notify MD of any changes in	10/16/2015	

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	<p>notified the physician and case manager of a patient's difficulty to swallow and weight loss for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15. 2. The clinical record was reviewed on 09/14/15. <ol style="list-style-type: none"> a. A social worker visit note dated 06/03/15 indicated the reason for visit: "Possible placement: Assisted Living, g/tube [gastrostomy tube] ... His / her biggest concern is having to eat nectar consistency foods / drinks 2* [* secondary] swallowing difficulties. He / she really doesn't want g/tube placement ... Risk factors - pt [patient] has trouble swallowing and then laying down " The visit note failed to evidence that the physician and case manager had been notified. b. A social worker visit note dated 06/24/15 indicated the reason for visit: "Assisting with g/tube placement 		<p>patient's condition and document in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) The Clinical Documentation Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) The Coordination of Care Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will ensure all clinical staff participate in case conferences. (Implemented 10/16/15)(To be monitored by Administrator/designee) The Social Work Policy has been reviewed by Administrator and Consultant and revisions made as needed. (Implemented 10/16/15) (To be monitored by Administrator/designee)</p>	

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N 0608 Bldg. 00	<p>concerns ... Pt [patient] is visibly smaller since last visit on 6/3. States his / her energy level is poor and not eating well at all " The visit note failed to evidence that the physician and case manager had been notified.</p> <p>3. An undated policy titled Plan of Care indicated, "Professional staff shall promptly alert the physician to any changes that suggest a need to alter the Plan of Care ... "</p> <p>4. An undated policy titled Occupational Therapy indicated, " ... Communicates plans and changes to the physician and to nursing Case Manager and other Agency Staff through the care plan, written progress notes, and participation in care conferences "</p> <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: (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</p>				

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	<p>contributed to by all assigned personnel. Clinical notes shall be written the day service is rendered and incorporated within fourteen (14) days.</p> <p>(5) Copies of summary reports sent to the person responsible for the medical component of the patient's care.</p> <p>(6) A discharge summary.</p> <p>Based on record review and interview, the agency failed to include a verbal start of care date on the Home Health Certification and Plan of Care for 2 of 4 (#14 and 15) records reviewed, failed to document notification to the physician for delay of services for 1 of 4 records reviewed (#15), and failed to ensure their efforts were coordinated and documented effectively, and in a timely manner, with the contracting therapy company that were furnishing services for 2 of 4 records reviewed (#14 and 15) and failed to ensure that a patient's clinical record was complete and contained all accurate and pertinent information in the patient's care in relation to speech therapy communication notes with the agency, physician, and with the patient / family members for 1 of 4 records reviewed. (#16)</p> <p>Findings include:</p> <p>1. Clinical record number 14, SOC 09/04/15, included a plan of care</p>	N 0608	<p>1. DON/designee will notify patient/family same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 2. DON/designee will notify MD same day it is determined agency cannot provide a discipline. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 3. DON/designee will review all admissions, within 24hours or next business day, to ensure agency can provide ordered disciplines.(Implemented 10/16/15 & On-going)(To be monitored by DON/designee) 4. DON/designee will review all admissions, within forty eight hours or next business day to ensure all ordered disciplines are scheduled. (Implemented 10/16/15 & On-going)(To be monitored byDON/designee) 5. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6.</p>	10/16/2015

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	<p>established by the physician for the certification period 09/04/15 to 11/02/15.</p> <p>a. During clinical record review on 09/14/15, line 23 indicated "Nurse's Signature and Date of Verbal SOC [start of care] Where Applicable." The Administrator electronically signed but failed to provide a date for the verbal SOC.</p> <p>b. An Occupational evaluation dated 09/05/15, indicated the patient was independent in ADL's and was not appropriate for home health services. The clinical record failed to evidence that the occupational therapist notified the agency of the patient's non-admission of services.</p> <p>2. Clinical record number 15, SOC 09/03/15, included a plan of care established by the physician for the certification period 09/03/15 to 10/31/15.</p> <p>a. During clinical record review on 09/03/15, line 23 indicated "Nurse's Signature and Date of Verbal SOC [start of care] Where Applicable." The Administrator electronically signed but failed to provide a date for the verbal SOC.</p> <p>b. The plan of care had indicated</p>		<p>Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary.(Implemented 10/16/15) 8. When agency uses a therapy staffing agency DON/designee will tract all communications with the staffing agency to ensure there is timely follow up. This is to be done on a daily basis. (Implemented 10/16/15& On-going)(To be monitored by Administrator/designee) 9. When a staffing agency is used, DON/designee will contact staffing agency daily, Mon-Fri, for coordination of care. All contact will be documented in the appropriate patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 10. If patient/caregiver declines therapy services, DON/designee will contact patient/family no later than next business day to confirm they declined therapy. Conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 11. If patient/caregiver declines therapy</p>		

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	<p>orders for physical therapy. The clinical record failed to evidence an evaluation for physical therapy, failed to evidence notification to the physician of the delay of services, failed to notify and provide documentation the agency in a timely manner of the delay in services.</p> <p>3. Clinical record number 16, SOC (start of care), for certification period 03/19/15 to 05/17/15 and 05/18/15 to 07/16/15.</p> <p>4. The patient's clinical record was reviewed on 09/14/15. The discharge summary from a skilled nursing facility dated 03/17/15, indicated the patient had a history of aspiration pneumonia due to dysphagia and had been receiving speech therapy during his / her inpatient stay. This discharge summary had indicated the patient was to be discharged home with speech therapy services. A signed prescription dated 03/17/15 indicated the patient was to have speech therapy at home.</p> <p>5. A recertification assessment dated 05/15/15, indicated the patient had a functional limitation of swallowing, safety measures / precautions of aspiration and that ... physical and occupational therapy was on hold for re-evaluation after speech therapist was to help with swallowing, increase</p>		<p>services, MD will be notified that day of refusal of therapy. This conversation will be documented in patient's chart. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 5. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered can be provided by agency. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 6. Administrator/designee will review all new admissions weekly to ensure all disciplines ordered have been scheduled. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) 7. The contract with therapy company has been reviewed by Administrator and Consultant. Revisions have been made as necessary. (Implemented 10/16/15) DON/designee will in-service professional staff on requirement to contact all disciplines involved in patient's care, within twenty four (24) hours or next business day, and document name of person(s)spoke with as well as date and time. (Implemented 10/16/15 & On-going)(To be monitored by Administrator/designee) DON will in-service clinical staff on the requirement to coordinate care of patient when multiple disciplines are involved. RN will be</p>		

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	<p>nutrition, and increase strength ... Recert patient to HHC [home health care] with SN, aide and speech therapy. SN instructed and reviewed with patient ways to help decrease aspiration ... SN educated patient / family on dosage of thick it [powder substance to be added to fluids to increase thickness] to be placed in liquids ... " Recertification Summary indicated " Pt appetite has been decreased. ST in to see pt for swallowing concerns. SN indicated she had coordinated with MD [physician], PT [physical therapy], OT [occupational therapy], ST [speech therapy], and HHA [home health aide] but did not specify who the clinicians were.</p> <p>6. Employee N was interviewed 09/14/15 at 2:45 PM. Employee N indicated she did not know who she had spoken with and thought she had included the dates and times that she had spoken with the speech therapist. Employee N indicated she would get notification from therapy by email and evaluations would be sent to the office by fax. Employee N indicated if there was communication needed, she would type it up.</p> <p>7. The Administrator was interviewed on 09/14/15 at 11:45 AM. The Administrator was not able to state why</p>		<p>responsible to ensure coordination of care is done unless nursing is not involved in case. (Implemented 10/16/15)(To be monitored by Administrator/designee) DON will ensure all clinical staff participate in caseconferences. (Implemented 10/16/15)(To be monitored by Administrator/designee)</p>		

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	<p>the patient number 15 was not seen by therapy and was not able to state why the occupational therapist stated patient number 14 was not appropriate for services. The Administrator proceeded to email the contracted therapy company for information and calling both therapists. At 1:53 PM, the Administrator stated the coordinator with the contracted therapy company had indicated the occupational therapist for patient number 14 was a poor communicator. The Administrator also stated the physical therapist for patient number 15 had attempted to notify the patient two times the week of 09/06/15, but was unsuccessful and the doctor had been notified. A communication note was sent to the Administrator during surveyor visit (09/14/15) via computer. The communication note was dated 09/07/15. The note indicated the physical therapist attempted to notify the patient two times without success and would try again or drive by the home if no answer. The Administrator stated she vaguely remembered the patient and proceeded to review the patient's record. The Administrator stated she had performed the patient's admission. The Administrator was not able to answer nor explain why speech therapy was not involved in the patient's case when it was ordered by the physician at discharge.</p>			

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	<p>The Administrator stated the case manager involved in the patient's case retired from the agency. During this time, the Administrator emailed and called the contracted therapy company and left messages for the coordinator to return her phone call.</p> <p>8. On 09/14/15 at 1:53 PM, the Administrator had a return call from the contracted therapy company. The Administrator had stated that the coordinator from the contracted therapy company indicated that a speech therapist had made contact with the spouse in July but the services was declined due to the patient was "too far gone." The Administrator stated the speech therapist did not go out to see the patient to make that assessment / judgment and the Administrator stated she did not know who the speech therapist was. A communication note dated 03/26/15, was provided by Employee N, a home health aide / office worker, during this time. Employee N wrote "According to [Name of therapy company] ST [speech therapy], ST had called numerous [sic] times with no return call to ST. Dr. [doctor] notified." Employee N was interviewed at this time and stated she did not remember who the speech therapist was and she did not know who the speech therapist spoke with at the</p>			

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	<p>physician office and did not know what day and time the speech therapist notified the physician.</p> <p>9. The complainant was contacted on 09/14/15 at 2:40 PM. The complainant stated that the patient and family caregivers were told upon admission that the patient would be getting speech therapy. The complainant stated that the staff would notify the office often and informed the office of the patient's difficulty with swallowing. The complainant stated that they (patient and family caregivers) were not aware that the patient was not getting speech therapy for some of the staff portrayed themselves as speech therapists. The complainant stated no one had called and left messages nor was any speech therapy services had been declined. The complainant indicated how he / she discovered this was by a therapist that came to the home and was discussing physical therapy. The complainant stated the patient had gotten so weak that he / she was now in a skilled nursing facility receiving speech therapy.</p> <p>10. Upon returning inside the agency at 2:55 PM, the Administrator stated that the speech therapist was not provided by the said therapy company on the communication note dated 03/26/15 that</p>			

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	<p>Employee N had provided / indicated, but the speech therapist was provided through another therapy company.</p> <p>11. An undated policy titled Therapy Services indicated, " ... Documentation shall be completed within twenty - four [24] hours of visit."</p> <p>12. An undated policy titled Coordination of Client Services indicated, "Care conferences will be held as necessary to establish interchange, reporting, and coordinated evaluation between all disciplines involved in the client's care "</p> <p>13. An undated policy titled Physical Therapist indicated, "...Communicates changes in schedule and physician orders to the office on the day the changes are made "</p>			