

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 157230	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 01/31/2014
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NAME OF PROVIDER OR SUPPLIER CAREGIVERS INC	STREET ADDRESS, CITY, STATE, ZIP CODE 3536 WASHINGTON BLVD INDIANAPOLIS, IN 46205
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G000000	<p>This visit was a home health agency federal recertification survey. This was a partial extended survey.</p> <p>Facility #: IN005941</p> <p>Survey Date: January 27 - 31, 2014 Partial Extended Survey Dates: January 30 - 31, 2014</p> <p>Provider #: 157230</p> <p>Surveyor: David Eric Moran, BSN, RN, Public Health Nurse Surveyor</p> <p>Census Service Type: Skilled: 1161 Home Health Aide Only: 132 Personal Care Only: 0 Total: 1293</p> <p>Sample: RR w/HV: 8 RR w/o HV: 8 Total: 16</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN February 4, 2014 484.12(c) COMPLIANCE W/ ACCEPTED PROFESSIONAL STD The HHA and its staff must comply with accepted professional standards and principles that apply to professionals furnishing services in an HHA.</p>	G000000		
G000121	<p>COMPLIANCE W/ ACCEPTED PROFESSIONAL STD The HHA and its staff must comply with accepted professional standards and principles that apply to professionals furnishing services in an HHA.</p>	G000121	G 121 and N 470 Compliance	03/02/2014

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>Based on policy review, document review, clinical record review, observation, and interview, the agency failed to ensure staff followed infection control standards during 3 of 8 home visits (Employees C, G, and E) with the potential to affect all patients receiving services from the Home Health Aide (HHA), Registered Nurse (RN), and Physical Therapist (PT).</p> <p>The findings include:</p> <p>1. The Centers for Disease Control "Standards Precautions" states, "IV. Standard Precautions . . . IV.A. Hand Hygiene. IV.A.1. During the delivery of healthcare, avoid unnecessary touching of surfaces in close proximity to the patient to prevent both contamination of clean hands from environmental surfaces and transmission of pathogens from contaminated hands to surfaces . . . Perform hand hygiene: IV.A.3.a. Before having direct contact with patients. IV.A.3.b. After contact with blood, body fluids or excretions, mucous membranes, nonintact skin, or wound dressings. IV.A.3.c. After contact with a patient's intact skin (e.g., when taking a pulse or blood pressure or lifting a patient). IV.3.d. If hands will be moving from a contaminated-body site to a clean-body site during patient care. IV.A.3.e. After contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient. IV.A.3.f. After removing gloves . . . IV.F.5. Include multi-use electronic equipment in policies and procedures for preventing contamination and for cleaning and disinfection, especially those items that are used by patients, those used during</p>		<p>with accepted professional standards; Policies and procedures shall be written and implemented for the control of communicable disease in compliance with applicable federal and state laws.C1. The Clinical Operation Manager/designee will in service all staff beginning 02/12/14, on aseptic technique in the home, nursing bag technique and hand washing/use of sanitizing gel. The policies on Standard Infection Control Procedures for Home Care, Hand Washing, Aseptic Technique in the Home, and Nursing Bag technique were reviewed by clinical staff and competency evaluations will be completedAll staff in services and competency evaluations will be completed by 03/02/2014.C2. Beginning immediately, all new hire will be competency on Nursing Bag technique, hand washing and aseptic technique in the home and incorporated in the clinical staff annual performance evaluations.C3. The Clinical Operations Manager/designee will be responsible for monitoring these corrective actions to ensure that this deficiency is corrected.</p>	

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	<p>delivery of patient care, and mobile devices that are moved in and out of patient rooms frequently . . . IV.B. Personal protective equipment (PPE) . . . IV.B.2. Gloves.</p> <p>IV.B.2.a. Wear gloves when it can be reasonably anticipated that contact with blood or potentially infectious materials, mucous membranes, nonintact skin, or potentially contaminated intact skin . . . could occur.</p> <p>2. The policy titled "Infection Control Plan" policy number B-401 undated states, "All new employees of CareGivers, Inc. shall complete an education session that covers Blood Borne Pathogen Exposure Control Plan, Tuberculosis Plan, CDC's Hand Hygiene Guidelines and basic infection control. Ongoing education will also be provided to employees, patients, and visitors, utilizing a variety of formats and modalities, and based on the most current Accreditation Body, CDC, and OSHA, guidelines and regulations."</p> <p>3. During the home visit to patient #2 on 1/29/14 at 9:40 AM, employee G, PT, sanitized her hands with hand gel, donned clean gloves, touched her work bag, and grabbed a bottle to fill up to spray the patient's legs. Then the PT positioned the patient's chair, took off her gloves, grabbed supplies, and put new gloves on without gelling her hands. Then the PT wrote on her computer tablet, grabbed a paper tablet and handed it to the patient to record the wound measurements, then the PT began to measure the patient's feet and legs. The PT threw the measuring tape away in the trash can, grabbed towels / rags down the hallway, and began to spray gauze with the spray bottle. Then the PT applied the gauze to the patient's legs. The PT sprayed the towels / rags and placed them onto the patient's legs, then she sprayed the patient's feet and</p>			

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	<p>placed the rags on the patient's feet and rubbed / massaged the patient's feet. The PT took off her gloves and donned new gloves on without gelling her hands with hand sanitizer and proceeded to rub lotion on the patient's legs and feet and massaged lotion on the patient's legs. The PT took off her gloves and donned new gloves without gelling her hands with hand sanitizer, then the PT proceeded to touch the patient's chair to brace herself to reach for more supplies. The PT then began to wrap the patient's legs with ace wrap. Then the PT took the patient's used towels / rags to the patient's bedroom, proceeded to take one glove off, and put a new glove on without gelling her hands with hand sanitizer. The PT then wrapped the left leg with more ace wrap. Then the PT took off her gloves and washed her hands in the sink with soap and water. During an interview on 1/30/14 at 6:39 PM, employee C, Director of Nursing, and employee A, Administrator, indicated that employee G, PT, should have sanitized her hands between glove changes.</p> <p>4. During the home visit to patient #3 on 1/29/14 at 10:56 AM, employee H, RN, washed her hands in the sink with soap and water, grabbed supplies out of work bag, and then donned gloves. The RN took the patient's vital signs and assessed bowel sounds. Then the RN took off her gloves, grabbed supplies out of her work bag, donned new gloves without gelling her hands with hand sanitizer. Then the RN cleaned her stethoscope, blood pressure cuff, and took off her gloves. The RN began to chart the patient's vital signs on her laptop. The RN gelled her hands with hand sanitizer, donned new gloves, and removed the patient's abdominal dressing. Then the RN took off her gloves, donned new gloves</p>			

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N000000	<p>without gelling her hands with hand sanitizer, opened a saline container, and poured saline onto gauze. The RN cleaned, packed, and dressed the patient's abdominal wound. Then the RN adhered the dressing to the patient's abdomen with tape. The RN took off her gloves and gelled her hands with hand sanitizer.</p> <p>During an interview on 1/30/14 at 6:43 PM, employee C, Director of Nursing, indicated employee H, RN, should have gelled her hands with hand sanitizer after removing the dressing and gloves.</p> <p>5. During the home visit to patient #4 on 1/29/14 at 12:12 PM, employee E, HHA, finished bathing and towel dried the patient. Then the HHA took her gloves off and rinsed her hands in the sink without using soap.</p> <p>This visit was a home health agency state relicensure survey.</p> <p>Facility #: IN005941</p> <p>Survey Date: January 27 - 31, 2014</p> <p>Surveyor: David Eric Moran, BSN, RN, Public Health Nurse Surveyor</p> <p>Census Service Type: Skilled: 1161 Home Health Aide Only: 132 Personal Care Only: 0 Total: 1293</p>	N000000		

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N000470	<p>Sample: RR w/HV: 8 RR w/o HV: 8 Total: 16</p> <p>Quality Review: Joyce Elder, MSN, BSN, RN February 4, 2014 410 IAC 17-12-1(m) Home health agency administration/management Rule 12 Sec. 1(m) Policies and procedures shall be written and implemented for the control of communicable disease in compliance with applicable federal and state laws.</p> <p>Based on policy review, document review, clinical record review, observation, and interview, the agency failed to ensure staff followed infection control standards during 3 of 8 home visits (Employees C, G, and E) with the potential to affect all patients receiving services from the Home Health Aide (HHA), Registered Nurse (RN), and Physical Therapist (PT).</p> <p>The findings include:</p> <p>1. The Centers for Disease Control "Standards Precautions" states, "IV. Standard Precautions . . . IV.A. Hand Hygiene. IV.A.1. During the delivery of healthcare, avoid unnecessary touching of surfaces in close proximity to the patient to prevent both contamination of clean hands from environmental surfaces and transmission of pathogens from contaminated hands to surfaces . . . Perform hand hygiene: IV.A.3.a. Before having direct contact with patients. IV.A.3.b. After contact</p>	N000470	G 121 and N 470 Compliance with accepted professional standards; Policies and procedures shall be written and implemented for the control of communicable disease in compliance with applicable federal and state laws.C1. The Clinical Operation Manager/designee will in service all staff beginning 02/12/14, on aseptic technique in the home, nursing bag technique and hand washing/use of sanitizing gel. The policies on Standard Infection Control Procedures for Home Care, Hand Washing, Aseptic Technique in the Home, and Nursing Bag technique were reviewed by clinical staff and competency evaluations will be completedAll staff in services and competency evaluations will be completed by 03/02/2014.C2. Beginning immediately, all new hire will be competency on Nursing Bag technique, hand	03/02/2014

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	<p>with blood, body fluids or excretions, mucous membranes, nonintact skin, or wound dressings. IV.A.3.c. After contact with a patient's intact skin (e.g., when taking a pulse or blood pressure or lifting a patient). IV.3.d. If hands will be moving from a contaminated-body site to a clean-body site during patient care. IV.A.3.e. After contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient. IV.A.3.f. After removing gloves . . . IV.F.5. Include multi-use electronic equipment in policies and procedures for preventing contamination and for cleaning and disinfection, especially those items that are used by patients, those used during delivery of patient care, and mobile devices that are moved in and out of patient rooms frequently . . . IV.B. Personal protective equipment (PPE) . . . IV.B.2. Gloves. IV.B.2.a. Wear gloves when it can be reasonably anticipated that contact with blood or potentially infectious materials, mucous membranes, nonintact skin, or potentially contaminated intact skin . . . could occur.</p> <p>2. The policy titled "Infection Control Plan" policy number B-401 undated states, "All new employees of CareGivers, Inc. shall complete an education session that covers Blood Borne Pathogen Exposure Control Plan, Tuberculosis Plan, CDC's Hand Hygiene Guidelines and basic infection control. Ongoing education will also be provided to employees, patients, and visitors, utilizing a variety of formats and modalities, and based on the most current Accreditation Body, CDC, and OSHA, guidelines and regulations."</p> <p>3. During the home visit to patient #2 on 1/29/14 at 9:40 AM, employee G, PT, sanitized her hands with hand gel, donned clean gloves, touched her work bag, and</p>		washing and aseptic technique in the home and incorporated in the clinical staff annual performance evaluations.C3. The Clinical Operations Manager/designee will be responsible for monitoring these corrective actions to ensure that this deficiency is corrected.	

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	<p>grabbed a bottle to fill up to spray the patient's legs. Then the PT positioned the patient's chair, took off her gloves, grabbed supplies, and put new gloves on without gelling her hands. Then the PT wrote on her computer tablet, grabbed a paper tablet and handed it to the patient to record the wound measurements, then the PT began to measure the patient's feet and legs. The PT threw the measuring tape away in the trash can, grabbed towels / rags down the hallway, and began to spray gauze with the spray bottle. Then the PT applied the gauze to the patient's legs. The PT sprayed the towels / rags and placed them onto the patient's legs, then she sprayed the patient's feet and placed the rags on the patient's feet and rubbed / massaged the patient's feet. The PT took off her gloves and donned new gloves on without gelling her hands with hand sanitizer and proceeded to rub lotion on the patient's legs and feet and massaged lotion on the patient's legs. The PT took off her gloves and donned new gloves without gelling her hands with hand sanitizer, then the PT proceeded to touch the patient's chair to brace herself to reach for more supplies. The PT then began to wrap the patient's legs with ace wrap. Then the PT took the patient's used towels / rags to the patient's bedroom, proceeded to take one glove off, and put a new glove on without gelling her hands with hand sanitizer. The PT then wrapped the left leg with more ace wrap. Then the PT took off her gloves and washed her hands in the sink with soap and water. During an interview on 1/30/14 at 6:39 PM, employee C, Director of Nursing, and employee A, Administrator, indicated that employee G, PT, should have sanitized her hands between glove changes.</p> <p>4. During the home visit to patient #3 on</p>			

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	<p>1/29/14 at 10:56 AM, employee H, RN, washed her hands in the sink with soap and water, grabbed supplies out of work bag, and then donned gloves. The RN took the patient's vital signs and assessed bowel sounds. Then the RN took off her gloves, grabbed supplies out of her work bag, donned new gloves without gelling her hands with hand sanitizer. Then the RN cleaned her stethoscope, blood pressure cuff, and took off her gloves. The RN began to chart the patient's vital signs on her laptop. The RN gelled her hands with hand sanitizer, donned new gloves, and removed the patient's abdominal dressing. Then the RN took off her gloves, donned new gloves without gelling her hands with hand sanitizer, opened a saline container, and poured saline onto gauze. The RN cleaned, packed, and dressed the patient's abdominal wound. Then the RN adhered the dressing to the patient's abdomen with tape. The RN took off her gloves and gelled her hands with hand sanitizer.</p> <p>During an interview on 1/30/14 at 6:43 PM, employee C, Director of Nursing, indicated employee H, RN, should have gelled her hands with hand sanitizer after removing the dressing and gloves.</p> <p>5. During the home visit to patient #4 on 1/29/14 at 12:12 PM, employee E, HHA, finished bathing and towel dried the patient. Then the HHA took her gloves off and rinsed her hands in the sink without using soap.</p>				