

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 151559	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 06/10/2016
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NAME OF PROVIDER OR SUPPLIER DEKALB HEALTH HOSPICE	STREET ADDRESS, CITY, STATE, ZIP CODE 400 ERIE PASS AUBURN, IN 46706
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L 0000 Bldg. 00	<p>This was a federal hospice recertification and state licensure survey.</p> <p>Survey dates: June 6, 8, 9, and 10, 2016</p> <p>Facility Number: 009702</p> <p>Medicaid Number: 200139550</p> <p>Census: 8 active patients 67 admissions in past year 59 discharges in past year</p> <p>Sample = 11</p> <p>DeKalb Health Hospice was found to be out of compliance with IC 16-25-3 and the Conditions of Participation 42 CFR 418.108 Short-Term Inpatient Care.</p>	L 0000		
L 0533 Bldg. 00	<p>418.54(d) UPDATE OF COMPREHENSIVE ASSESSMENT The update of the comprehensive</p>			

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>assessment must be accomplished by the hospice interdisciplinary group (in collaboration with the individual's attending physician, if any) and must consider changes that have taken place since the initial assessment. It must include information on the patient's progress toward desired outcomes, as well as a reassessment of the patient's response to care. The assessment update must be accomplished as frequently as the condition of the patient requires, but no less frequently than every 15 days.</p> <p>Based on document review, and interview, the hospice failed to ensure the Interdisciplinary Team (IDT) update included adding in volunteer visits for 1 of 11 clinical records reviewed. (# 5).</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. The clinical record for patient # 5 was reviewed on 6/9/16. Start of Care date was 4/12/16. The record evidenced the Volunteer began providing services on 4/15/16. The updated IDT note dated 5/13/16 failed to include the Volunteer services. 2. During interview on 6/9/16 at 2:15 PM, the Administrator stated she did not see an order for the Volunteer request, and Volunteer was not marked on the IDT update. 3. The hospice's policy titled "Plan of 	L 0533	L 0533 The manager will in-service all interdisciplinary team members that a patients interdisciplinary team update must include frequencies for all disciplines scheduled to see patient. A physicians verbal order will be written for each discipline scheduled to see patient. This information will be presented to newly hired employees during orientation. 10% of all clinical records will be audited quarterly for evidence that IDT updates include accurate discipline frequencies. The manager of Hospice services will be responsible for monitoring corrective actions to ensure deficiency is corrected and does not recur.	06/24/2016

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L 0704 Bldg. 00	<p>Care," # 9101, effective 9/2013, stated "The Hospice interdisciplinary group ... must review, revise and document the individualized plan as frequently as the patient's condition requires. ... A revised plan of care must include information from the patient's ongoing comprehensive assessment and shall note the patient's progress toward outcomes and goals. ... The analysis obtained during assessments shall facilitate the ongoing identification and prioritization of ... treatments and services."</p> <p>418.108 SHORT-TERM INPATIENT CARE</p> <p>Based on document review and interview, the hospice failed to ensure a written agreement for in-patient hospital stay was established (See L 711, L 714, and L 716); and failed to ensure the education/training of staff providing short term inpatient hospice care at DeKalb Health Hospital had been completed and documented since 2014 (See L 715).</p> <p>The cumulative effect of these systemic problems resulted in the hospice's inability to be in compliance with IC 16-25-3 and the Conditions of Participation 42 CFR 418.108 Short-Term Inpatient Care.</p>	L 0704	L 0704 The agency manager has completed a written contract "Agreement for the Provision of Hospice Medicare and Medicaid Benefit Services to DeKalb Health" with DeKalb Health to provide short term inpatient and respite hospice services in their facility. Hospital staff will be in-serviced by Hospice staff by 7/17/16, with annual education to be provided. Hospice education will be provided to DeKalb Health newly hired employees during orientation. The manager of Hospice services is responsible for this corrective action and ensuring this deficiency will not recur.	07/17/2016			

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L 0711 Bldg. 00	<p>418.108(c)(1) INPATIENT CARE PROVIDED UNDER ARRANGEMENTS</p> <p>If the hospice has an arrangement with a facility to provide for short-term inpatient care, the arrangement is described in a written agreement, coordinated by the hospice and at a minimum specifies-</p> <p>(1) That the hospice supplies the inpatient provider a copy of the patient's plan of care and specifies the inpatient services to be furnished;</p> <p>Based on document review, and interview, the hospice failed to ensure a written agreement for in-patient hospital stay was established for 1 of 1 hospice.</p> <p>Findings include</p> <p>1. During interview on 6/8/16 at 12:25 PM, the Administrator stated the hospice uses DeKalb Health Hospital for short term inpatient care, but the hospice does not have a contract with DeKalb Health Hospital for short-term inpatient stay of hospice patients, as the hospice is a division of DeKalb Health.</p> <p>2. During interview on 6/9/16 at 10:00 AM, the Administrator stated if a hospice patient needs short term in-patient stay at a facility or hospital other than DeKalb Hospital, the hospice would have to draw up a contract for that facility if there is</p>	L 0711	L 0711 The agency manager has completed a written contract "Agreement for the Provision of Hospice Medicare and Medicaid Benefit Services to DeKalb Health" with DeKalb Health to provide short term inpatient and respite hospice services in their facility. The manager of Hospice services is responsible for this corrective action and ensuring this deficiency will not recur.	06/23/2016
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L 0714 Bldg. 00	<p>not already one, or discharge the patient to another hospice that provides services at the selected facility.</p> <p>3. The hospice's policy titled "Admission for General Inpatient Services," not numbered, revised 10/20/2014, stated "Policy: Hospice shall provide general inpatient care as specified under the Medicare or Medicaid and specific private insurance Hospice Benefit."</p> <p>418.108(c)(4) INPATIENT CARE PROVIDED UNDER ARRANGEMENTS [If the hospice has an arrangement with a facility to provide for short-term inpatient care, the arrangement is described in a written agreement, coordinated by the hospice and at a minimum specifies-] (4) That the inpatient facility has identified an individual within the facility who is responsible for the implementation of the provisions of the agreement; Based on document review, and interview, the hospice failed to ensure a written agreement for in-patient hospital stay was established for 1 of 1 hospice.</p> <p>Findings include</p> <p>1. During interview on 6/8/16 at 12:25 PM, the Administrator stated the hospice uses DeKalb Health Hospital for short term inpatient care, but the hospice does not have a contract with DeKalb Health</p>	L 0714	L 0714 The agency manager has completed a written contract "Agreement for the Provision of Hospice Medicare and Medicaid Benefit Services to DeKalb Health" with DeKalb Health to provide short term inpatient and respite hospice services in their facility. The manager of Hospice services is responsible for this corrective action and ensuring this deficiency will not recur.	06/23/2016			

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L 0715 Bldg. 00	<p>Hospital for short-term inpatient stay of hospice patients, as the hospice is a division of DeKalb Health.</p> <p>2. During interview on 6/9/16 at 10:00 AM, the Administrator stated if a hospice patient needs short term in-patient stay at a facility or hospital other than DeKalb Hospital, the hospice would have to draw up a contract for that facility if there is not already one, or discharge the patient to another hospice that provides services at the selected facility.</p> <p>3. The hospice's policy titled "Admission for General Inpatient Services," not numbered, revised 10/20/2014, stated "Policy: Hospice shall provide general inpatient care as specified under the Medicare or Medicaid and specific private insurance Hospice Benefit."</p> <p>418.108(c)(5) INPATIENT CARE PROVIDED UNDER ARRANGEMENTS [If the hospice has an arrangement with a facility to provide for short-term inpatient care, the arrangement is described in a written agreement, coordinated by the hospice and at a minimum specifies-] (5) That the hospice retains responsibility for ensuring that the training of personnel who will be providing the patient's care in the inpatient facility has been provided and that a description of the training and the names of those giving the training is documented;</p>			
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	<p>Based on document review, and interview, the hospice failed to ensure a written agreement for in-patient hospital stay was established, and failed to ensure the education/training of staff providing short term inpatient hospice care at DeKalb Health Hospital had been completed and documented since 2014 for 1 of 1 hospice.</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. During interview on 6/8/16 at 12:25 PM, the Administrator stated the hospice uses DeKalb Health Hospital for short term inpatient care, but the hospice does not have a contract with DeKalb Health Hospital for short-term inpatient stay of hospice patients, as the hospice is a division of DeKalb Health. 2. During interview on 6/9/16 at 12:25 PM, the Administrator stated the last hospice education for DeKalb Health Hospital staff was in 2014 and the hospice did not retain the documentation at the hospice office. 3. The hospice's policy titled "Admission for General Inpatient Services," not numbered, revised 10/20/2014, stated "Policy: Hospice shall provide general inpatient care as specified under the Medicare or Medicaid and specific 	L 0715	L 0715 The agency manager has completed a written contract "Agreement for the Provision of Hospice Medicare and Medicaid Benefit Services to DeKalb Health" with DeKalb Health to provide short term inpatient and respite hospice services in their facility. Hospital staff will be in-serviced by Hospice staff by 7/17/16, with annual education to be provided. Hospice education will be provided to DeKalb Health newly hired employees during orientation. The manager of Hospice services is responsible for this corrective action and ensuring this deficiency will not recur.	07/17/2016			

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L 0716 Bldg. 00	<p>private insurance Hospice Benefit."</p> <p>418.108(c)(6) INPATIENT CARE PROVIDED UNDER ARRANGEMENTS [If the hospice has an arrangement with a facility to provide for short-term inpatient care, the arrangement is described in a written agreement, coordinated by the hospice and at a minimum specifies-] (6) A method for verifying that the requirements in paragraphs(c)(1) through (c) (5) of this section are met. Based on document review, and interview, the hospice failed to ensure a written agreement for in-patient hospital stay was established for 1 of 1 hospice.</p> <p>Findings include</p> <p>1. During interview on 6/8/16 at 12:25 PM, the Administrator stated the hospice uses DeKalb Health Hospital for short term inpatient care, but the hospice does not have a contract with DeKalb Health Hospital for short-term inpatient stay of hospice patients, as the hospice is a division of DeKalb Health.</p> <p>2. During interview on 6/9/16 at 10:00 AM, the Administrator stated if a hospice patient needs short term in-patient stay at a facility or hospital other than DeKalb Hospital, the hospice would have to draw up a contract for that facility if there is</p>			L 0716	<p>L 0716 The agency manager has completed a written contract "Agreement for the Provision of Hospice Medicare and Medicaid Benefit Services to DeKalb Health" with DeKalb Health to provide short term inpatient and respite hospice services in their facility. The manager of Hospice services is responsible for this corrective action and ensuring this deficiency will not recur.</p>		06/23/2016

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L 0796 Bldg. 00	<p>not already one, or discharge the patient to another hospice that provides services at the selected facility.</p> <p>3. The hospice's policy titled "Admission for General Inpatient Services," not numbered, revised 10/20/2014, stated "Policy: Hospice shall provide general inpatient care as specified under the Medicare or Medicaid and specific private insurance Hospice Benefit."</p> <p>418.114(d)(2) CRIMINAL BACKGROUND CHECKS Criminal background checks must be obtained in accordance with State requirements. In the absence of State requirements, criminal background checks must be obtained within three months of the date of employment for all states that the individual has lived or worked in the past 3 years.</p> <p>Based on document review and interview, the hospice failed to ensure employee criminal background checks were completed within 3 months of hire for 1 of 6 employee files reviewed. (G)</p> <p>Findings include</p> <p>1. Employee files were reviewed on 6/10/16. Employee file G, Occupational Therapist had a date of hire 1/4/16 and first patient contact date 1/11/16. The file failed to evidence the criminal</p>			L 0796	L 0796 The manager of Hospice service will be responsible for insuring that all employee criminal background checks are completed within the appropriate time frame. Manager will be responsible for insuring that the DeKalb Health policy titled "Limited Criminal History of Employees" is followed to ensure deficiency is corrected and does not recur.		06/20/2016

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L 0798 Bldg. 00	<p>background check completed on 1/26/16 included a search through the Indiana State Police Repository (ISP) until 5/18/16, 4 months post date of hire.</p> <p>A. The file contained a document dated 1/26/16 from Barada Associates, Inc., which evidenced education history check, professional license check, academic check, driving record check, social security number validation check, and criminal county checks. The list of all sources checked throughout the United States and Canada failed to evidence a search through the ISP repository.</p> <p>2. During interview on 6/10/16 at 1:30 PM, the Administrator stated that as of March this year, DeKalb Health purchased a more expanded package for criminal background checks through Barada, and this was to include ISP searches.</p> <p>418.116 FEDERAL, STATE, LOCAL LAWS & REGULATIONS The hospice and its staff must operate and furnish services in compliance with all applicable Federal, State, and local laws and regulations related to the health and safety of patients. If State or local law provides for licensing of hospices, the hospice must be</p>						

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	<p>licensed.</p> <p>Based on document review and interview, the hospice failed to ensure potential patients will receive disclosure information as required by Indiana Code 16-25-7-2 for 1 of 1 hospice.</p> <p>Findings include</p> <ol style="list-style-type: none"> 1. During interview on 6/8/16 at 12:10 PM, the Administrator, stated she believed this was all in the patients' rights section of the consent to hospice treatment form. 2. During interview on 6/9/16 at 12:25 PM, the Administrator stated the hospice does not have a disclosure form for potential patients but they do discuss patient rights and leave a patient care giver booklet. The Administrator stated the hospice usually just admits patients the same day they receive the referrals. 3. The hospice's policy titled "Admission Criteria and Process," # 9002, effective 2/2013 stated "Hospice staff shall make the initial home visit within the time requested by the referral source or as ordered by the physician ... The purpose of the initial visit: To explain Hospice and its philosophy and services to the patient, family member or caregiver ... To allow the patient, family or caregivers 	L 0798	L 0798 Each potential/admitted Hospice patient will receive a DeKalb Health Hospice start of care packet which includes "DeKalb Hospice Consent for Hospice Care" and "DeKalb Health Hospice Patient's Rights and Responsibilities". The manager has in-serviced all Hospice staff and IDT of this requirement. The manager of Hospice services will be responsible for monitoring corrective actions to ensure deficiency does not recur.	06/24/2016			

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 06/29/2016
FORM APPROVED
OMB NO. 0938-0391

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	to ask questions and decide about Hospice services especially those provided under the Medicare/Medicaid Hospice Benefit, To review appropriate forms and subsequently sign forms if the patient, family member or caregiver agrees that the patient is appropriate for Hospice services."				