

DEPARTMENT OF HEALTH AND HUMAN SERVICES

FORM APPROVED

CENTERS FOR MEDICARE & MEDICAID SERVICES

OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15K124	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 09/27/2024	
NAME OF PROVIDER OR SUPPLIER AM HOME HEALTH CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 2420 N COLISEUM BLVD STE 100, FORT WAYNE, IN, 46805		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS - REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
G0000	<p>INITIAL COMMENTS</p> <p>This visit was for a Federal/State complaint survey of a Home Health Provider.</p> <p>Survey Dates: September 26-27, 2024</p> <p>Complaint: IN109769 with related and unrelated deficiencies cited.</p> <p>12 Month Unduplicated Skilled Admissions: 100</p> <p>QR 10/8/24 A2</p>	G0000		
G0760	<p>Classroom and supervised practical training</p> <p>484.80(b)(1)</p> <p>Home health aide training must include classroom and supervised practical training in a practicum laboratory or other setting in which the trainee demonstrates knowledge while providing services to an individual under the direct supervision of a registered nurse, or</p>	G0760	<p>An audit of 100 percent of employee files will be completed to determine if proof of home health aide training is missing. If this documentation is found to be missing, this will be corrected immediately once training has been verified with the instructor of the contracted</p>	2024-10-25

a licensed practical nurse who is under the supervision of a registered nurse. Classroom and supervised practical training must total at least 75 hours.

Based on record review and interview, the home health agency failed to ensure home health aides (HHA) received the required 75-hour training for 3 of 4 new hired HHA's since last survey (HHA 21, HHA 23 and HHA 24).

Findings include:

1. HHA 21's personnel file evidenced a hire date of 9/13/24. The personnel file failed to include documentation of the required 75-hour HHA certification course.

During an interview on 9/27/24, HHA 21 relayed he attended the hha training class Monday through Friday from 9:00 AM to 5:00 PM and had an hour for lunch.

2. HHA 23's personnel file evidenced a hire date of 9/24/24. The personnel file failed to include documentation of the required 75-hour HHA certification course.

During an interview on 9/27/24, HHA 23 relayed the HHA training course started in the

company "Lifeline Academy."

AM Home Health will ensure that the contracted company "LifelineAcademy" provides a minimum of 75 hours of home health aide training. Oversight of this training is to be done by the DON or administrator. Lesson plans to be reviewed by the DON or administrator. Any deficiency found related to the lack of the required 75 hours of training will be immediately relayed to Lifeline Academy and corrected. All newly training home health aides will be required to sign a "training attestation form" that will be provided in both English and their native language to confirm receipt of the required 75 hours of training. This form and other proof of home health aide training will be placed in the employees' file within 48 hours of receiving confirmation of completion from Lifeline Academy. All employees involved with filing documentation into employee files will be re-educated on this process.

Date audit will be completed by:

	<p>afternoon for about a week.</p> <p>3. HHA 24's personnel file evidenced a hire date of 9/24/24. The personnel file failed to include documentation of the required 75-hour HHA certification course.</p> <p>During an interview on 9/27/24, HHA 24 relayed the HHA training was one week for 40 hours.</p> <p>4. During an interview on 9/27/24, Person 27, instructor for Entity 26, relayed the HHA training course is a week.</p>		<p>10/25/24</p> <p>Date education will be completed by: 10/25/24</p> <p>Person responsible for monitoring audit and education:Administrator</p>	
G0762	<p>Minimum hours of training</p> <p>484.80(b)(2)</p> <p>A minimum of 16 hours of classroom training must precede a minimum of 16 hours of supervised practical training as part of the 75 hours.</p> <p>Based on record review and interview, the home health agency failed to ensure the home health aide training included a minimum of 16 hours of classroom training and 16 hours of practical training for 3 of 4 new hired HHA's since last survey (HHA 21, HHA 23 and HHA 24).</p>	G0762	<p>A conference was held between AM Home Health Care and Lifeline Academy on 10/11/2024 regarding the recent survey results. A lesson plan was requested by AM Home Health to ensure the minimum hours of training are being met. (see attached lesson plan) The 75 hours of training will be over a two-week period with the first 16 hours being classroom, the second 16 hours being supervised hands on practical activities and the remaining 43 hours will be a combination of classroom</p>	2024-10-11

	<p>Findings include:</p> <p>1. HHA 21's personnel file evidenced a hire date of 9/13/24. The personnel file failed to include documentation of the required classroom and practical training for the HHA certification course.</p> <p>During an interview on 9/27/24, HHA 21 relayed he attended the hha training course class Monday through Friday from 9:00 AM to 5:00 PM, had an hour for lunch and he was shown how to care for the patient during the HHA training course.</p> <p>2. HHA 23's personnel file evidenced a hire date of 9/24/24. The personnel file failed to include documentation of the required classroom and practical training for the HHA certification course.</p>		<p>andhome study at the discretion of Lifeline Academy.</p> <p>All newly training home health aides will be required to sign a "training attestation form" that will be provided in both English and their native language to confirm receipt of the required 75 hours of training.</p> <p>Date to be corrected: 10/11/24</p> <p>Person responsible for oversight completion: Administrator</p>	
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During an interview on 9/27/24, HHA 23 relayed the HHA training course started in the morning and went into the afternoon for about a week and the instructor reviewed how to care for the patient, change the bed, clean nails and give a shower during the classroom training.

3. HHA 24's personnel file evidenced a hire date of 9/24/24. The personnel file failed to include documentation of the required classroom and practical training for the HHA certification course.

During an interview on 9/27/24, HHA 24 relayed the HHA training was one week for 40 hours and relayed the instructor showed class attendees how to do care.

4. During an interview on 9/27/24, Person 27, training instructor for Entity 26, relayed the HHA training course consisted of a mixture of power points, in class discussions, labs for skills check off, going over the lecture, watching dementia video and homework to study.

<p>G0782</p>	<p>Eligible training/competency evaluation orgs.</p> <p>484.80(f)</p> <p>A home health aide training program and competency evaluation program may be offered</p> <p>by any organization except by an HHA that, within the previous 2 years:</p> <p>(1) Was out of compliance with the requirements of paragraphs (b), (c), (d), or (e) of</p> <p>this section; or</p> <p>(2) Permitted an individual who does not meet the definition of a "qualified home health aide" as specified in paragraph (a) of this section to furnish home health aide services (with the exception of licensed health professionals and volunteers); or</p> <p>(3) Was subjected to an extended (or partially extended) survey as a result of having been found to have furnished substandard care (or for other reasons as determined by CMS or the state); or</p> <p>(4) Was assessed a civil monetary penalty of \$5,000 or more as an intermediate sanction; or</p> <p>(5) Was found to have compliance deficiencies that endangered the health and safety of the HHA's patients, and had temporary management appointed to oversee the management of the HHA; or</p> <p>(6) Had all or part of its Medicare payments suspended; or</p> <p>(7) Was found under any federal or state law to have:</p> <p>(i) Had its participation in the Medicare program terminated; or</p>	<p>G0782</p>	<p>A conference was held between AM Home Health Care and Lifeline Academy on 10/11/2024 regarding the recent survey results. AM Home Health Care will no longer be providing a translator, classroom lectures or making copies of tests or otherwise be involved with home health aide training or training activities. It was relayed to Lifeline Academy that moving forward they will be required to provide a translator for any training class to be held where a translator is needed. This translator to be hired may not be a current employee of AM Home Health Care. Furthermore, AM Home Health Care will not sign any home health aide training certificates or State home health aide registry forms. This is to be completed by Lifeline Academy.</p> <p>Date to be corrected: 10/11/24</p> <p>Person responsible for oversight completion: Administrator</p>	<p>2024-10-11</p>
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(ii) Been assessed a penalty of \$5,000 or more for deficiencies in federal or state standards for HHAs; or

(iii) Been subjected to a suspension of Medicare payments to which it otherwise would have been entitled; or

(iv) Operated under temporary management that was appointed to oversee the operation of the HHA and to ensure the health and safety of the HHA's patients;

or

(v) Been closed, or had its patients transferred by the state; or

(vi) Been excluded from participating in federal health care programs or

debarred from participating in any government program.

Based on record review and interview, the home health agency, which was precluded from providing HHA training, failed to ensure the HHA training contractor provided HHA training independently for 1 of 1 agency.

Findings include:

4. HHA 24's personnel file evidenced a hire date of 9/24/24 and included a certificate issued by AM Home Health Care for a home health aide training course completed on September 1th, 2024.

During an interview on 9/27/24

HHA 24, HHA 24 relayed the home health agency translator was available to translate when she did not understand the training in English.

5. During an interview on 9/27/24, Person 27, instructor for Entity 26, relayed the HHA training course was held in the AM Home Health Care training classroom and employees of the home health agency assisted with the training and translation.

Findings include:

1. / Review of an agency document signed 07/31/2024 and titled "Agreement of Affiliation" evidenced an agreement between the home health agency and Entity 26. The agreement was for Entity 26 to provide supervised classroom and clinical experience for teaching the home health aide course and skills validation. /Entity 26 is responsible for providing all theory and practice instruction.

2. / During an interview on 09/27/2024 at 11:36 AM, Person 27, an instructor with Entity 26, indicated agency registered nurse (RN) 1 assisted with the practice of skills in the simulated lab. When asked how individuals with limited English proficiency (an individual who does not speak English as their primary language and has a limited ability to read, speak, write, or understand English) understand training instructions being presented, Person 27 indicated agency office clerk, Corporate Person 5, helps with interpretation. / When asked how the home health aide skills competency exams are presented to individuals with limited English proficiency, Person 27 indicated Corporate Person 5 will translate questions and multiple-choice answers in the Burmese

	<p>language as needed.</p> <p>3. / During a tour of the agency home health aide training room, on 09/27/2024 at 12:00 PM, /Corporate Person 5 indicated she made copies of the home health aide competency exam for Person 27. /</p>			
N0000	<p>Initial Comments</p> <p>This visit was a Complaint Survey of a Home Health provider.</p> <p>Survey Dates: September 26-27, 2024</p> <p>12-month Unduplicated Skilled Admissions: 100</p> <p>During this complaint survey, one deficiency was cited.</p> <p>QR 10/7/24 A2</p>	N0000		
N0458	<p>Home health agency administration/management</p> <p>410 IAC 17-12-1(f)</p> <p>Rule 12 Sec. 1(f) Personnel practices for employees shall be supported by written</p>	N0458	<p>An audit of 100 percent of employee files will be completed to determine if a criminal background check was performed within 3 days of hire as stated in the company</p>	2024-10-25

policies. All employees caring for patients in Indiana shall be subject to Indiana licensure, certification, or registration required to perform the respective service. Personnel records of employees who deliver home health services shall be kept current and shall include documentation of orientation to the job, including the following:

- (1) Receipt of job description.
- (2) Qualifications.
- (3) A copy of an employee's national/expanded criminal history background check pursuant to IC 16-27-2.
- (4) A copy of current license, certification, or registration.
- (5) Annual performance evaluations.

Based on record review and interview, the agency failed to evidence documentation of a recent criminal history check report for a newly hired employee for 1 of 1 home health agency.

Findings include:

1. Review of an agency policy titled "Criminal History Check" indicated the agency, within 3 days of a provisional hire, will apply for the criminal history check.

policy. If the employee is found to be outside the 3-day timeframe, the employee will be notified of the finding and informed of the need for a new criminal background check to be completed. This criminal background check will then be completed immediately and placed in the employee file. If an employee is found to be excluded from employment, the employee will be terminated immediately. Re-education will be provided for all staff that are involved with pre-hire documentation. In addition to this correction, AM Home Healthcare will amend the policy titled "Criminal Background Check" to reflect a "90 day prior to hire policy" criminal background check policy. This policy will be implemented once approved by the Governing Body. (see attached policy)

Date audit will be completed by: 10/25/24

Date education will be completed by: 10/25/24

Date company policy will be amended by: 10/25/24

Person responsible for

2. Review of the personnel file of home health aide (HHA) 22 indicated the date of hire was 09/16/2024 and evidenced the criminal history check report was dated 02/22/2024. The personnel file failed to evidence documentation of recent criminal history check.

During an interview on 09/27/2024 at 1:20 PM, the director of nursing indicated a criminal history check should be completed prior to hire.

During an interview on 09/27/2024 at 1:24 PM, when asked when a criminal history check would be completed, human resources indicated the criminal history check would be ran a week prior to hire. When asked why the criminal history check of HHA 22 was completed in February 2024 and HHA 22 was not hired until 09/16/2024, human resources indicated the agency was waiting for a patient that was not approved for admission until last week.

monitoring audit and
education:Administrator

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 reverse for further instructions.) Except for nursing homes, the findings stated above

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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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Stephanie DeBolt	TITLE RN Administrator	(X6) DATE 10/11/2024 3:44:22 PM
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