

Health Regulation Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0010	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/10/2010
NAME OF PROVIDER OR SUPPLIER ABA HOME HEALTH CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 821 KENNEDY STREET, NW WASHINGTON, DC 20011		
(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) COMPLETE DATE
H 000	INITIAL COMMENTS An annual survey was conducted at your agency on March 5, 2010, through March 10, 2010, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The findings of the survey were based on a random sample of nine (9) clinical records based on a census of 421 patients, one (1) discharge clinical record, twelve (12) personnel files based on a census of 365 employees and five (5) home visits. The deficiencies cited during this survey were based on interviews conducted with agency staff and review administrative records.	H 000	<i>Received 4/19/10</i> GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH HEALTH REGULATION ADMINISTRATION 825 NORTH CAPITOL STREET, NW WASHINGTON, D.C. 20002	
H 053	3903.2(c)(1) GOVERNING BODY The governing body shall do the following: (c) Review and evaluate, on an annual basis, all policies governing the operation of the agency to determine the extent to which services promote patient care that is appropriate, adequate, effective and efficient. This review and evaluation must include the following: (1) The evaluation shall include feedback from a representative sample consisting of either ten percent (10%) of total District of Columbia patients or forty (40) District of Columbia patients, whichever is less, regarding services provided to those patients. This Statute is not met as evidenced by: Based on a record review and interview, it was determined that the agency failed to include feedback from a representative sample consisting of either ten percent (10%) of the total District of Columbia patients or forty (40) District of Columbia patients, whichever is less, regarding	H 053	3903.2(c) (1) GOVERNING BODY ABA Home Health Care has developed a Patient Satisfaction Survey (see Appendix 1) which is currently being mailed out to patients. The Quality Assurance personnel is making sure, and will continue to ensure that surveys are mailed out to patients served by ABA Home Health Care. The Quality Assurance personnel shall review and analyze the survey information provided by the patients, then report results and findings to the DDN and Administrator as needed, and to the Professional Advisory Committee.	04/15/2010

Health Regulation Administration

Peter King

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

DON

(X6) DATE

04/15/10

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H 053	Continued From page 1 services provided to those patient's in it's annual evaluation report. The findings include: A record review on March 5, 2010, at approximately 11:10 a.m., revealed a document dated February 16, 2010, entitled "Professional Advisory Committee Meeting", which failed to include feedback from either ten percent (10%) of the total District of Columbia patients or forty (40) District of Columbia patients, whichever is less, regarding services provided to those patient's in it's annual evaluation. During a face to face interview with the Director on March 5, 2010, at 11:27 a.m., she admitted that the above named document was the agency's recent annual report and that it failed to provide patient feedback as required.	H 053		
H 151	3907.2(g) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (g) Documentation of reference checks; This Statute is not met as evidenced by: Based on a record review and interview, the agency failed to maintain accurate personnel records, which included documentation of reference checks for three (3) of twelve (12) employees in the sample. (RNs #1, #3 and #5) The finding includes: Review of RN #1, #3, and #5's personnel file on	H 151	3907.2(g) PERSONNEL The reference checks for RNs # 1, #3 and #5 have been completed by the Agency and included in their respective employee folders. The Personnel Manager is reviewing all ABA Home Health Care employee records to ensure that at least two reference checks are conducted and filed for each employee. ABA Home Health Care is also implementing an Employee Application Checklist which includes at least two (2) reference checks, together with other documents required to be completed to be eligible for employment at ABA Home Health Care. The Personnel Manager will review all employment applications together with the checklist for accuracy prior to hiring new staff.	04/15/2010

Health Regulation Administration

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H 151	Continued From page 2 March 10, 2010, beginning at 11:41 a.m., revealed there were no reference checks in the personnel record. During a face to face interview with the Director of Nursing (DON) on March 10, 2010, at approximately 11:49 p.m., it was acknowledged that the above RNs did not have reference checks in the personnel record.	H 151		
H 152	3907.2(h) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (h) Copies of completed annual evaluations; This Statute is not met as evidenced by: Based on record review and interview, the agency failed to have annual evaluations for two (2) of twelve (12) employees in the sample. (Administrator/ RN #2, RN #4 and Home Health Aide #8 (HHA). The findings include: 1. On March 10, 2010, at 11:52 a.m., review of the administrator/RN #2's personnel file revealed there was no documented evidence of a current annual evaluation in the record. Further review of the file revealed the last annual evaluation was dated July 2008. Interview with the administrator on the same day at approximately 2:45 p.m., acknowledged that her annual evaluation had not been updated. 2. On March 10, 2010, at 12:44 p.m., review of HHA #8's personnel file revealed there was no	H 152	3907.2(h) PERSONNEL Evaluations have been completed for RN #2 and HHA #8 and filed in the appropriate personnel records. The Director of Nursing and the Personnel Manager are reviewing skilled personnel and other staff records respectively to update evaluations as needed. The Director of Nursing and the Personnel Manager have developed an annual review schedule to monitor when annual reviews are due for all ABA Home Health Care employees. The Director of Nursing and the Personnel Manager will conduct these assessments, ensure that records are updated, and report any concerns to the Administrator as needed.	04/15/2010

Health Regulation Administration

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H 152	Continued From page 3 documented evidence of a current annual evaluation in the record. Further review of the file revealed the last annual evaluation was dated August 2008. Interview with the director of nursing on the same day at approximately 2:10 p.m., acknowledged that HHA #8 did not have a current annual evaluation in the record.	H 152		
H 153	3907.2(i) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (i) Documentation of any required criminal background check; This Statute is not met as evidenced by: Based on record review and interview, the agency failed to maintain accurate personnel records, which included documentation of any required criminal background check for four (4) of twelve (12) employees in the sample. (Home Health Aide (HHA) #6, HHA #7, HHA #8, and HHA #10) The findings include: 1. Review of HHA #6's personnel file on March 10, 2010, at 12:31 p.m., revealed the criminal background checks did not reflect all jurisdictions within which the employee had worked or resided within the seven (7) years prior to the checks. HHA #6 resides in Maryland and the background check did not cover that jurisdiction. 2. Review of HHA #7's personnel file on March 10, 2010, at 12:39 p.m., revealed the criminal background checks did not reflect all jurisdictions within which the employee had worked or resided	H 153	3907.2(i) PERSONNEL ABA Home Health Care is requiring all prospective employment applicants to submit a background check that reflects all jurisdictions within which the applicant has lived or worked within the seven years prior to seeking employment at ABA Home Health Care. The Employee Employment Application checklist has been updated to include a background check for all jurisdictions within which the individual has worked or lived within the seven (7) years prior to seeking employment at ABA Home Health Care. The Personnel Manager will review all employment applications and checklist for accuracy, prior to employee starting work.	04/15/2010

Health Regulation Administration

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H 153	Continued From page 4 within the seven (7) years prior to the checks. HHA #7 resides in Maryland and the background check did not cover that jurisdiction. 3. Review of HHA #8's personnel file on March 10, 2010, at 12:44 p.m., revealed the criminal background checks did not reflect all jurisdictions within which the employee had worked or resided within the seven (7) years prior to the checks. HHA #8 resided in Maryland and Virginia; however, the background check did not cover these jurisdictions. 4. Review of HHA #10's personnel file on March 10, 2010, at 1:12 p.m., revealed the criminal background checks did not reflect all jurisdictions within which the employee had worked or resided within the seven (7) years prior to the checks. HHA #10 resides in Maryland and the background check did not cover that jurisdiction. During a face to face interview with the Administrator and Director of Nursing on March 10, 2010, at approximately 2:55 p.m., it was acknowledged HHA #6, #7, #8, and #10 did not have criminal background checks to reflect all jurisdictions within which the employees had worked or resided within the seven (7) years prior to the checks.	H 153		
H 157	3907.2(m) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (m) Documentation of acceptance or declination of the Hepatitis Vaccine; and...	H 157	3907.2(m) PERSONNEL RN #2, HHA #7 and HHA #8 have been contacted by ABA Home Health Care and all these employees completed documentation indicating accepting or declining the Hepatitis B vaccine. The documentation has been filed in the respective employee records.	04/15/2010

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H 157	<p>Continued From page 5</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the agency failed to maintain personnel records, which included documentation of acceptance or declination of the Hepatitis Vaccine for three (3) of twelve (12) employees in the sample. (RN #2, Home Health Aide 7 (HHA) and HHA #8)</p> <p>The findings include:</p> <p>Review of the personnel files on March 10, 2010, beginning at 11:41 a.m., revealed no documentation of acceptance or declination of the Hepatitis Vaccine for RN#2, HHA #7 and HHA #8.</p> <p>During a face to face interview with director of nursing on March 10, 2010, at approximately 2:15 p.m., it was acknowledged there was no documentation of an acceptance or declination of the Hepatitis Vaccine on file for the above employees.</p>	H 157	<p>CONTINUED from page 5</p> <p>The Personnel Manager is reviewing employee records to ensure that all records indicate the employee's preference and choice for the Hepatitis vaccine.</p> <p>ABA Home Health has updated its Employment Application Checklist to include ensuring that the potential employee elects his/her preference to accept or deny the Hepatitis Vaccine. The Personnel Manager will review the checklist as well as other required documentation prior to hiring any employee.</p>	
H 333	<p>3913.3 COMPLAINT PROCESS</p> <p>The telephone number of the Home Health Hotline maintained by the Department of Health shall be posted in the home care agency's operating office in a place where it is visible to all staff and visitors.</p> <p>This Statute is not met as evidenced by: Based on an observation and interview, the home care agency failed to post the telephone number of the Home Health Hotline maintained by the Department of Health (DOH) in the agency's operating office in a place visible to staff and visitors.</p> <p>The finding includes:</p>	H 333	<p>3913.3 COMPLAINT PROCESS</p> <p>The hotline number to the Department of Health (DOH) has been posted at ABA Home Health Care in a visible place to all staff and visitors.</p> <p>The Office Manager will ensure that the hotline number and all other required postings remain visible at all times to staff and visitors.</p>	04/15/2010

Health Regulation Administration

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H 333	Continued From page 6 During observation at the home health agency on March 5, 2010, at 10:30 a.m., it was observed that the telephone number of the Home Health Hotline maintained by the Department of Health (DOH) was not posted in the operating office in a place visible to staff and visitors. During a face to face interview with the clinical director on March 5, 2010, at 11:00 a.m., it was acknowledged that the telephone number of the Home Health Hotline maintained by the DOH was not posted in the agency's operating office in a place visible to staff and visitors. An observation on March 10, 2010, at approximately 3:10 p.m., revealed that the agency had posted the Home Health Hotline maintained by the Department of Health (DOH) in it's operating office visible to staff and visitors.	H 333		
H 358	3914.3(g) PATIENT PLAN OF CARE The plan of care shall include the following: (g) Physical assessment, including all pertinent diagnoses: This Statute is not met as evidenced by: Based on record review and interview, the agency's Plan of Care (POC) failed to include all pertinent diagnoses for one (1) of ten (10) patients in the sample. (Patient #1) The findings include: A record review of Patient #1 record on March 10, 2010, at approximately 10:00 a.m., revealed that the Plan of Care (POC) failed to include	H 358	3914.3(g) PATIENT PLAN OF CARE All pertinent diagnoses have been added to the Plan of Care (POC) of Patient # 1. The POC has been forwarded to the patient's physician for review and signature. The Quality Assurance personnel is reviewing all patient records to ensure that all diagnoses and pertinent patient information are included in the POC for physician review and signature. ABA is now requiring that a second registered nurse reviews all new patients' records once a clinical registered nurse completes admission paperwork.	04/15/2010

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H 358	Continued From page 7 include all pertinent diagnoses. Further review of the record revealed a document entitled "Government of the District of Columbia Department of Health Care Finance Office on Disabilities and Aging Elderly and Individuals with Physical Disabilities (EPD) Wavier" which indicated that patient #1 had the following diagnoses S/P Bilateral Knee Replacement, S/P Gail Bladder Removal and S/P Cataract Removal. During a face to face interview the Director of Nursing on March 10, 2010, at approximately 11:00 a.m., he indicated that the aforementioned diagnoses were not on the POC because Medicaid would questioned the diagnoses for reimbursement purposes. There was documented evidence of the aforementioned diagnoses on patient #1's POC with certification period November 10, 2009 until May 10, 2010.	H 358		
H 399	3915.10(f) HOME HEALTH & PERSONAL CARE AIDE SERVICE Personal care aide duties may include the following: (f) Observing, recording, and reporting the patient's physical condition, behavior, or appearance; This Statute is not met as evidenced by: Based on record reviews and interview, the Home Care Agency (HCA) failed to ensure the Personal care aide (PCA) duties included observing, recording, and reporting the patient's physical	H 399	3915.10(f) HOME HEALTH & PERSONAL CARE AIDE SERVICE ABA Home Health Care has updated the timesheets to include provisions for daily notes. All home health aides are to report on the patient's physical condition, behavior and appearance on a daily basis. All Home health Aides are being trained during in-services, on completing the daily notes accurately. The Quality Assurance personnel will review all notes, and forward any concerns to the Staffing Coordinator, Personnel Manager and/or the Director of Nursing for appropriate follow up.	04/15/2010

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H 399 Continued From page 8
condition, behavior, or appearance for six (6) of six(6)patients in the sample.(Patients #1,2,3,4,5,and 6)

The findings include:

Records reviews on March 10, 2010, from approximately 10 a.m. until 2:30 p.m., of the above listed patients clinical records revealed that there was documented evidence of the personal care aide's observing, recording, and reporting the patient's physical condition, behavior, or appearance in all six clinical records reviewed.

During a face to face interview on March 10, 2010, at approximately 3:00 p.m. with the Director and the Director of Nursing, the aforementioned findings were acknowledged.

H 399

H 453 3917.2(c) SKILLED NURSING SERVICES

Duties of the nurse shall include, at a minimum, the following:

(c) Ensuring that patient needs are met in accordance with the plan of care;

This Statute is not met as evidenced by:
Based on interview and record review, the Home Care Agency's (HCAs) nurse failed to ensure that patient needs are met in accordance with the plan of care (POC) for one (1) of ten (10) patients in the sample. (Patient #4)

The finding includes:

On March 10, 2010, at approximately 2:00 p.m., review of Patient #4's Plan of Care (POC) dated

H 453

3917.2(C) SKILLED NURSING SERVICES

The Agency has introduced a supervisory visit calendar which will serve as a tool to accurately indicate to the staff nurse when a client's assessment is due.
The director of Nursing will notify the RN in advanced of a due assessment date.

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H 453	Continued From page 9 October 20, 2009, to April 20, 2010, revealed the physician ordered skilled nursing once a month for six (6) months to perform complete system assessment, evaluate nutritional status, cardiopulmonary status, hydration status and elimination. Teach disease process, medication side effects and compliance. Supervise Personal Care Aide monthly, Monitor blood sugar. There was no documented evidence in the patient #4 record that the skilled nurse performed service ordered by physician for December 2009 and February 2010. During a face to face interview with the Director on March 10, 2010 at approximately 2:30 p.m. the finding was acknowledged.	H 453			