

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HCA-0040</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/26/2012</b>
NAME OF PROVIDER OR SUPPLIER  <b>CAPITAL CITY NURSES HEALTH CARE SERVICES</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>4910 MASSACHUSETTS AVE NW 323 WASHINGTON, DC 20016</b>		
(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 licensure survey was conducted from July 25, 2012 and July 26, 2012, to determine compliance with Title 22 DCMR, Chapter 39. The findings of the survey were based on a random sample of seven ( 7 ) active clinical records based on a census of thirty-six (36) patients, three (3) discharge records, ten(10) personnel files based on a census of seventy-three (73) employees and two (2) home visits. The deficiencies cited during this survey period were based on staff interviews and review of clinical and administrative records.	H 000		
H 355	3914.3(d) PATIENT PLAN OF CARE  The plan of care shall include the following:  (d) A description of the services to be provided, including: the frequency, amount, and expected duration; dietary requirements; medication administration, including dosage; equipment; and supplies;  This Statute is not met as evidenced by: Based on a record review and interview, it was revealed that the Home Care Agency (HCA) failed to include a description or frequency of services to be provided for two (2) of ten (10) plan of cares (POC) in the sample. (Patient #7 and #10)  The findings include:  On July 25, 2012, a review of Patient #7 and Patient #10's records starting at approximately 2:30 p.m., revealed that current POCs failed to include the duration of personal care aide (PCA)	H 355	<b>H355</b> The Home Care Agency failed to include a description of frequency of services to be provided. 1. The RN making the initial assessment will be instructed to indicate the type, frequency and duration of services required by a PCA client or requested by a private patient on the patients PCA POC or assessment.	9/30/12

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*Maura Ann* 8-21-12

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

TITLE

*Director Operations*

(X6) DATE

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H 355	Continued From page 1 services.  During a face to face interview with the patient's Care Manager on July 25, 2012, at approximately 5:45 p.m., she indicated the duration of PCA services was not listed on the aforementioned POCs. Also, she stated the PCA services "we will included on future POCs".	H 355	<b>H363 (I) Plan of Care did not identify employees in charge of managing emergency situations.</b> <b>1. Agency Plan of Care does not identify employees in charge of managing emergency situations. Clients receive an Initiation of Services letter which outlines what to do in a medical emergency. It reads as follows:</b> <b>"For the client's convenience, Capital City Nurses Healthcare Services provides a client care coordinator on call 24 hours per day. That coordinator is available to service both emergency and regular patient requests for care. However, if a client is experiencing a medical emergency, they are advised to call their physician or go to the nearest emergency room."</b> <b>2. Agency's Policies &amp; Procedures include the following:</b> <b>Emergency Procedures:</b> <b>A Client Care Coordinator is available on call 24 hours each day. The Coordinator is available for the receipt of emergency calls. Additionally, the Capital City Nurses Healthcare Services Director of Nursing or her delegate may be called at any time with concerns or problems. The company president may be called if the Director of Nursing is not available.</b>	9/30/12
H 363	<b>3914.3(I) PATIENT PLAN OF CARE</b>  The plan of care shall include the following:  (I) Identification of employees in charge of managing emergency situations;  This Statute is not met as evidenced by: Based on record review and interview, the Home Care Agency (HCA) failed to ensure the plan of care (POC) included identification of employees in charge of managing emergency situations for seven (7) of ten (10) patients in the sample. (Patients #4, #5, # 6 , #7, #8, #9, and #10)  The findings include:  On July 25, 2012, a review of Patient #4, #5, # 6 , #7, #8, #9, and #10's records starting at approximately 2:30 p.m., revealed current POCs failed to include the identification of employees in charge of managing emergency situations.  During a face to face interview with the home care agencies president on July 25, 2012, at approximately 3:00 p.m., she indicated the identification of the employee in charge of	H 363		

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H 363	Continued From page 2  emergency situations was not listed on the aforementioned POCs. She stated that the employee will be identified on all future POCs.	H 363	<b>H363 cont.</b> The On-call Coordinator will relay medical emergency calls to the on-call registered nurse who will advise the client/client representative. <b>3.</b> The Health Care Agency nurse will be instructed to enter the agency emergency 24 hour phone number on all clients' plan of care and instruct each client to call the "Client Care Coordinator" if there is a non-life threatening emergency. In the event of a life threatening event the client will be instructed to call 911 or proceed to the nearest emergency room. <b>H364.</b> Emergency Protocols were not documented on the Plan of Care: <b>1.</b> CCN has developed a multi-purpose and service form with goals and rehab potential which will include that the "patient is instructed in use of 911 in case of medical emergency." <b>2.</b> All registered nurses will be instructed to complete the emergency protocols section on the assessment and indicate who should be called in an emergency situation. The RN will indicate the client caregiver should call 911 or " the Hospice" nurses as indicated by each individual clients. <b>3.</b> For those PCA clients who must use a standard government developed plan of care form, the nurse will add emergency protocols as stated above and also identify the employees in charge of managing emergency situations.	9/30/12
H 364	<b>3914.3(m) PATIENT PLAN OF CARE</b>  The plan of care shall include the following:  (m) Emergency protocols; and...  This Statute is not met as evidenced by: Based on record review and interview the home care agency (HCA) failed to ensure the plan of care (POC) included emergency protocols for four (4) of ten (10) patients in the sample. (Patients #4 , #5, #6, and #7)  The findings include:  On July 25, 2012, a review of Patient #4 , #5, #6, and #7's records, starting at approximately 2:30 p.m., revealed current POCs failed to include emergency protocols.  During a face to face interview with the home care agency president on July 25, 2012, at approximately 3:00 p.m., she indicated that emergency protocols were not listed on the aforementioned POCs. she stated tht all future POCs will include protocols.	H 364		