

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HCA-0031</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>01/09/2014</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LINAC SERVICES, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6856 EASTERN AVENUE, NE, SUITE 320A WASHINGTON, DC 20012</b>
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<p>H 000 INITIAL COMMENTS</p> <p>An annual survey was conducted from January 6, 2014, through January 9, 2014, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home care services to thirty-three (33) patients and employs forty-six (46) staff to include licensed nurses, home health aides and other administrative staff. The findings of the survey were based on a review of seven (7) current patients' records, three (3) discharged patients' records, ten (10) personnel files, three (3) home visits and five (5) telephone interviews with current patients.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>Home Care Agency (HCA) Plan of Care (POC) Medication Administration Records (MAR' s) Director of Nursing (DON)</p> <p>H 366 3914.4 PATIENT PLAN OF CARE</p> <p>Each plan of care shall be approved and signed by a physician within thirty (30) days of the start of care; provided, however, that a plan of care for personal care aide services only may be approved and signed by an advanced practice registered nurse. If a plan of care is initiated or revised by a telephone order, the telephone order shall be immediately reduced to writing, and it shall be signed by the physician within thirty (30) days.</p> <p>This Statute is not met as evidenced by:</p>	<p>H 000</p> <p><b>Corrective actions:</b> LINAC will ensure that plan of care is signed within thirty days of start of care of all our patients. Evidence of signed plan of care will in the Patient #2 chart</p> <p><b>Systematic changes to be made</b> LINAC will immediately fax unsigned plan of care upon notification of change of primary care physician . LINAC staff will follow up with all unsigned plan of care on a weekly basis to ensure compliance</p> <p><b>Monitoring plan</b> The quality assurance team will perform chart audit every two months to ensure that plan of care are signed timely</p>	<p>1/30/14</p>
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  
*Nneke Owelike*  
STATE FORM 8899 XES111 TITLE *Director of Nursing* (X6) DATE *1/21/14*  
If continuation sheet 1 of 6

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H 366 Continued From page 1

Based on record review and interview, the HCA failed to ensure a patient's POC was approved and signed by a physician within thirty (30) days of the start of care, for one (1) of ten (10) patients in the sample. (Patient # 2)

The finding includes:

On January 6, 2014, at approximately 10:20 a.m., a review of Patient #2's record revealed a POC with a certification period from October 16, 2013, through December 14, 2013. The POC failed to evidence it was approved and signed by a physician.

During an interview with the receptionist on January 6, 2014, at approximately 10:30 a.m., the receptionist indicated that the POC was faxed to the physician several times for approval and signature but the physician left the practice without approving and signing the POC.

H 366

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 record review and interview, it was determined that the HCA's nurse failed to ensure that patients needs were met in accordance with their POC, for four (4) of ten (10) patients in the sample. (Patient #1, #2, #4, #6)

The findings include:

H 453

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H 453	<p>Continued From page 2</p> <p>1. On January 6, 2014, at approximately 9:40 a.m., review of Patient #1's record revealed a POC with certification period of November 10, 2013 to January 8, 2014. The POC reflected that the skilled nurse was to visit the patient every month to conduct general physical assessment, assess cardiopulmonary status, vital signs and skin assessments every visit....</p> <p>Further review of the record revealed a missed visit form for nursing on December 10, 2013. There was no documented evidence that the patient was visited by the skilled nurse for December 2013.</p> <p>During an interview with the nurse coordinator on January 6, 2014, at approximately 10:10 a.m., the nurse coordinator indicated she thought the missed visit form was enough.</p> <p>2. On January 6, 2014, at approximately 10:30 a.m., review of Patient #2's record revealed a POC with the certification period of October 16, 2013 through December 14, 2013. The POC reflected the skilled nurse was to provide wound care as follows: cleanse wound to back with saline, apply mepilex and cover with 4 x 4 daily.....</p> <p>Further review of the record revealed there was no documented evidence that the skilled nurse provided wound care as ordered; however, the record revealed that the patient's mother was providing the wound care. Additionally, there was a release form dated and signed by the mother on September 1, 2013 indicating she would be responsible for the wound care. Also the MAR's dated from October 16, 2013 through December 14, 2013, indicated that the mother provided the wound care daily except on November 22, 2013,</p>	H 453	<p><b>Corrective actions:</b> Patient #1 to be seen immediately Patient #1's supervisory nurse to be reassigned immediately. LINAC will ensure that all supervisory visit is done monthly per plan of care LINAC staff to comply to all the physicians order and the Doctor to be notified of any refusal by the patient's guardian. All teaching made by the staff will be documented at all times. LINAC will make available all clinical notes at all times.</p> <p><b>Systematic changes to be made</b> The Clinical Director will ensure a retraining of all the clinical staff on compliance to plan of care and documentation. Office staff to ensure that clinical records are filled promptly and correctly. After retraining, staff that continues to be non-compliant will be relieved of their duty</p> <p><b>Monitoring plan</b> Monthly review of clinical chart by clinical director to ensure compliance. Bi-monthly chart audit by quality assurance team</p>	01/30/14
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H 453	<p>Continued From page 3</p> <p>at which time the skilled nurse provided the wound care.</p> <p>During an interview with the DON on January 6, 2014, at approximately 11:00 a.m., the DON stated, "the mother refused to let the nurses provide wound care so I called the doctor and the doctor instructed me to get a release form."</p> <p>3. On January 6, 2014, at approximately 12:40 p.m., review of Patient #4's record revealed a POC with the certification period of October 1, 2013 through November 29, 2013. The POC reflected that the skilled nurse was to teach care giver to identify and report any signs or symptoms requiring nursing intervention....</p> <p>Further review of record revealed there was no documented evidence that the skilled nurse provided teaching to the caregiver on identifying and reporting signs and symptoms needing nursing intervention.</p> <p>During an interview with the skilled nurse on January 6, 2014, at approximately 1:00 p.m., the skilled nurse stated, "I have taught the caregivers what to report but I did not document it in my notes. I will from now on."</p> <p>4. On January 6, 2014, at approximately 12:40 p.m., review of Patient #6's record revealed a POC with the certification period of March 9, 2013 through May 8, 2013. The POC reflected the skilled nurse was to visit the patient one (1) to three (3) times a week for a total of nine (9) visits. The skilled nurse was to conduct general physical assessments, assess and monitor cardiopulmonary status, vital signs every visit, assess weight gain, teach newborn care....</p>	H 453	<p><b>Corrective actions:</b></p> <p>Patient #1 to be seen immediately Patient #1's supervisory nurse to be reassigned immediately. LINAC will ensure that all supervisory visit is done monthly per plan of care LINAC staff to comply to all the physicians order and the Doctor to be notified of any refusal by the patient's guardian. All teaching made by the staff will be documented at all times. LINAC will make available all clinical notes at all times.</p> <p><b>Systematic changes to be made</b></p> <p>The Clinical Director will ensure a retraining of all the clinical staff on compliance to plan of care and documentation. Office staff to ensure that clinical records are filled promptly and correctly. After retraining, staff that continues to be non-compliant will be relieved of their duty</p> <p><b>Monitoring plan</b></p> <p>Monthly review of clinical chart by clinical director to ensure compliance. Bi-monthly chart audit by quality assurance team</p>	01/30/14
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H 453 Continued From page 4

Further review of record revealed that there was no documented evidence the patient was seen by the skilled nurse after March 9, 2013.

During an interview with the nurse coordinator on January 6, 2014, at approximately 2:00 p.m., the nurse coordinator stated, "The visits were provided and we are looking for the nursing notes."

During a telephone interview with the skilled nurse on January 6, 2014, at approximately 2:10 p.m., the skilled nurse stated, "I made all the visits and handed the notes into the office."

It should be noted the surveyor was not provided the nursing notes for review during this survey period.

H 453

H 458 3917.2(h) SKILLED NURSING SERVICES

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

(h) Reporting changes in the patient's condition to the patient's physician;

This Statute is not met as evidenced by:  
Based on record review and interview, the skilled nurse failed to inform a physician of a change with a prescribed order for one (1) of ten (10) patients in the sample. (Patient #2)

The finding includes:

On January 6, 2014, at approximately 10:30 a.m., review of Patient #2's record revealed a

H 458

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H 458	<p>Continued From page 5</p> <p>POC with the certification period of October 16, 2013 through December 14, 2013. The POC reflected that the skilled nurse was to provide wound care as follows: "cleanse wound to back with saline, apply mepilex and cover with 4 x 4 daily....."</p> <p>Further review of the record revealed there was no documented evidence that the skilled nurse provided wound care as ordered; however, the record revealed the patient's mother was providing the wound care. Additionally, there was a release form dated and signed by the mother on September 1, 2013 indicating she would be responsible for the wound care. Also the MAR's dated from October 16, 2013 through December 14, 2013, indicated that the mother provided the wound care daily except on November 22, 2013, at which time the skilled nurse provided the wound care. There was no documented evidence that the physician was made aware that the mother was providing the wound care.</p> <p>During an interview with the DON on January 6, 2014, at approximately 11:00 a.m., the DON stated, "the mother refused to let the nurses provide wound care so I called the doctor and the doctor instructed me to get a release form but I did not document the conversation. "</p>	H 458	<p><b>Corrective actions:</b> LINAC will ensure that the physician is notified in writing of the mothers refusal of care (wound care) order by the nurses.</p> <p><b>Systematic changes to be made</b> LINAC will document promptly all changes relating to physicians order . Clinical staff will be reoriented on the importance of timely documentation of changes in patients care Written physicians notification to be in the Chart at all times for review.</p> <p><b>Monitoring plan</b> Chart review by the quality assurance team every two months Clinical records of patients showing the Changes in the physicians order will be available for review by the surveyors. Clinical meeting will be held at least once a year.</p>	01/30/14
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