

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA0007	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 0112712010
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NAME OF PROVIDER OR SUPPLIER HOME CARE PARTNERS	STREET ADDRESS, CITY, STATE, ZIP CODE 1328 G STREET, SE WASHINGTON, DC 20005
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H 000	<p>INITIAL COMMENTS</p> <p>An annual survey was conducted at your agency on January 20, 2010, through January 27, 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 twenty (20) clinical records based on a census of 391 patients, twenty (20) personnel files based on a census of 127 employees and eight (8) home visits. The findings of the survey were based on observations in the home, interviews with agency staff and patient interviews as well as a review of patient and administrative records.</p>	H 000	<p><i>Received 3/16/2010</i></p> <p>GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH HEALTH REGULATION ADMINISTRATION 825 NORTH CAPITOL ST., N.E., 2ND FLOOR WASHINGTON, D.C. 20002</p>	
H 070	<p>3904.1 DIRECTOR</p> <p>The governing body shall appoint a Director who shall be responsible for managing and directing the agency's operations, serving as liaison between the governing r2880] body and staff, employing qualified personnel, and ensuring that staff members are adequately and appropriately trained.</p> <p>This Statute is not met as evidenced by: Based on interview and record review, it was determined that the Director failed to ensure that two (2) of eight (8) staff members were adequately and appropriately trained. (Home Health Aide (HHA) #7 and #8),</p> <p>The findings include:</p> <p>1. Observations conducted on January 22, 2010, at approximately 12:30 p.m., revealed that Patient #20 was bed bound and required total assistance for all activities of daily living. During a face to face interview with Patient #20's daughter on</p>	H 070	<p>Home Care Partners does not train nor hire staff members to administer medication. The policy is very clear that certified home care aides can not administer medications.</p> <p>In both instances, the staff were counseled with appropriate documentation included in their personnel records. In addition, the prohibition regarding the administration of medications was reiterated to the family members.</p> <p>This policy will be further discussed and reinforced during in-service trainings.</p> <p>It will also be highlighted in our monthly aide newsletter.</p>	<p>3/15/10</p> <p>5/31/10</p> <p>4/30/10</p>

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVES SIGNATURE <i>Maria Lenhart</i>	TITLE Executive Director	(X8) DATE 3/15/10
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H 070	<p>Continued From page 1</p> <p>January 22, 2010 at approximately 12:40 p.m., she stated that HHA #8 gives my mother her medication when I'm not home. Further interview revealed that HHA #9 "places medication in Patient #20's mouth".</p> <p>Record review on January 21, 2010, at approximately 11:15 a.m. revealed that HHA #8 was a certified Home Health Aide. There was no documented evidence that HHA #8 had been adequately and appropriately trained to administer medications.</p> <p>2. Observation conducted on January 26, 2010, at approximately 9:00 a.m., revealed that Patient #2 was bed bound and required total assistance for all activities of daily living. Further observations revealed HHA #7 was observed to spoon feed Patient #2 cereal. During a face to face interview with HHA #7, it was revealed Patient #2's husband had crushed and placed medications in the cereal.</p> <p>Record review on January 21, 2010, at approximately 12:15 p.m., revealed that HHA #7 was a certified Home Health Aide. There was no documented evidence that HHA #7 had been adequately and appropriately trained to administer medications.</p>	H 070		
H 100	<p>3905.2(j) POLICIES AND PROCEDURES</p> <p>Written policies and procedures shall be developed for, at a minimum, the following:</p> <p>(j) Unusual incidents.</p>	H 100		

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H 100	<p>Continued From page 2</p> <p>This Statute is not met as evidenced by: Based on a record review and interview, the agency failed to ensure that one of one employee (HHA #5) followed the agency's policy on reporting unusual incidents.</p> <p>Review of Patient #7's records on January 21, 2009, at approximately 2:00 p.m., revealed a form entitled "Home Care Partners Home Health Aide Reporting Form" signed and dated December 31, 2009, by employee #5 (HHA). According to the form, employee #5 (HHA) performed the Heimlich maneuver for patient #7 on December 17, 2009. Further review of the form revealed that the Case Manager (nurse) placed a call to patient #7's daughter on January 13, 2010, to inquire about the Heimlich maneuver being performed by employee #5 HHA and made the following recommendations:</p> <ol style="list-style-type: none"> 1. Patient should eat slowly. 2. Patient should have all food cut into small pieces. 3. Patient should not engage in conversation while swallowing. <p>A face to face interview with the CM on January 25 2010 at approximately 1:00 pm revealed that she was not made aware of the December 17, 2009, incident until January 13, 2010. The CM stated that it was the agency's policy that all employees were instructed to call the agency for all unusual incidents. The CM further stated that employee #5 (HHA) did not call the agency's office in accordance with the agency's policy.</p> <p>Face to face interview with employee #5 (HHA) on January 26, 2010, at 12:05 p.m., revealed that</p>	H 100	<p>The aide did not follow the agency's policy on reporting unusual incidents immediately to the case manager or on-call supervisor, although she did report the incident in her written report for that pay period.</p> <p>Employee was counseled and documentation was placed in the employee's personnel file.</p> <p>This policy will be further discussed and reinforced during in-service trainings.</p> <p>It will also be highlighted in our monthly aide newsletter.</p>	<p>3/15/10</p> <p>5/31/10</p> <p>4/30/10</p>

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H 100	<p>Continued From page 3</p> <p>she did not implement the agency's policy on calling the office for the December 17, 2009, incident.</p> <p>A telephone interview conducted with Patient #7's daughter on January 27, 2010, approximately 9:20 a.m., revealed that she was happy with employee #5 HHA and felt that the HHA acted appropriately during the December 17, 2009, incident.</p> <p>Face interview face with the Executive Director on January 27, 2010, at approximately 9:45 a.m., acknowledged that employee #5 HHA did not follow the agency's policy on calling to report unusual incidents.</p>	H 100		
H 141	<p>3907.1(b) PERSONNEL</p> <p>Each home care agency shall have written personnel policies that shall be available to each staff member and shall include the following:</p> <p>(b) Provisions for an annual evaluation of each employee's performance by appropriate supervisors;</p> <p>This Statute is not met as evidenced by: Based on staff interview and record review, the HCA failed to ensure that all staff has a current professional license or registration on file. (Staff #6)</p> <p>The finding includes:</p> <p>Interview with the Human Resources Coordinator and review of the personnel records on 01-20-10 at 11:00 a.m. revealed the HCA failed to ensure that one of twenty five staff had a current</p>	H 141	<p>This finding was cited in error. On January 20, 2010, the Human Resources Coordinator was not in the office to review personnel files with the surveyor. The personnel record of Staff # 6 did have a copy of the aide's certification, as required. When the personnel record was reviewed by HCP staff immediately following the exit interview, the certificate was located in the personnel record in the appropriate place and a call was immediately placed to lead surveyor, Theresa Waters, RN. The certificate was faxed to Ms. Waters.</p>	N/A

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H 141	Continued From page 4 professional license or registration on file.	H 141		
H 1431	3907.1(d) PERSONNEL Each home care agency shall have written personnel policies that shall be available to each staff member and shall include the following: (d) A position description for each category of employee; and... This Statute is not met as evidenced by: Based on staff interview and record review, the HCA failed to ensure that all staff has documentation of current CPR certification on file. (Staff #3 and #5) The finding includes: Interview with the Human Resources Coordinator and review of the personnel records on 01-20-10 at 11:30 a.m. revealed the HCA failed to ensure that two of twenty five staff had documentation of current CPR certification on file.	H 143	The two staff without CPR were social workers; CPR training will now be required for all home visiting staff including social workers.	5/31/10
H 1531,	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 staff interview and record review, the HCA failed to ensure that all staff has	H 153		

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H 170	Continued From page 6 the interview. 2. Observation conducted at Patient #22 home on January 25, 2010, at approximately 1:30 p.m., revealed that the HHA #4 did not present a valid agency ID prior to entering the home. During a face to face interview with HHA #4, on January 25, 2010, at approximately 1:40 p.m., HHA #4 admitted to having a valid agency ID, however, she did not have in her possession at the time of the interview. 3. Observation conducted at Patient #17 home on January 26, 2010, at approximately 1:00 p.m., revealed that the HHA #6 did not present a valid agency ID prior to entering the home. During a face to face interview with HHA #6, on January 26, 2010, at approximately 1:40 p.m., HHA #4 admitted to having a valid agency ID, however, she did not have in her possession at the time of the interview.	H 170	This policy will be reiterated during in-service trainings. This policy will also be highlighted in the monthly aide newsletter.	5/31/10 4/30/10
H 333: 3913.3 COMPLAINT PROCESS	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. This Statute is not met as evidenced by: Based on an observation and interview, it was determined that 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. The finding includes:	H 333	The telephone number of the Home Health Hotline maintained by DOH will be posted in a place visible to staff and visitors.	3/31/10

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H 333	<p>Continued From page 7</p> <p>During observation at the home health agency on January 20, 2010 at approximately 10:00 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.</p> <p>During a face to face interview with the Executive Director on January 27, 2010 at approximately 10:00 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.</p> <p>There was no evidence the telephone number of the Home Health Hotline maintained by the DOH was posted in the home care agency.</p>	H 333		
H 354	<p>3914.3(c) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(c) The goals of the services to be provided, including the expected outcome, based upon the immediate and long-term needs of the patient;</p> <p>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 the goals of the services to be provided, including the expected outcome, based upon the immediate and long-term needs of the patient for twenty (20) of twenty (20) patients in the sample. (Patients #1 through #20)</p> <p>The findings include:</p>	H 354	<p>Home Care Partners' current Plan of Care is designed as a task list for the aide. This Plan of Care will remain the same but an addendum, called the "Client Plan of Care Addendum" will also be developed. In many cases, it will reference case management notes.</p> <p>The newly developed Client Plan of Care Addendum will include service goals and expected outcomes, based on the immediate and long term needs of each client.</p>	<p>Develop Form 5/31/10; (New form will be used when reassessment visits are conducted)</p>

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H 354	<p>Continued From page 8</p> <p>Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include the goals of the services to be provided, including the expected outcome, based upon the immediate and long-term needs.</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of the goals of services to be provided, including the expected outcome, based upon the immediate and long-term needs of the patient for twenty (20) of twenty (20) patients in the sample.</p>	H 354		
H 355	<p>3914.3(d) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(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;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, it was determined that the agency failed to document on the Plan of Care (POC) for twenty (20) of twenty (20) patient's a description of the equipment needed and a description of the services to be provided, including: the expected duration . (Patients #1 through #20)</p> <p>The findings include:</p>	H 355	<p>The newly developed "Client Plan of Care Addendum" will include services to be provided including frequency, amount and expected duration.</p> <p>The Client Plan of Care Addendum will also include dietary requirements, as reported by the client, family. The Client Plan of Care Addendum will not include medication administration including dosage because Home Care Partners' aides do not administer medications.</p> <p>The Client Plan of Care Addendum will include a list of observed equipment and supplies if relevant to the service provided by Home Care Partners' home care aide.</p>	<p>Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted)</p>

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	H 355 Continued From page 9 Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include a description of the equipment needed and a description of the services to be provided, including: the expected duration. During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings. There was no documented evidence of a description of the equipment needed and a description of the services to be provided, including: the expected duration for twenty (20) of twenty (20) patients in the sample.	H 355		
H 356	3914.3(e) PATIENT PLAN OF CARE The plan of care shall include the following: (e) Identification of agency personnel who are responsible for the provision of each service, including, if applicable, contract providers by job title or discipline; This Statute is not met as evidenced by: Based on record review and interview, it was determined that the agency failed to document on the Plan of Care (POC) for twenty (20) of twenty (20) patient's identification of agency personnel who are responsible for the provision of each service, including, if applicable, contract providers by job title or discipline. (Patients #1 through #20) The findings include:	H 356	The newly developed Client Plan of Care Addendum will identify agency personnel who are responsible for the provision of each service. Since Home Care Partners only provides certified aide service and social worker or nurse case management, these will be the only services listed. Home Care Partners does not use contract providers. Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted	

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H 356	<p>Continued From page 10</p> <p>Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Care (POC) for the aforementioned records failed to include the identification of agency personnel who are responsible for the provision of each service, including, if applicable, contract providers by job title or discipline.</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of identification of agency personnel who are responsible for the provision of each service, including, if applicable, contract providers by job title or discipline for twenty (20) of twenty (20) patients in the sample.</p>	H 356		
H 357	<p>3914.3(f) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(f) Provisions relating to the reevaluation of services, discharge planning, referral of services and continuation or renewal of services;</p> <p>This Statute is not met as evidenced by: Based on record review and interview it was determined the agency failed to make provisions relating to the reevaluation of services, discharge planning, referral of services and continuation or renewal of services, for twenty of twenty care plans reviewed. (Patients #1 through #20)</p> <p>The findings include:</p> <p>Review of Patients records 1 through 20 on</p>	H 357	<p>The newly developed Client Plan of Care Addendum will include the time period for re-evaluation by the case manager as specified by funding source; discharge planning, if relevant; referrals to other organizations, if relevant (this area is also specified in the case manager's assessment form) and the continuation or renewal of services.</p>	<p>Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted</p>

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H 357	<p>Continued From page 11</p> <p>January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include provisions relating to the reevaluation of services, discharge planning, referral of services and continuation or renewal of services.</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of provisions relating to the reevaluation of services, discharge planning, referral of services and continuation or renewal of services for twenty (20) of twenty (20) patients in the sample.</p>	H 357		
H 358	<p>3914.3(g) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(g) Physical assessment, including all pertinent diagnoses;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the agency's Plan of Care (POC) failed to include the physical assessments, including all pertinent diagnoses for twenty of twenty patients in the sample. (Patients #1 through #20)</p> <p>The findings include:</p> <p>Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include the physical assessments, including all pertinent diagnoses.</p>	H 358	<p>Home Care Partners does not operate under physician's orders. .</p> <p>Home Care Partners' plan of care is not signed by a physician or advanced practice nurse and not all cases have a nurse case manager.</p> <p>Therefore, the newly developed Client Plan of Care Addendum will reference the nurse's notes, <u>if applicable</u>, regarding physical assessment.</p> <p>The newly developed Client Plan of Care Addendum will include all pertinent diagnoses and/or health issues, as reported by the client, family member or other referring source</p>	<p>Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted</p>

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<p>H 358 Continued From page 12</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of physical assessments, including all pertinent diagnoses for twenty (20) of twenty (20) patients in the sample.</p>	H 358		
<p>H 359 3914.3(h) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(h) Prognosis, including rehabilitation potential;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the Agency's Plan of Care (POC) failed to include prognosis, including rehabilitation potential for twenty of twenty patients in the sample. (Patients #1 through #20)</p> <p>The findings include:</p> <p>Review of Patients records 1 through 20 on ; January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include prognosis, including rehabilitation potential.</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of prognosis, including rehabilitation potential for twenty (20) of twenty (20) patients in the sample.</p>	H 359	<p>Home Care Partners does not operate under physician's orders. .</p> <p>Home Care Partners' plan of care is not signed by a physician or advanced practice nurse and not all cases have a nurse case manager.</p> <p>Home Care Partners does not employ nor contract with physical therapists.</p> <p>Therefore, the newly developed Client Plan of Care Addendum will reference prognosis and rehabilitation potential only as they relate to the client's potential to meet the goals on the Client Plan of Care Addendum.</p>	<p>Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted</p>

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0007	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/27/2010
NAME OF PROVIDER OR SUPPLIER HOME CARE PARTNERS		STREET ADDRESS, CITY, STATE, ZIP CODE 1328 G STREET, SE WASHINGTON, DC 20005		
(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 360	Continued From page 13	H 360		
H 360	<p>3914.3(i) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(i) Activities permitted or precluded because of functional limitations;</p> <p>This Statute is not met as evidenced by: Based on interview and record review the Home Care Agency (HCA) failed to ensure the plan of care (POC) included the activities permitted or precluded because of functional limitations for twenty of twenty patients in the sample. (Patients #1 through #20)</p> <p>The findings include:</p> <p>Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Care (POC) for the aforementioned records failed to include the activities permitted or precluded because of functional limitations.</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of activities permitted or precluded because of functional limitations for twenty (20) of twenty (20) patients in the sample.</p>	H 360	<p>Home Care Partners does not operate under physician's orders. .</p> <p>Home Care Partners' plan of care is not signed by a physician or advanced practice nurse and not all cases have a nurse case manager.</p> <p>Home Care Partners does not employ nor contract with physical therapists</p> <p>Therefore, the newly developed Client Plan of Care Addendum will include activities permitted or precluded because of functional limitations, only as they relate to Home Care Partners' certified aide service.</p>	Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted
H 361	<p>3914.3(j) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>U) Psychosocial needs of the patient;</p>	H 361		

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NAME OF PROVIDER OR SUPPLIER HOME CARE PARTNERS	STREET ADDRESS, CITY, STATE, ZIP CODE 1328 G STREET, SE WASHINGTON, DC 20005
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(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 361	<p>Continued From page 14</p> <p>This Statute is not met as evidenced by: Based on interview and record review, the Home Care Agency (HCA) failed to ensure the plan of care (POC) included the psychosocial needs of the patient for twenty of twenty patients in the sample. (Patients #1 through #20)</p> <p>The findings include:</p> <p>Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include the psychosocial needs of the patients.</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of psychosocial needs of the patient for twenty (20) of twenty (20) patients in the sample.</p>	H 361		
H 362	<p>3914.3(k) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(k) Safety measures required to protect the patient from injury;</p> <p>This Statute is not met as evidenced by: Based on interview and record review the Home Care Agency (HCA) failed to ensure the plan of care (POC) included the safety measures required to protect the patient from injury for twenty of twenty patients in the sample. (Patients</p>	H 362	<p>The newly developed Client Plan of Care Addendum will include safety measures required to protect the client from injury as they relate to the certified home care aide service and any recommendations made to the client/ family regarding the home environment.</p>	<p>Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted</p>

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0007	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/27/2010
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NAME OF PROVIDER OR SUPPLIER HOME CARE PARTNERS	STREET ADDRESS, CITY, STATE, ZIP CODE 1328 G STREET, SE WASHINGTON, DC 20005
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL TAG)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
H 362	<p>Continued From page 15 #1 through #20)</p> <p>The findings include:</p> <p>Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include the safety measures required to protect the patient from injury</p> <p>During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.</p> <p>There was no documented evidence of the safety measures required to protect the patient from injury for twenty (20) of twenty (20) patients in the sample.</p>	H 362		
H 363	<p>3914.3(I) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(I) identification of employees in charge of managing emergency situations;</p> <p>This Statute is not met as evidenced by: Based on a record review and interview it was determined the agency failed to include identification of employees in charge of managing emergency situations for twenty of twenty patients in the sample. (Patients #1 through #20)</p> <p>The findings include:</p> <p>Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00</p>	H 363	<p>If an emergency situation arises, Home Care Partners' certified home care aides respond according to agency policy "Handling Emergencies in the Client Home". An Emergency Contact sheet is also developed for each client. The newly developed Client Plan of Care Addendum will indicate this.</p>	<p>Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted</p>

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NAME OF PROVIDER OR SUPPLIER HOME CARE PARTNERS		STREET ADDRESS, CITY, STATE, ZIP CODE 1328 G STREET, SE WASHINGTON, DC 20005		
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H 363	Continued From page 16 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include identification of employees in charge of managing emergency situations. During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings. There was no documented evidence of identification of employees in charge of managing emergency situations for twenty (20) of twenty (20) patients in the sample.	H 363		
H 364	3914.3(m) PATIENT PLAN OF CARE The plan of care shall include the following: (m) Emergency protocols; and... This Statute is not met as evidenced by: Based on interview and record review the Home Care Agency (HCA) failed to ensure the plan of care (POC) included emergency protocols for twenty of twenty patients in the sample. (Patients #1 through #20) The findings include: Review of Patients records 1 through 20 on January 20 and 21, 2010, from 10:00 a.m. to 1:00 p.m., revealed that the Plan of Cares' (POC) for the aforementioned records failed to include emergency protocols. During a face to face interview with the Executive Director on January 20, 2010, at approximately 2:00 p.m., she acknowledged the above findings.	H 364	Home Care Partners does not develop individual emergency client protocols but staff are trained to respond to emergency situations according to agency policy, "Handling Emergencies in the Client Home". An Emergency Contact sheet is also developed for each client. The newly developed Client Plan of Care Addendum will indicate this.	Develop Form: 5/31/10; (New form will be used when reassessment visits are conducted

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H 364	Continued From page 17 There was no documented evidence of emergency protocols for twenty (20) of twenty (20) patients in the sample.	H 364		