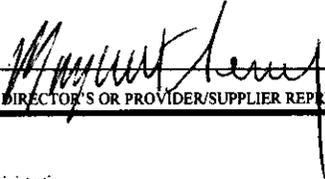


STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0020	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/16/2010
NAME OF PROVIDER OR SUPPLIER: MEDSTAR HEALTH VISITING NURSE ASSOCIATION		STREET ADDRESS, CITY, STATE, ZIP CODE 4455 CONNECTICUT AVENUE, NW, SUITE B500 WASHINGTON, DC 20008		
(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) ID COMPLETED DATE
H 000	INITIAL COMMENTS An annual survey was conducted at your agency from March 15, 2010, through March 16, 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 three hundred-five (305) patients, twenty (20) personnel files based on a census of seventy-five (75) employees and four (4) 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.	H 000	<i>4/15/10 Receiver</i> GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH HEALTH REGULATION ADMINISTRATION 825 NORTH CAPITOL ST. 2ND FLOOR WASHINGTON, D.C. 20002	
H 123	3906.1(d) CONTRACTOR AGREEMENTS If a home care agency offers a service that is provided by a third party or contractor, agreements between the home care agency and the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following: (d) The procedure for submitting clinical and progress notes, periodic patient evaluation, scheduling of visits, and other designated reports; This Statute is not met as evidenced by: Based on record review of three (3) contracts an interview, it was determined that the agency failed to include the procedure for submitting clinical and progress notes, periodic patient evaluation, scheduling of visits, and other designated reports in contractor agreements for one (1) of the three (3) contracts reviewed. The finding includes:	H 123	1. Addendum clarification added to contractor agreements to include procedures for scheduling visits, submitting clinical notes, periodic patient evaluation and other designated reports. An orientation checklist form will be completed by an Operations Director for current and each new contractor to explain the requirements listed above and maintained by the agency. The VP of Clinical Affairs and Director of Human Resources have approved the process. 2. All new contracts will be evaluated by the VP Clinical Affairs or designee to assure inclusion of the above contractual arrangements.	4/15/10 4/15/10 and on-going
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE		(X6) DATE
		VP Clinical Affairs		4/15/10

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H 123	Continued From page 1 Interview with the Vice President of Quality Outcomes & Compliance (VPQOCO) on March 15, 2010 at approximately 9:30 am. revealed that the agency provided some of their services provided through a third party contract agreement Review of the contract agreement on March 16, 2010 at approximately 12:58 p.m. revealed that there was no documented evidence of the procedure for submitting clinical and progress notes, periodic patient evaluation, scheduling of visits, and other designated reports in the agency's contractor agreement During a teleconferenced interview with the (VPQOCO) on March 16, 2010 at approximately 4:30 pm., she acknowledged the finding.	H 123		
H 150	3907.2(f) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (f) Verification of previous employment; This Statute is not met as evidenced by: Based on record review and interview, it was determined that the Home Care Agency (HCA) failed to maintain accurate personnel records, which included documentation of verification of previous employment for one (1) of twenty (20) employees included in the sample. (Staff #1) The finding includes: A record review on March 16, 2010, beginning at approximately 10:31 a.m., revealed that there was no documentation of verification of previous employment in Staff #1's personnel record.	H 150	An employee personnel file checklist has been implemented and includes verification of previous employment. The completed checklist is maintained in a binder. Incomplete checklists are kept in a separate folder and monitored biweekly by an HR employee. The monitoring plan is approved by the VP of Clinical Affairs and Director of Human Resources. All personnel records will be audited to ensure verification of previous employment.	4/12/10 4/15/10

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H 150	Continued From page 2 During a face-to-face interview with the Director of Quality on March 16, 2010, at approximately 11:20 am., it was acknowledged Staff #1 did not have documentation of verification of previous employment in her personnel record.	H 150		
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 record review and interview, it was determined that the Home Care Agency (HCA) failed to maintain accurate personnel records, which included documentation of reference checks for one (1) of twenty (20) employees included in the sample. (Staff #1 The finding includes: A record review on March 16, 2010, beginning at approximately 10:31 am., revealed that there was no documentation of reference check in Staff #1's personnel record. During a face-to-face interview with the Director of Quality on March 16, 2010, at approximately 11:20 a.m., it was acknowledged that Staff #1 did not have documentation of a reference check in her personnel record.	H 151	An employee personnel file checklist has been implemented and includes verification of reference checks. The completed checklist is maintained in a binder. Incomplete checklists are kept in a separate folder and monitored biweekly by an HR employee. The monitoring plan is approved by the VP of Clinical Affairs and Director of Human Resources. All personnel records will be audited to ensure verification that reference checks were completed.	4/12/09 4/15/10
H 355	3914.3(d) PATIENT PLAN OF CARE	H 355		

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H 355	<p>Continued From page 3</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 interview and record review, the facility failed to ensure the plan of care (POC) described the specific Home Health Aide (HHA) services to be provided for one (1) of twenty (20) patient's in the sample with a HHA. (Patient #16)</p> <p>The finding includes:</p> <p>Review of Patient # 16's Home Health Certification and Plan of Care (POC) dated February 17, 2010, thru April 17, 2010, on March 15, 2010, at approximately 9:25 am., revealed only the frequency of the Home Health Aide (HHA) services to be provided. A description of the specific HHA services to be provided was not included.</p> <p>During a face to face interview with the Director of on March 15, 2010, at approximately 4:00 p.m., it was acknowledged the POC did not describe the specific HHA services to be provided for Patient #16.</p>	H 355	<p>Plan of care and addendum verbal orders shall include the specific Home Health Aide services (for example-bed bath, sponge bath, or shower etc.) Operations Directors and Educator will provide clinician education on accurately completing the order. Education will be completed by 4/15/10. The Operations Director and/or Quality Specialist will be responsible for the ongoing review of Home Health orders for completeness of the information. Education and the monitoring process have been approved by the Senior Operations Director and Director of Quality.</p>	4/15/10
H 359	<p>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>	H 359		

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H 359	<p>Continued From page 4</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 two (2) of twenty (20) patients in the sample. (Patient#9 and #10)</p> <p>The findings include:</p> <p>Review of Patient #9 and #10's Home Health Certification and Plan of Care (POC) on March 15, 2010. approximately between 12:05 p.m. and 12:35 p.m. revealed the POC did not include the prognosis, including rehabilitation potential for the patient.</p> <p>During a face to face interview with the Director of Nursing (DON) On March 15, 2010, at approximately 3:55 p.m., it was acknowledged Patient #9 and #10's POC did not include the prognosis.</p>	H 359	<p>The Plan of care will include prognosis/rehab potential. The Quality specialists will be re-educated by the Director of Quality to ensure this information transfers to the 485 plan of care order.</p> <p>Periodic reviews will be done to verify the plan of care is complete for these locator fields. This plan has been approved by the VP of Clinical Affairs.</p>	4/15/10 4/15/10
H 360	<p>3914.3(1) 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 three (3) of twenty (20) patients in the sample. (Patient #7, #9 and #10)</p> <p>The findings include:</p>	H 360	<p>The Plan of care will include activities permitted. The Quality specialists will be re-educated by the Director of Quality to ensure this information transfers to the 485 plan of care order.</p> <p>Periodic reviews will be done to verify the plan of care is complete for these locator fields. This plan has been approved by the VP of Clinical Affairs.</p>	4/15/10 4/15/10

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H 360	<p>Continued From page 5</p> <p>Review of Patient# 7, #9 and #10's Home Health Certification and Plan of Care (POC) on March 15, 2010, approximately between 12:05 p.m. and 12:35 p.m., revealed the POC did not include the activities permitted or precluded because of functional limitations.</p> <p>During a face to face interview with the Director of Nursing (DON) on March 15, 2010, at approximately 2:00 p.m., it was acknowledged Patient #7, #9 and #10's POC did not include the activities permitted or precluded because of functional limitations.</p>	H 360		
H 411	<p>3915.11(f) HOME HEALTH & PERSONAL CARE AIDE SERVICE</p> <p>Home health aide duties may include the following:</p> <p>(f) Observing, recording, and reporting the patient's physical condition, behavior, or appearance;</p> <p>This Statute is not met as evidenced by: Based on a record review and interview, it was determined that the agency failed to ensure home health aides (HHA's) recorded, and reported on the patient's physical condition, behavior or appearance one (1) of twenty (20) patient's in the sample with a HHA. (Patient #16)</p> <p>The finding includes:</p> <p>Review of Patient #16's medical records on March 15, 2010, at approximately 3:05 pm., revealed the home health aide had not recorded</p>	H 411	<p>Home Health Aides will be educated on requirements of when and how to record and report the patient's physical condition, behavior, or appearance. The home health aide visit record will be modified to include specific patient criteria to report.</p> <p>The Operations Directors will provide oversight to assure compliance in home health aide documentation on a monthly basis. The education and oversight has been approved by the Senior Operations Director and Director of Quality.</p>	<p>4/15/10</p> <p>4/15/10</p>

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H 411	Continued From page 6 and reported the patient's physical condition, behavior, or appearance to the agency. During a face-to-face interview with the Director of Nursing (DON) on March 15, 2010, at approximately 3:10 p.m., It was acknowledged the home health aide had not recorded and reported Patient #16's physical condition, behavior, or appearance to the agency.	H 411		
H 450	3917.1 SKILLED NURSING SERVICES Skilled nursing services shall be provided by a registered nurse, or by a licensed practical nurse under the supervision of a registered nurse, and in accordance with the patient's plan of care. This Statute is not met as evidenced by: Based on interview and record review, the Home Care Agency (I-f CA) failed to ensure Skilled nursing services were provided in accordance with the patient's plan of care (POC) for one (1) of twenty (20) patients in the sample. (Patient #9) The finding includes: Review of Patient # 9's POC dated January 30, 2010, through March 30 2010, on March 15, 2010, at approximately 1:00 p.m., revealed the skilled nurse was to irrigate, clean and rinse the wound with normal saline, cover with a four by four gauze and use Kerlix ace wrap and tape. Review of Patient # 9's Nursing Visit Records dated February 3, 5, 9, 13, 15, 17, 19, 23, 2010 and March 10, 2010. on March 15, 2010, approximately between 3:00 p.m. to 3:15 p.m., revealed the wound was "cleansed with soap and water".	H 450	The VNA will re-educate clinicians to check for the current patient wound order prior to providing care to ensure they will be doing the correct ordered treatment. Compliance in documenting the correct wound treatment will be monitored by the Operations Directors. The education and oversight has been approved by the Senior Operations Director and Director of Quality	4/15/10 4/15/10

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H 450	Continued From page 7 During a face-to-face interview with the Director of Nursing (DON) on March 15, 2010, at approximately 3:15 p.m., it was acknowledged skilled nursing services were not provided in accordance with the Patient #9's POC.	H 450		