

Health Regulation Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0006	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/20/2011
NAME OF PROVIDER OR SUPPLIER NURSING UNLIMITED SERVICES, INC		STREET ADDRESS, CITY, STATE, ZIP CODE 1328 G STREET, SE WASHINGTON, DC 20003		
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H 000	INITIAL COMMENTS An annual survey was conducted on January 18, 2011 and January 20, 2011, 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 fifteen (15) clinical records based on a census of two hundred-ten (210) patients, fifteen (15) personnel files based on a census of one hundred-fifty-two (152) employees and three (3) 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>Received 3/2/11</i> Department of Health Health Regulation & Licensing Administration Intermediate Care Facilities Division 800 North Capitol St., N.E. Washington, D.C. 20002	
H 122	3906.1(c) 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: (c) The manner in which services will be controlled, coordinated and evaluated by the primary home care agency; This Statute is not met as evidenced by: Based on record review and interview, it was determined that the agency failed to include the manner in which services will be controlled, coordinated and evaluated by the primary agency for "Contractor Agreements" for one (1) of one (1) contract. The finding includes: During a face to face interview with the	H 122	Staffing Agency contract has been amended to 1. Reflect that the contract agency aides shall be supervised according to Health regulation policy either every 2weeks or once every month. 2. All notes shall be submitted no later than 11am every Sunday. All notes shall be reviewed for completeness by Nursing Unlimited Office manager once/week. 3. Schedule shall be submitted by the staffing coordinator of the contract staffing agency on Fridays. 4. Staffing Agency shall be provided with patient's care plan and profile containing client's demographics and address prior to the aide going in to the home.	02/05/2011 and ongoing

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

TITLE

(X6) DATE

STATE FORM

6899

EJCR11

If continuation sheet 1 of 7

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H 122	Continued From page 1 Administrator on January 18, 2011, at approximately 1:15 p.m., it was revealed the HCA contracts with a Nursing Staffing Agency (NSA) to provide home health aide services on an as needed basis to the HCA. Review of a document entitled "Contract for Home Care Services Agreement" on January 18, 2011, at approximately 2:40 p.m., revealed no documented evidence how the services would be controlled, coordinated and evaluated by the primary agency.	H 122	4. Staffing agency shall keep a log of call in and call out on a daily basis to ensure that the aide is at work at the scheduled time. All call in and out record shall be submitted to Nursing Unlimited Services coordinator on a weekly basis. 5. A patient satisfaction survey shall be completed on a monthly basis and any identified problems shall be discussed with the staffing agency and the aide to avoid recurrence of any identified problems.	02/05/2011 and ongoing
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 interview and record review of it was determined that the Home Care Agency (HCA) failed to include the procedure for submitting clinical and progress notes, periodic patient evaluation, scheduling of visits, and other designated reports for "Contractor Agreements" for one (1) of one (1) contract. The finding includes: Interview with the Administrator on January 18, 2011, at approximately 1:30 p.m., revealed the	H 123	6. Aides shall be instructed on NUS policy regarding work ethics. 7. If at any time NUS has it's own staff available, the client shall be notified of the changes to be made. 8. Staffing Agency shall submit to Nursing Unlimited all updated personnel documents pertaining to employment to Nursing Unlimited Services prior to sending the aide to the client's home.	

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H 123	Continued From page 2 HCA had a "Contract for Home Care Services Agreement" agreement with a Nursing Staffing Agency (NSA). Review of the "Contract for Home Care Services Agreement" on January 18, 2011, at approximately 2:45 p.m., revealed 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. At the time of the survey, 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 aforementioned contract agreement.	H 123	See Above	
H 125	3906.1(f) 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: (f) The procedures used for managing and monitoring the work of personnel employed on a contractual basis; This Statute is not met as evidenced by: Based on a record review and interview, it was determined that the agency failed to include the procedure used for managing and monitoring the work of personnel employed on a contractual basis in it's "Contractual Agreement" for one (1) of one (1) contracts.	H 125	See Above	

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H 125	Continued From page 3 The finding includes: Interview with the Administrator on January 18, 2011, at approximately 1:30 p.m., revealed the HCA had a "Contract for Home Care Services Agreement" agreement with a Nursing Staffing Agency (NSA). Review of the "Contract for Home Care Services Agreement" on January 18, 2011, at approximately 2:50 p.m., revealed there was no procedure describing how the HCA will manage and monitor the NSA personnel. At the time of the survey, there was no documented evidence of how the HCA will manage and monitor the NSA personnel.	H 125	Nursing Unlimited Services is no longer using any contract staffing agencies at this time to enable us to accurately and efficiently monitor the aides. See Attachment. #6	02/15/2011 and ongoing
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 two (2) of fifteen (15) patients in the sample. (Patient #1 and #12) The findings include: Review of Patient #1 and #12's plan of care (POC) on January 18, 2011, approximately between 1:43 p.m., to 3:55 p.m., revealed the POC did not include emergency protocols. During a face to face interview with the Director of Nursing (DON) on January 18, 2011, at	H 364		

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H 364	Continued From page 4 approximately 5:50 p.m., it was acknowledged the POC did not include emergency protocols for Patient #1 and #12. There was no documented evidence the POC included emergency protocols.	H 364	H485 has since been corrected to reflect instructions on emergency protocol. Clinical Director and Assistant Clinical shall review and QA all charts on a monthly basis. See Attached. #1	02/01/2011 and ongoing
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 (HCA) failed to ensure Skilled nursing services were provided in accordance with the patient's plan of care (POC) for three (3) of fifteen (15) patients in the sample. (Patient #5, #10 and #12) The findings include: 1. Review of Patient #5's Plan of Care (POC) dated November 10, 2010, through May 8, 2011, on January 18, 2011, at approximately 2:35 p.m., revealed the patient had a sacral wound. Further review revealed the sacral wound was to be cleansed with Normal Saline (NSS), packed with Calcium Alginate then Kerlix roll, covered with 4 x 4 (four by four) gauze and secured with tape. Review of Patient #5's skilled nursing notes dated January 2, January 4, January 5 and January 8, 2011, on January 18, 2011, between 2:36 p.m. and 2:40 p.m. revealed the sacral wound was packed with Calcium Alginate, covered with abdominal pads and secured with	H 450	An addendum has been sent to client # 5 MD to reflect the correct wound care orders. In-service was given to all nursing staff regarding documenting the exact wound care measures on the hand written H485. Clinical/Assistant Director shall follow up with MD after each admission for accurate wound care orders. See. Attached #2	02/11/2011 and ongoing

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H 450	<p>Continued From page 5 tape.</p> <p>2. Review of Patient # 10's POC dated January 11, 2011, through March 11, 2011, on January 18, 2011, at approximately 3:46 p.m., revealed the skilled nurse was to perform a full system assessment with each visit.</p> <p>Review of Patient # 10's skilled nursing notes dated January 11, 12, 13, 14, and 15, 2011 on January 18, 2011, on January 18, 2011, between 3:46 p.m. to 4:00 p.m., revealed a full system assessment was not completed with each visit.</p> <p>3. Review of Patient # 12's POC dated December 6, 2010, through February 3, 2011, on January 18, 2011, at approximately 3:58 p.m., revealed the patient had a wound on her amputated right toe. Further review revealed wound care was to be "wet to dry".</p> <p>Review of Patient # 12's Skilled Nursing Notes dated January 3, 2011, on January 18, 2011, at approximately 3:59 p.m. the wound was cleansed with hydrogen peroxide and iodine was applied..</p> <p>4. Review of Patient # 12's POC dated December 6, 2010, through February 3, 2011, on January 18, 2011, at approximately 3:58 p.m., revealed the patient was to have skilled nursing services three (3) to four (4) times a week for nine (9) weeks.</p> <p>Review of Patient # 12's medical record on January 18, 2011, at approximately 3:59 p.m. revealed Skilled Nursing Notes only for December 31, 2010 and January 3, 2011.</p>	H 450	<p>Clinical/Assistant Director shall QA all clinical notes for completeness every week as they are turned in. Incomplete notes shall be returned to the specific nurse for completeness. In-service was held with all nursing staff regarding documentation. See. Attached #3</p> <p>Addendum to wound treatment for correction of H485 dated 12/06/2010-02/03/2011 has been sent to MD to reflect the correct wound treatment orders. Clinical/Assistant Clinical Directors shall review all new client orders and follow up with the client's MD for accuracy of orders. In-service was held with nursing staff to obtain accurate wound treatment from client's MD via telephone. See attached #4</p>	02/11/2011 and ongoing.

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H 450	Continued From page 6 During a face to face interview with the Director of Nursing (DON) on January 18, 2011, at approximately 5:30 p.m., it was acknowledged skilled nursing services were not provided in accordance with Patient #5, #10 and #12's POC. There was no documented evidence skilled nursing services were provided in accordance with the patient's POC.	H 450		