

Health Regulation & Licensing Administration

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HSA-0019 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 02/18/2022 |
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| NAME OF PROVIDER OR SUPPLIER LIFEMATTERS | STREET ADDRESS, CITY, STATE, ZIP CODE 5028 WISCONSIN AVENUE, NW WASHINGTON, DC 20016 |
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| R 000 | <p>9900 General Provisions</p> <p>9900 General Provisions An unannounced initial survey was conducted from 02/15/2022 through 02/18/2022 to determine compliance with Title 22B DCMR, Chapter 99. The Home Support Agency provided care for 79 clients and employed 39 staff to include professional and administrative staff. A sample of ten active client records and ten personnel records was selected for review. The findings of the survey were based on client and administrative record reviews and four clients and staff interviews.</p> <p>Listed below are abbreviations used throughout the body of this report:</p> <p>HHA Home Health Aide. HSA Home Support Agency.</p> | R 000 | | |
| R 177 | <p>9911.1a1 Client Service Agreement</p> <p>(1) Frequency of visits including scheduled days and hours; Based on record review and interview, the HSA failed to ensure that four of ten active client service agreements contained the frequency of visits, including scheduled days and hours for four of ten clients sampled. (Clients #1, #2, #5, and #6).</p> <p>Findings included:</p> <p>1. On 02/15/2022 at 12:00 PM, and on 02/16/2022 at 10:00 AM a review of Client #1's Service Agreement, dated and signed by the client on 06/29/2021, failed to provide evidence of the days, time, and frequency for which services were to be rendered. The service agreement contained a document titled "Rate Sheet" that</p> | R 177 | <p>R177: As defined in the DC HSA regulations under Section 9911 Client Service Agreement, the service agreement means a written agreement between the client/representative and Lifematters, and Lifematters includes the DC Client Service Agreement, Welcome package, and the Rate Sheet. Section 9911.1(a)1 provides that the Service Agreement shall include the "Frequency of visits including scheduled days and hours." Lifematters' Rate Sheet includes two sections titled "description of services", and "schedule days, and hours."</p> <p>Effective February 28, 2022, the Rate Sheet has been amended to include fields for the client's schedule and the frequency of visits, including days and hours to be initially provided. An Inservice training for all involved staff was provided on March 21, 2022, to address the changed form and how to complete it correctly.</p> <p>Clients #1, #2, #5, and #6 will be sent an addendum to their service agreement by March 20th, 2022, reflecting the frequency of visits including scheduled days/hours initially requested and currently provided. The addendum will be added to the client's charts by March 31, 2022.</p> | |

Health Regulation & Licensing Administration
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Michael Winters

TITLE

R.N. DON

(X6) DATE

03/29/22

Health Regulation & Licensing Administration

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| R 177 | <p>Continued From page 1</p> <p>included two sections titled "description of services", and "schedule, days, and hours" that were left blank. A review of the home health aides time sheets showed that the client was receiving home health aide services from 12/01/2021, through 12/10/2021, 12/13/2021 through 12/24/2021, 12/27/2021 through 12/31/2021, 01/01/2022 through 01/21/2022, 01/24/2022 through 01/31/2022, and 02/01/2022 through 02/13/2022.</p> <p>2. On 02/16/2022 at 1:30 PM, a review of Client #2's Service Agreement, dated and signed by the client on 08/11/2021, failed to provide evidence of the days, time, and frequency for which services were to be rendered. The service agreement contained a document titled "Rate Sheet" that included two sections titled "description of services", and "schedule, days, and hours" that were left blank. A review of the home health aides' time sheets showed that the client was receiving home health aide services daily from 12/01/2021, through 02/13/2022.</p> <p>3. On 02/16/2022 at 3:25 PM, a review of Client #5's Service Agreement, dated and signed by the client's power of attorney on 01/11/2021, failed to provide evidence of the days, time, and frequency for which services were to be rendered. A review of the home health aides' time sheets showed that the client was receiving home health aide services five days a week from 12/01/2021, through 02/13/2022.</p> <p>4. On 02/17/2022 at 10:00 AM, a review of Client #6's Service Agreement, dated and signed by the client on 07/13/2021, failed to provide evidence of the days, time, and frequency for which services were to be rendered. The service agreement contained a document titled "Rate Sheet" that</p> | R 177 | <p>Lifematters will review all services agreements for currently active clients by March 20, 2022. All clients without evidence of the days, time, and frequency for which services were to be rendered, will be sent an addendum to their service agreement, reflecting the days/hours initially requested and currently provided. The addendum will be added to the client's chart by March 31, 2022.</p> <p>Beginning on March 21, 2022, the DON or his designee will review each new Client Service Agreement before the start of care to ensure the inclusion of the type and frequency of services, and the scheduled days and hours.</p> | |

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| R 177 | Continued From page 2 included two sections titled "description of services", and "schedule, days, and hours" that were left blank. A review of the home health aides' time sheets showed that the client was receiving home health aide services daily from 12/14/2021, through 02/14/2022. The general manager and director of nursing acknowledged the findings during the exit interview on 02/18/2022 at 1:30 PM. | R 177 | | |
| R 208 | 9913.3c Client Service Plan (c) Functional limitations of the client; Based on record review and staff interview, the Home Support Agency (HSA) failed to include relevant data in the 'functional limitations' section of the client's "Care Plan" for six of ten client records reviewed (Clients #2, #3, #4, #5, #6, and #10). Findings included: 1. On 02/16/2022 at 1:30 PM, a review of Client #2's record showed a Care Plan that was completed by the registered nurse on 12/02/2021. Within this document, is a section titled "Assessments." Further review of the assessments section of the Care Plan showed a section titled "Functional Limitations" that was left blank. It should be noted that the client was receiving HHA service daily from 12/01/2021 through 02/13/2022. Additionally, the agency failed to direct the HHA in ensuring client safety by failing to identify the client's functional limitations. 2. On 02/16/2022 at 2:0 PM, a review of Client #3's record showed a Care Plan that was | R 208 | R208: On March 21, 2022, a training session was conducted with all supervisor RNs on how to accurately complete all sections of the comprehensive nursing assessment and to address the mandatory inclusion of the section titled "Functional Limitations". Lifematters will correct the plan of care (POC) for clients #2, #3, #4, #5, #6, and #10, by March 20, 2022, to accurately reflect each client's "Functional Limitations" and ensures that all caregivers are updated on the functional limitations. Lifematters will review the POCs for all currently active clients by March 31, 2022, to identify and include any potentially missing "Functional Limitations" and ensures that all caregivers are updated on the functional limitations. Effective March 21, 2022, each new POC is reviewed by the DON upon completion to ensure that each client's functional limitations are reflected in the individualized POC. The DON will send the POC back for correction if the functional limitations are not adequately addressed and will re-educate/train staff as necessary. | |

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| R 208 | <p>Continued From page 3</p> <p>completed by the registered nurse on 01/24/2022 within this document, is a section titled "Assessments." Further review of the assessments section of the Care Plan showed a section titled "Functional Limitations" that was left blank. It should be noted that the client was receiving HHA service daily from 12/01/2021 through 02/13/2022. Additionally, the agency failed to direct the HHA in ensuring client safety by failing to identify the client's functional limitations.</p> <p>3. On 02/16/2022 at 2:45 PM, a review of Client #4's record showed a Care Plan that was completed by the registered nurse on 01/24/2022 within this document, is a section titled "Assessments." Further review of the assessments section of the Care Plan showed a section titled "Functional Limitations" that was left blank. It should be noted that the client was receiving HHA service weekly from 12/07/2021 through 02/08/2022. Additionally, the agency failed to direct the HHA in ensuring client safety by failing to identify the client's functional limitations.</p> <p>4. On 02/16/2022 at 3:25 PM, a review of Client #5's record showed a Care Plan that was completed by the registered nurse on 12/09/2021. Further review of the care plan failed to show the client's functional limitations. It should be noted that the client was receiving HHA service five days a week from 12/09/2021 through 02/11/2022. Additionally, the agency failed to direct the HHA in ensuring client safety by failing to identify the client's functional limitations.</p> <p>5. On 02/16/2022 at 3:25 PM, a review of Client #6's record showed a Care Plan that was completed by the registered nurse on 12/14/2021.</p> | R 208 | | |

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| R 208 | <p>Continued From page 4</p> <p>Further review of the care plan failed to show the client's functional limitations. It should be noted that the client was receiving HHA service daily from 12/14/2021 through 02/14/2022. Additionally, the agency failed to direct the HHA in ensuring client safety by failing to identify the client's functional limitations.</p> <p>6. On 02/17/2022 at 2:30 PM, a review of Client #10's record showed a Care Plan that was completed by the registered nurse on 12/13/2021. Within this document, is a section titled "Assessments." Further review of the assessments section of the Care Plan showed a section titled "Functional Limitations" that was left blank. It should be noted that the client was receiving HHA service daily from 12/13/2021 through 01/31/2022. Additionally, the agency failed to direct the HHA in ensuring client safety by failing to identify the client's functional limitations.</p> <p>The general manager and director of nursing acknowledged the findings during the exit interview on 02/18/2022 at 1:30 PM.</p> <p>This is a repeat citation.</p> | R 208 | | |
| R 209 | <p>9913.3d Client Service Plan</p> <p>(d) Activities permitted; and Based on record review and staff interview, the Home Support Agency (HSA) failed to include "activities permitted" in the client service plan for five of ten active client records reviewed (Clients #3, #4, #5, #6, and #10).</p> <p>Findings included:</p> | R 209 | <p>R209: On March 21, 2022, a training session was conducted with all supervisor RNs on how to accurately complete all sections of the comprehensive nursing assessment and the mandatory inclusion of the section titled "Activities Permitted".</p> <p>Lifematters will correct the plan of care (POC) for clients #3, #4, #5, #6, and #10, by March 20, 2022, to accurately reflect each client's "Activities Permitted" and ensures that all caregivers are updated on the activities permitted.</p> | |

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| R 209 | Continued From page 5 1. On 02/16/2022 at 2:0 PM, a review of Client #3's record showed a Care Plan that was completed by the registered nurse on 01/24/2022. Within the document, the registered nurse documented that the client's incident/accident reporting was active, and emergency reporting active. Additionally, the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the client's record showed that the client was receiving HHA service daily from 12/01/2021 through 02/13/2022. Continued review of the care plan revealed that the registered nurse failed to identify client-centered activities permitted, to direct the HHA in assisting the client to achieve their highest practicable quality of life. 2. On 02/16/2022 at 2:45 PM, a review of Client #4's record showed a Care Plan that was completed by the registered nurse on 01/24/2022. Within this document, the registered nurse documented that the client's incident/accident reporting was active, and emergency reporting active. Additionally, the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the client's record showed that the client was receiving HHA service weekly from 12/07/2021 through 02/08/2022. Continued review of the care plan revealed that the registered nurse failed to identify client-centered activities permitted, to direct the HHA in assisting the client to achieve their highest practicable quality of life. 3. On 02/16/2022 at 3:25 PM, a review of Client #5's record showed a Care Plan that was completed by the registered nurse on 12/09/2021. Within this document, the registered nurse documented that the client's activity intolerance was active, incident/accident reporting was active, | R 209 | Lifematters will review the POCs for all currently active clients by March 31, 2022, to identify and include any potentially missing "Activities Permitted" and ensures that all caregivers are updated on the activities permitted. Effective March 21, 2022, each new POC is reviewed by the DON upon completion to ensure that each client's activities permitted are reflected in the individualized POC. The DON will send the POC back for correction if the activities permitted are not adequately addressed and will re-educate/train staff as necessary. | |

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| R 209 | Continued From page 6 and emergency reporting active. Additionally, the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the client's record showed that the client was receiving HHA service five days a week weekly from 12/09/2021 through 02/11/2022. Continued review of the care plan revealed that the registered nurse failed to identify client-centered activities permitted, to direct the HHA in assisting the client to achieve their highest practicable quality of life. 4. On 02/16/2022 at 3:25 PM, a review of Client #6's record showed a Care Plan that was completed by the registered nurse on 12/14/2021. Within this document, the registered nurse documented that the client's equipment and assistive devices were active, ambulation active, and emergency reporting active. Additionally, the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the client's record showed that the client was receiving HHA service daily from 12/14/2021 through 02/14/2022. Continued review of the care plan revealed that the registered nurse failed to identify client-centered activities permitted, to direct the HHA in assisting the client to achieve their highest practicable quality of life. 5. On 02/17/2022 at 2:30 PM, a review of Client #10's record showed a Care Plan that was completed by the registered nurse on 12/13/2021. Within this document, the registered nurse documented that the client's equipment and assistive devices were active, ambulation active, and emergency reporting active. Additionally, the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the client's record showed that | R 209 | | |

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| R 209 | <p>Continued From page 7</p> <p>the client was receiving HHA service daily from 12/13/2021 through 01/31/2022. Continued review of the care plan revealed that the registered nurse failed to identify client-centered activities permitted, to direct the HHA in assisting the client to achieve their highest practicable quality of life.</p> <p>The general manager and director of nursing acknowledged the findings during the exit interview on 02/18/2022 at 1:30 PM.</p> | R 209 | | |