

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HSA-0001</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/07/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SENIOR HOMECARE SERVICES DBA RIGHT AT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1818 NEW YORK AVENUE, NE WASHINGTON, DC 20002</b>
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R 000	<p>9900 General Provisions</p> <p>An unannounced annual licensure survey was conducted virtually 09/02/2021, 09/03/2021, 09/06/2021, and 09/07/2021 to determine compliance with Title 22B DCMR, Chapter 99. The Home Support Agency provided care for 119 clients and employed 100 staff to include professional and administrative staff. A sample of ten active client records and 25 personnel records was selected for review. The findings of the survey were based on client and administrative record reviews, the agency's response to complaints and incidents received and five client and staff interviews.</p> <p>Listed below are abbreviations used throughout the body of this report:</p> <p>(CDC) - Centers for Disease Control and Prevention CEO - Chief Executive Officer HHA - Home Health Aide HSA - Home Support Agency RN - Registered Nurse SOC - Start of Care</p>	R 000	<p style="color: red;">Please begin typing your responses here:</p> <p><b>Corrective Action</b></p> <p>The manager of the recruiting team will review personnel records of all employees and will require any employee who was not screened six months immediately preceding the date of hire to be screened immediately to make sure they are free from all Communicable diseases and will make sure all new employees to be screened within six months prior Immediately the date of hire.</p>	11/16/21
R 150	<p>9909.6 Personnel</p> <p>9909.6 At the time of initial employment, the home support agency shall verify that the employee, within the six months immediately preceding the date of hire, has been screened for and is free of all communicable diseases.</p> <p>Based on record review and interview, the home support agency (HSA) failed to verify that each employee was free of all communicable diseases within the six months immediately preceding the employee's date of hire for the Director of Operations, two of two Recruiter Coordinators,</p>	R 150	<p><b>Measures that will be taken:</b></p>	

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

*mohamed sharif*

TITLE  
President/CEO

(X6) DATE  
10/15/21

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R 150	<p>Continued From page 1</p> <p>and three of 20 home health aides (HHAs) included the sample (Director of Operations, Recruiter Coordinators #1 and #2, HHAs #16, #19, and #20).</p> <p>Findings included:</p> <p>A review of the agency's personnel records conducted on 09/02/2021 at 4:40 PM and 09/03/2021 at 11:50 AM revealed the following:</p> <ol style="list-style-type: none"> <li>1. The Director of Operations was hired on 4/14/2010 when the agency was operating as a home care agency (HCA) and continued to be employed once the agency was licensed as a HSA as of 09/30/2020.</li> <li>Further review of her personnel record revealed no documented evidence that the Director of Operations was ever screened and certified free from any communicable diseases within six months immediately preceding her date of hire for the HSA.</li> <li>2. Recruiter Coordinator #1 was hired on 05/20/2021. Recruiter Coordinator #1's personnel record showed there was no documented evidence that she was screened and certified free from any communicable diseases within six months immediately preceding her date of hire.</li> <li>3. Recruiter Coordinator #2 was hired on 07/27/2020. Recruiter Coordinator #2's personnel record showed that there was no documented evidence that she was screened and certified free from any communicable diseases within six months immediately preceding her date of hire.</li> </ol> <p>During an interview on 09/08/2021, at 11:30 AM, the Human Resources Director stated that the</p>	R 150	<p>After the recruiting manager ascertains that all new caregivers were properly screened and are free from communicable diseases, it will be reviewed by the HR director before the employee is brought on board</p> <p><b>Monitoring Corrective actions:</b> Right at Home will put in place a quality assurance program that will review all new recruits on a monthly basis to make sure the credentials of all employees are valid and up to date.</p>	

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R 150	<p>Continued From page 2</p> <p>agency's office staff were not required to be screened and certified free of communicable diseases, because they had no contact with the HSA's clients.</p> <p>4. HHA #16 was hired on 05/18/2021. Further review of HHA #16's personnel record showed that she was screened and certified free from communicable diseases on 07/23/2021, two months and five days after her date of hire.</p> <p>5. HHA #19 was hired on 06/02/2021. Further review of HHA #19's personnel record showed that she was screened and certified free from communicable diseases on 08/12/2021, two months and ten days after her date of hire.</p> <p>6. HHA #20 was hired on 08/12/2020. Further review of HHA #20's personnel record showed that she was screened and certified free from communicable diseases on 10/26/2020, two months and two weeks after her date of hire.</p> <p>Review of the HSA's policy on 09/08/2021 at 2:00 PM showed that a physical examination was required and should state that the individual is free of harm or communicable disease and must be within 6 months of applying.</p> <p>At the time of the survey, the HSA failed to ensure that the Director of Operations, Recruiter Coordinators #1 and #2, and HHAs #16, #19 and #20 were screened and certified free of communicable diseases within six months prior to their date of hire.</p>	R 150		
R 151	<p>9909.7 Personnel</p> <p>9909.7 Each employee shall be screened for</p>	R 151		

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R 151	<p>Continued From page 3</p> <p>communicable diseases according to the guidelines issued by the federal Centers for Disease Control and Prevention, and shall be certified free of communicable diseases.</p> <p>Based on record review and interview, the home support agency (HSA) failed to verify that each employee was free from all communicable diseases in accordance with guidelines issued by the federal Centers for Disease Control and Prevention (CDC) for one of two Recruiter Coordinators, and one of twenty home health aides (HHAs) included in the sample (Recruiter Coordinator #2, and HHA #9).</p> <p>Findings included:</p> <ol style="list-style-type: none"> <li>1. Recruiter Coordinator #2 was hired on 07/27/2020. The Recruiter Coordinator's personnel record showed no documented evidence that she was ever screened and certified free from communicable diseases since her date of hire.</li> <li>2. HHA #9 was hired on 01/04/2021. The HHA's personnel record showed that that she was last screened and certified free from communicable diseases on 08/19/2020.</li> </ol> <p>During the exit conference on 09/08/2021 at 2:30 PM, the CEO acknowledged the findings.</p>	R 151	<p><b>Corrective Action:</b></p> <p>The manager of recruiting will review personnel records of all employees and will make sure all employees are screened and certified free from of all communicable diseases and will not hire any employee who is not certified free from all communicable diseases.</p> <p><b>Measures that will be taken:</b></p> <p>After the recruiting manager ascertains that all new employees were properly screened and certified and are free from communicable diseases, it will be reviewed by the HR director before the employee is brought on board.</p> <p><b>Monitoring Corrective actions:</b></p> <p>Right at Home will put in place a quality assurance program that will review all new recruits on a monthly basis to make sure the credentials of all employees are valid and up to date.</p>	11/16/21
R 171	<p>9910.4 Admissions</p> <p>9910.4 Each home support agency shall conduct an initial assessment by a registered nurse to ensure that the client does not require services outside of the scope of personal care services. The assessment shall include a home visit and a review of information provided by the prospective</p>	R 171		

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R 171	<p>Continued From page 4</p> <p>client or the client representative and any other pertinent data and shall take place prior to the time that personal care services are initially provided to the client. The assessment must determine whether the home support agency has the ability to provide the necessary services in a safe and consistent manner.</p> <p>Based on record review and interview, it was determined that the registered nurse (RN) failed to individually assess the agency's ability to provide services in a safe and consistent manner during the initial assessment for two of the ten clients in the sample (Client #11 &amp;12).</p> <p>Findings included:</p> <p>On 09/06/2021 at 10:45 AM, review of the clinical record for Clients #11 &amp; #12 [husband and wife] showed a form that read "McDonald &amp; Ida Bullock Assessments &amp; Care Plan". Further review of the clinical record lacked evidence of individual assessments for Clients #11 and 12. The nurse recorded a joint assessment for both Client #11 and 12 [husband and wife]. An assessment visit note recorded by the nurse on 04/21/2021 read "Met patient at home with his wife, alert and oriented. Patient's vitals stable except his pulse, patient family member contacted by patient's wife and writer educated family member who verbalized understanding and stated she will be there and will assess if she needed to call his primary care, no sign or symptom of resp. distress or pain. Patient noted walking with his walker..." Another assessment note recorded by the same nurse on 06/21/2021 read, "Met client at her residence sitting with her husband and caregiver, no sign or symptom of resp. [respiratory] distress or pain vital signs stable...CG [caregiver] will be providing couple care..."</p>	R 171	<p>Corrective action:</p> <p>The RN will review the Care plan of all clients, specially when the service is for a couple in the same household. The RN will make sure each individual in the household to have a separate and distinct care plan.</p> <p><b>Measures that will be taken:</b> After the RN develops the care plan, it will be reviewed by the director of operations and afterwards by the administrator. This will make sure the care plan is complete and meets all care plan and regulation requirements. When all parties approve the plan, it will be recorded on the software and provided a copy of the care plan to the care giver.</p> <p><b>Monitoring Corrective actions:</b> Right at Home will put in place a quality assurance program that will review all existing care plans on a quarterly basis.</p>	11/16/21

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R 171	Continued From page 5  The Home support agency's RN failed to conduct an individualized initial assessment for each client to determine if the client's needs exceeded the agency's ability to safely and consistently provide the personal care services.  During an interview with the administrator on 09/07/2021 at 2:30 PM, he acknowledged the findings, and said that the assessment was supposed to be for only one person, Patient #11.  At the time of the survey, the agency failed to provide documentation that the registered nurse conducted an individual initial assessment to determine if the agency could provide services to each client safely.	R 171		
R 206	9913.3a Client Service Plan  (a) The scope and types of services, frequency and duration of services to be provided, including any diet, equipment, and transportation required; Based on record review and interview, the Home Support Agency (HSA) failed to ensure that client service plans included diet types for two of the ten clients receiving services from the agency (Clients' #1 and #8).  Findings included:  1. On 09/02/2021 at 1:45 PM a review of Client #1's record showed that the client's diagnoses included Pulmonary Sarcoidosis, Hypersensitivity lung disease (HLD) Osteoarthritis. Continued review of the Assessment & Care plan form showed that the client was at risk for falls and required assistance with activities of daily living. Further review of the care plan revealed that the	R 206	<b>Corrective action:</b>  It was our misunderstanding that if the client requires only regular diet, It did not have to be stipulated in the care plan.  Knowing now what the requirements are now, RN will review the care plan of all clients and make sure all diet types are included and stated in the care plan even if it is a regular diet.	11/16/2021

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R 206	<p>Continued From page 6</p> <p>client required assistance with meal preparation. However, the section for diet on the form was left blank. The registered nurse failed to identify what type of diet the client required, to direct the home health aide in assisting the client to prepare an appropriate diet.</p> <p>2. On 09/03/2021 at 10:30 AM a review of Client #8's record showed that the client's diagnoses included arthritis, diabetes, anxiety, and depression. Continued review of the Assessment &amp; care plan form showed that the client was at risk for falls and required assistance with activities of daily living. Further review of the care plan revealed that the client required assistance with meal preparations, however the section for diet on the form was left blank. The registered nurse failed to identify what type of diet the client required, to direct the home health aide in assisting the client to prepare an appropriate diet.</p> <p>During interview on 09/07/2021, at 2 PM, the Chief Executive Officer was informed of the findings.</p> <p>At the time of survey, the home support agency failed to ensure that client service plans for Clients #1 and #8 specified the type of diets to be prepared by the home health aides, to help the client's achieve their highest practicable quality of life.</p>	R 206	<p><b>Measures that will be taken:</b> After the RN develops the care plan, it will be reviewed by the director of operations and afterwards by the administrator. This will make sure the care plan is complete and meets all care plan and regulation requirements. When all parties approve the plan, it will be recorded on the software and provided a copy of the care plan to the care giver.</p> <p><b>Monitoring Corrective actions:</b> Right at Home will put in place a quality assurance program that will review all existing care plans on a quarterly basis.</p>	
R 218	<p>9914.2b Client Records</p> <p>(b) Source of referral; Based on record review and interview, the home support agency (HSA) failed to document the sources of referral for each client, for ten of the ten clients included in the sample, (Clients #1, 2,</p>	R 218	<p><b>Corrective Action:</b></p> <p>Right at Home will make sure referral of all new clients are documented.</p>	11/16/21

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R 218	<p>Continued From page 7</p> <p>3, 4, 5, 6, 7, 8, 9, and #10).</p> <p>Findings Included:</p> <p>On 09/02/2021 thru 09/07/2021, review of the home support agency's records for Clients #1, 2, 3, 4, 5, 6, 7, 8, 9, and #10 was conducted. The records failed to show how the clients were referred to the agency.</p> <p>During an interview on 09/07/2021, at 2. 30PM the Administrator was informed of the findings. The administrator said they record it "somewhere."</p> <p>At the time of survey, the home support agency failed to ensure that the records for Clients #1, 2, 3, 4, 5, 6, 7, 8, 9, and #10 included the source of referral.</p>	R 218	<p><b>Measures that will be taken:</b> After the client is brought on board, it will be reviewed by the director of operation to make sure the referral information of the client is properly documented.</p> <p><b>Monitoring Corrective actions:</b> Right at Home will put in place a quality assurance program that will review all client referral information on a monthly basis.</p>	
R 221	<p>9914.2e Client Records</p> <p>(e) Advance directives (living will and durable power of attorney for health care), if applicable; Based on record review and interview, the home support agency's registered nurse (RN) failed to document the advanced directive status for two of ten sampled clients (Client's #2, &amp; #3).</p> <p>Findings Included:</p> <p>1. On 09/02/2021 at 11:45 AM, review of Client #2's record showed that the client's diagnoses included COPD, and hypertension. Continued review of the records showed that the RN completed the client's admission assessment and care plan on 03/26/2021. Further review of the assessment form showed that the advanced directive section was checked as unknown.</p>	R 221	<p><b>Corrective Action:</b></p> <p>Registered Nurse will review the care plan of all clients and make sure all advanced directives of all the clients are documented in the care plan</p> <p><b>Measures that will be taken:</b> After the RN develops the care plan, it will be reviewed by the director of operations and afterwards by the administrator. This will make sure the care plan has all the information required for the advance directive. When all parties approve the plan, it will be recorded on the software and provided a copy of the care plan to the care giver.</p>	11/16/21



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R 221	<p>Continued From page 8</p> <p>The nurse failed to document the clients advanced directive during the assessment as required by regulation.</p> <p>2. On 09/02/2021 at 11:45 AM, review of Client #3's record showed that the client's diagnoses included Post traumatic stress disorder, depression, spinal stenosis, insomnia, and alcohol abuse. Continued review of the records showed that the RN completed the client's admission assessment and care plan on 02/22/2021. Further review of the assessment form showed that the advanced directive section was checked as unknown.</p> <p>The nurse failed to document the clients advanced directive during the assessment as required by regulation.</p> <p>During interview on 09/07/2021, at 2 PM, the Chief executive officer was informed of the findings.</p> <p>At the time of survey, the home support agency's registered nurse (RN) failed to document the advanced directive status for two of the ten sampled clients.</p>	R 221	<p><b>Monitoring Corrective actions:</b> Right at Home will put in place a quality assurance program that will review all existing care plans on a quarterly basis.</p>	
R 233	<p>9914.2q Client Records</p> <p>(q) Documentation of training and education given to the client and the client's caregivers. Based on record review and interview, the registered nurse (RN) failed to document training and education given to the client and the client's caregivers for three of the ten clients included in the sample (Clients #3, 5, and #6).</p>	R 233		

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R 233	<p>Continued From page 9</p> <p>Findings Included:</p> <p>1. On 09/02/2021 at 11:45 AM, review of Client #3's record showed that the client's diagnoses included Post traumatic stress disorder, Depression, Spinal stenosis, Insomnia, and Alcohol abuse. Continued review of the records showed that the RN conducted a supervisory visit on 03/23/2021.</p> <p>Further review of the client's records failed to show any documented evidence of training and education provided to the client and the client's caregivers during the visits.</p> <p>2. On 09/02/2021 at 1:45 PM, a review of Client #5's record showed that the client's diagnoses included Gout, Hypertension, Glaucoma of the left eye. Continued review of the records showed that the nurse conducted a supervisory visit on 12/30/2020 (virtual), 03/09/2021 and 06/09/2021 on site.</p> <p>Further review of the client's records failed to show any documented evidence of training and education provided to the client and the client's caregivers during the visit.</p> <p>3. On 08/03/2021 at 12:25 PM, a review of Client 6's record showed that the client's diagnoses included Diabetes, Hypertension, Stroke, Arthritis, and Blindness. Continued review of the records showed that the RN conducted a virtual supervisory visit on 02/12/2021 (virtual) and 04/05/2021 and 08/05/2021 onsite.</p> <p>Further review of the client's records failed to show any documented evidence of training and education provided to the client and the client's caregivers, during the visits.</p>	R 233	<p><b>Corrective Action:</b></p> <p><i>Registered Nurse will review all the Supervisory visits done so far and make sure training and educational Information are provided where applicable Right at Home will also make sure Training and educational information are provided on ongoing basis when Supervisory visits are done.</i></p> <p><b>Measures that will be taken:</b> After the supervisory visits are done, it will be reviewed by the director of operation to make sure all training and educational documents are given to the client and the client caregivers</p> <p><b>Monitoring Corrective actions:</b> Right at Home will put in place a quality assurance program that will review all existing supervisory visits on a monthly basis.</p>	11/16/21

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NAME OF PROVIDER OR SUPPLIER  <b>SENIOR HOMECARE SERVICES DBA RIGHT AT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1818 NEW YORK AVENUE, NE WASHINGTON, DC 20002</b>
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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
R 233	Continued From page 10  During interview on 09/07/2021 at 2:30 PM, THE Administrator was informed of the findings.  At the time of survey, the home support agency failed to ensure that the RN documented training and education given to the client and/or the client's caregivers.	R 233		
R 310	9918.2 Personal Care Services  9918.2 Each home health aide shall be supervised by a registered nurse. On-site supervision of personal care services shall take place at least once every ninety (90) days.  Based on record review and interview, the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days for seven of ten sampled clients. (Clients #1,3, 4 ,5 ,6 ,7 , and #9).  Findings Included:  1. On 09/03/2021 at 10:45 AM, review of Client #1's record showed that the client had diagnoses that included Pulmonary Sarcoidosis, Hypersensitivity lung disease and Osteoarthritis. Continued review of the records showed that the patient was admitted to the agency on 09/21/2020. The nurse conducted the first supervisory visit on 01/06/2021, 108 days after the start of care.  Further review of the client's records showed that the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days	R 310	<b>Corrective action:</b>  Right at Home will make sure all Supervisory visits are done on site every 90 days going forward. The only reason Virtual supervisory visits were done in The past was due to COVID 19 pandemic.  <b>Measures that will be taken:</b> The director of operation will make sure that The RN is doing the supervisory visits on site All the time.  <b>Monitoring Corrective actions:</b> Right at Home will put in place a quality assurance program that will review all existing supervisory visits on a monthly basis.	11/16/21

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R 310	<p>Continued From page 11</p> <p>2. On 09/03/2021 at 12:25 PM, review of Client #3's record showed that the client had diagnoses that included post traumatic stress disorder, Depression, Spinal stenosis, Insomnia, and Alcohol abuse. Continued review of the records showed that the patient was admitted to the agency on 02/21/2021. The nurse conducted the first supervisory visit on 08/24/2021, 6 months after the start of care.</p> <p>Further review of the client's records showed that the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days</p> <p>3. On 09/03/2021 at 2:25 PM, review of Client #4's record showed that the client had diagnoses that included Post traumatic stress disorder, hypertension, diabetes, left leg amputation. Continued review of the records showed that the nurse conducted a telephone visit with the client 12/11/2020. The nurse failed to conduct an onsite supervisory visit every 90 days.</p> <p>Further review of the client's records showed that the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days</p> <p>4. On 09/06/2021 at 8:30 AM, review of Client #5's record showed that the client had diagnoses that included Gout, Hypertension, and Glaucoma. Continued review of the records showed that the nurse conducted a telephone visit with the client 12/30/2020.</p> <p>Further review of the client's records showed that the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days</p>	R 310		

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R 310	<p>Continued From page 12</p> <p>5. On 09/06/2021 at 10:10 AM, review of Client #6's record showed that the client had diagnoses that included Diabetes Type II, Hypertension, Stroke, Arthritis, and Blindness. Continued review of the records showed that the nurse conducted a telephone visit with the client 02/12/2021.</p> <p>Further review of the client's records showed that the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days.</p> <p>6. On 09/06/2021 at 12:30 PM, review of Client #7's record showed that the client had diagnoses that included Hypertension, and arthritis. Continued review of the records showed that the nurse conducted a telephone visit with the client 10/19/2020, and 01/22/2021.</p> <p>Further review of the client's records showed that the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days</p> <p>7. On 09/07/2021 at 8:45 AM, review of Client #9's record showed that the client had diagnoses that included Atrial Fibrillation, Cardiac Pacemaker, Chronic Kidney Disease, and Hypertension. Continued review of the records showed that the patient was admitted to the agency on 10/29/2020. The nurse conducted the first supervisory visit on 03/23/2021, 5 months after the start of care, and no other supervisory visits subsequent to March, 23rd.</p> <p>Further review of the client's records showed that the registered nurse failed to conduct on-site supervision of personal care services at least once every ninety (90) calendar days.</p>	R 310		

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R 310	<p>Continued From page 13</p> <p>During interview on 09/07/2021 at 2 PM, the Chief executive Officer was informed of the findings.</p> <p>At the time of survey, the home support agency failed to ensure that the registered nurse conducted on-site supervision of personal care services at least once every ninety (90) days.</p>	R 310		