

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HSA-0003</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>09/17/2021</b>
NAME OF PROVIDER OR SUPPLIER  <b>FAMILY AND NURSING CARE SELECT</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>4901 CONNECTICUT AVENUE NW WASHINGTON, DC 20008</b>		
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R 204	<p>Continued From page 6</p> <p>3. On 09/14/2021 at 2:00 PM, a review of Client #5's record showed a document titled "Medical History/Physical/Functional Assessment" used by the registered nurse to assess the patient's needs to create a patient-centered service plan. Within the document, the registered nurse documented that the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the document showed a section titled "Functional Limitations" that was left blank. It should be noted that the client was receiving HHA service 12 hours a day, seven days a week from 07/19/2021 through 08/31/2021. Additionally, the registered nurse failed to direct the Home Health Aide (HHA) in ensuring client safety by failing to identify the client's functional limitations of the client.</p> <p>4. On 09/14/2021 at 10:10 AM, a review of Client #6's record showed a document titled "Medical History/Physical/Functional Assessment" used by the registered nurse to assess the patient's needs to create a patient-centered service plan. Within the document, the registered nurse documented that the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the document showed a section titled "Functional Limitations" that was left blank. It should be noted that the client was receiving HHA service 24 hours a day, seven days a week from 07/01/2021 through 08/31/2021. Additionally, the registered nurse failed to direct the Home Health Aide (HHA) in ensuring client safety by failing to identify the client's functional limitations of the client.</p> <p>5. On 09/15/2021 at 8:55 AM, a review of Client #8's record showed a document titled "Medical History/Physical/Functional Assessment" used by</p>	R 204		

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R 204	<p>Continued From page 7</p> <p>the registered nurse to assess the patient's needs to create a patient-centered service plan. Within the document, the registered nurse documented that the client required assistance with activities of daily living and instrumental activities of daily living. Further review of the document showed two sections titled "Functional Limitations" and "Activity Level" that were left blank. It should be noted that the client was receiving HHA service 24 hours a day, seven days a week from 08/01/2021 through 08/31/2021. Additionally, the registered nurse failed to direct the Home Health Aide (HHA) in ensuring client safety by failing to identify the client's functional limitations and activity level.</p> <p>On 09/17/2021 at 3:30 PM, the Vice-President for client services acknowledged the findings.</p>	R 204		
R 319	<p>9918.4g Personal Care Services</p> <p>(g) Observing, recording, and reporting the client's physical condition, behavior, or appearance;</p> <p>Based on record review and interview, it was determined that the home support agency (HSA) failed to ensure that the home health aide (HHA) observed, recorded, and reported the patient's physical condition, behavior, or appearance for ten of ten active patients in the sample receiving home health aide services (Patient #1, #2, #3, #4, #5, #6, #7, #8, #9, and #10).</p> <p>Findings included:</p> <p>1. A review of Patient #1's clinical record on 09/13/2021 at 1:45 PM showed a plan of care (POC) with a service period of 07/23/2021- 10/31/2021. The POC contained orders for home</p>	R 319	<p><b>What corrective action(s) will be accomplished to address the identified deficient practice and by when?</b></p> <p>Currently, Family &amp; Nursing Care uses a software platform for maintaining client records electronically called MatrixCare, the country's largest post-acute care technology provider. Matrixcare is also an Electronic Visit Verification (EVV) service, which enables Home Health Aides (HHAs) to clock in/out and enter task codes for the activities of daily living (ADLs) completed each shift through either the Matrixcare Telephony system or by using the MatrixCareMobile (MCM) smart phone application ("app"). The activity logged through either telephony or the app verifies the duration of the shift and the actual</p>	Jan 20 22

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R 319	<p>Continued From page 8</p> <p>health aide services 12 hours a day, seven days per week to assist with activities of daily living (ADL) and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient daily from 08/01/2021, through 09/11/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>2. On 09/14/2021 at 11:30 AM, a review of Client #2's record showed a Plan of Care with a service period of 4/20/21 - 9/15/21. The POC contained orders for home health aide services five hours a day, two days per week to assist with activities of daily living (ADL) and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient two times a week from daily from 06/15/2021, through 08/31/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>3. On 09/14/2021 at 1:00 PM, a review of Client #3's record showed plans of care (POC) with a service period of 02/06/2021 through 04/06/2021. The POC contained orders for home health aide services 12 hours a day, on Saturdays and Sundays to assist with activities of daily living (ADL) and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient on the weekends from 02/06/2021, through 04/18/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p>	R 319	<p>Continued from page 8</p> <p>duties completed in accordance with the plan of care. Once submitted by the HHA, the information becomes part of the client's electronic file.</p> <p>Once we received this deficiency, we reached out to MatrixCare and they informed us they do not currently have a specific function that enables an HHA to enter notes about the client's condition, behavior, or appearance after each shift.</p> <p>The following corrective action will involve approximately 200 HHAs, some of whom currently only use Telephony.</p> <p>Beginning January 2022, Family &amp; Nursing Care will require HHAs to report a client's physical condition, behavior, or appearance when they electronically check-out at the end of their shift. Between now and then, Family &amp; Nursing Care will work with MatrixCare to add this new reporting feature, transition any HHAs using Telephony to use the MCM app, and train the HHAs about this new process. The training will take place over the course of several weeks and will prioritize those HHAs who are currently working with clients. The training schedule must be flexible in order to ensure the care provided to clients is not impacted and, thus, must accommodate the HHAs current client schedules. For example, some HHAs work 12-hour day shifts so we may need to offer evening and weekend trainings.</p>	
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R 319	<p>Continued From page 9 appearance.</p> <p>4. On 09/14/2021 at 1:30 PM, a review of Client #4's record showed a Plan of Care with a service period of 07/20/2021-10/31/2021. The POC contained orders for home health aide services 12 hours a day, seven days per week to assist with activities of daily living (ADL)and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient daily from 07/01/2021, through 08/31/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>5. On 09/14/2021 at 2:00 PM, a review of Client #5's record showed a Plan of Care with a service period of 07/13/21-10/30/21. The POC contained orders for home health aide services 12 hours a day, seven days per week to assist with activities of daily living (ADL)and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient daily from 07/19/2021, through 09/11/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>6. On 09/14/2021 at 10:10 AM, a review of Client #6's record showed a Plan of Care with a service period of 05/07/21-08/30/21. The POC contained orders for home health aide services 24 hours a day, seven days per week to assist with activities of daily living (ADL)and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient daily from</p>	R 319	<p>Continued from page 9</p> <p><b>What measures will be put into place or what systemic changes you will make to ensure that the deficient practice does not recur</b></p> <p>The systemic change is that when the HHA is checking out of MatrixCare, they will be required to report a client's physical condition, behavior, or appearance for that shift.</p> <p><b>How the corrective action(s) will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be implemented.</b></p> <p>The Care Coordinating Department will run reports bi-weekly to measure compliance. If an HHA did not report this information, the Care Coordinating Manager will follow up with the HHA to collect the required information and explain the importance of recording this data point. After 6 months, if 100% of HHAs are compliant, audits will move to a monthly schedule.</p>	

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R 319	<p>Continued From page 10</p> <p>07/01/2021, through 08/30/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>7. On 09/14/2021 at 2:45 PM, a review of Client #7's record showed a Plan of Care with a service period of 07/08/21-10/31/21. The POC contained orders for home health aide services ten hours a day, seven days per week to assist with activities of daily living (ADL)and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient daily from 07/13/2021, through 08/31/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>8. On 09/15/2021 at 8:55 AM, a review of Client #8's record showed a Plan of Care with a service period of 07/13/21-10/30/21. The POC contained orders for home health aide services 24 hours a day, seven days per week to assist with activities of daily living (ADL)and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient daily from 07/13/2021, through 08/31/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>9. On 09/15/2021 at 10:15 AM, a review of Client #9's record showed a Plan of Care with a service period of 07/13/21-10/31/21. The POC contained orders for home health aide services 24 hours a day, seven days per week to assist with activities of daily living (ADL)and</p>	R 319		

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R 319	<p>Continued From page 11</p> <p>instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient daily from 07/13/2021, through 08/31/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>10. On 09/15/2021 at 11:00 AM, a review of Client #10's record showed a Plan of Care with a service period of 02/06/21-05/31/21. The POC contained orders for home health aide services 12 hours a day, every other Saturday and Sunday to assist with activities of daily living (ADL) and instrumental activities of daily living (IADL). Further review of the clinical record showed that the home health aide visited the patient every other Saturday and Sunday from 02/13/2021, through 05/23/2021, and provided personal care and light housekeeping. There was no documentation evidencing the aide observed the patient's physical condition, behavior, or appearance.</p> <p>On 09/17/2021 at 3:30 PM, the Vice-President for client services acknowledged the findings.</p>	R 319		
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