



GOVERNMENT OF
THE DISTRICT OF
COLUMBIA

CRFMR
Rev. 9/02

DEPARTMENT OF HEALTH
HEALTH REGULATION & LICENSING
ADMINISTRATION

Received 7/21/09
Mailing Address
GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HEALTH
HEALTH REGULATION ADMINISTRATION
825 NORTH CAPITOL STREET, 2ND FLOOR
WASHINGTON, D.C. 20002

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

| Name of Facility: American Quality Home Care Services Inc. | | Street Address, City, State, ZIP Code: 1915 Rhode Island Ave., NE Wash., DC., 20018 | | Survey Date: May 14, 2009 Follow-up Date(s): | |
|---|--|---|--|--|--|
| Regulation Citation | Statement of Deficiencies | Ref. No. | Plan of Correction | Completion Date | |
| Title 22 Chapter 39 | An initial licensure survey was conducted at your facility on May 14, 2009. The following deficiencies were based on record reviews and staff interviews. | 3903.1 | The agency has elected the following as the Board of Directors. The governing Body comprises of the following 1. XXXXXXXXXX RN CEO 2. XXXXXXXXXX RN 3. XXXXXXXXXX accountant 4. MR. XXXXXXXXXX CPA 5. Mrs. XXXXXXXXXX | 07/19/09 | |
| 3903.1 | Governing Body Each home care agency shall have a governing body that shall be responsible for the operation of the home care agency. Based on a face to face interview with the Director on May 14, 2009 at approximately 12 noon, it was revealed that the agency did not have a Board of Directors at the time of this inspection. | | | | |
| 3905.2 | POLICIES AND PROCEDURES Written policies and procedures shall be developed for, at a minimum, the following: | | | | |

Name of Inspector

6/18/09
Date Issued

Facility Director/Designee

07/20/09
Date



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(a) Contract Agreements

(b) Personnel

(c) Denials of Admission

(I) Unusual Incidents

Based on record review on May 14, 2009 at approximately 1:30 pm, it was revealed that the agency failed to develop the above listed policy and procedures.

A face to face interview with the Director and Manager on May 14, 2009 at approximately 2pm confirmed the above listed findings.

3907

PERSONNEL

3907.2

Each home care agency shall maintain accurate personnel records, which shall include the following:

(e) health certification as required in section 3907.6

3905.2

3905.2

3905.2

The agency has developed Contract agreement to see that the services provided are in compliance with the agency mission

Personnel Contract agreement has also been developed. This illustrate the proof of the Professional Certification, competency and understanding of the services provided

This also include the submission of the health certificate cleared by the Dr.

see the beryc for the response on pg 3

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(i) documentation of any required criminal background check

(k) A position description

(m) Documentation of acceptance or decline of Hepatitis Vaccine

Based on a record review on May 14, 2009 at approximately 12:30 pm, it was revealed that the agency failed to have the above listed documents in personnel files for two (2) of three (3) records reviewed.

A face to face interview with the Director and Manager on May 14, 2009 at approximately 1pm confirmed the above listed findings.

3907

PERSONNEL

3907.6

At the time of initial employment of each employee, the home care agency shall verify that the employee, within the six months immediately preceding the date of hire, has been screened for and is free of communicable disease.

Based on a record review on May 14, 2009 at

3907.2
 a. The agency has developed a policy that illustrates the following before the employee commences the employment.
 a. Health certification clearance by the Dr.
 b. Criminal background done by the police, FBI or Global investigation
 c. Job description and expectation at the job site.
 d. Free offer of Hepatitis vaccine which must accept to be vaccinated or decline to be vaccinated by the employee.

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3907
 6. The agency has developed a policy that will require the submission of a clearance

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approximately 12:30 pm, it was revealed that the agency failed to verify that two (2) of three (3) employees were free of communicable disease.

A face to face interview with the Director and Manager on May 14, 2009 at approximately 1pm confirmed the above listed finding.

3908

ADMISSION

3908.1

Each home care agency, shall have written policies on admissions, which shall include, at a minimum, the following:

- (a) Admission criteria and procedures;
- (b) A description of the services provided;
- (c) The amount charged for each service;
- (d) Policies governing fees, payments and refunds;
- (e) Advance directives;
- (f) Do Not Resuscitate orders;
- (g) Consent for services; and

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Signify that the employe is free from any communi- cable diseases.

3908

The agency has developed a policy on initial patient admission done by the RN via other agency this involve contractual agreement

b

A description of the expected services to be provided by PCA, NHA which include bed bath, toileting, simple dressing, oral care, ambulation

c

The analysis of how to pay for the services, eg private pay, private insurance, medicaid.

d

Policies governing the payment. eg Bi-weekly billing.

e

include advance directive

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(h) Consent for Interagency sharing information.

Based on a record review on May 14, 2009 at approximately 10:30 am, it was revealed that the agency's Admission policy did not include the above listed requirements.

During a face to face interview on May 14, 2009 at approximately 11 am with the Director, he acknowledged above listed findings.

3908

ADMISSION

3908.4

The home care agency shall notify each entity referring a potential patient to the agency, and each individual requesting services from the agency, of the availability or unavailability of services, and the reason(s) therefore, within 48 hours after the referral or request for services.

Based on a record review on May 14, 2009 at approximately 10:30 am, it was revealed that the agency's Admission Policy failed to include the above listed requirement.

During a face to face interview on May 14, 2009 at

(f) Resuscitate and Do not resuscitate signed by the Dr.

(g) 3908-1 availability of the consent form to the patient after vivid explanation about the care to be rendered has been done

(h) 3908-4 Patient will be informed about the appearance of an RN for an assessment (initial) from another agency - sharing interagency information if need be will be made known to the patient during initial assessment for admission

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The agency has developed an admission policy that include the quick notification of each entity within 48hrs after referral or request services



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approximately 11 am with the Director, he acknowledged above listed findings.

3908

ADMISSION

3908.5

A home care agency shall maintain records on each person requesting services whose request is not accepted. The records shall be maintained for at least one year from the date of non-acceptance and shall include the nature of the request for services and the reason for not accepting the patient.

Based on a record review on May 14, 2009 at approximately 10:30 am, it was revealed that the agency's Admission Policy failed to include the above listed requirement.

During a face to face interview on May 14, 2009 at approximately 11 am with the Director, he acknowledged above listed findings.

3909

DISCHARGES, TRANSFERS AND REFERRALS

3909.2

Each patient shall receive written notice of discharge or referral no less than seven (7) calendar days prior to the action. The seven (7) day written notice shall not be required, and

3908.5. Admission The agency has developed a policy on how the patient medical records will be maintained for both accepted and not accepted. The non-accepted patient file will be maintained for one year, this include the nature of service requested and the reason for not accepting the pt.

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3909.2 The agency policy has been developed this include the written notice of discharge or referral not less than 7 calendar days. The policy include procedures on the

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oral notice may be given at any time, if the transfer, referral or discharge is the result of:

- (a) A medical or social emergency;
(b) A physician's order to admit the patient to an in-patient facility;
(c) A determination by the home care agency that the referral or discharge is necessary to protect the health, safety or welfare of agency staff;
(d) A determination, made or concurred in by a physician, that the condition that necessitated the provision of services no longer exists; or
(e) The refusal of further services by the patient or the patient's representative.

Based on a record review on May 14, 2009 at approximately 11am, it was revealed that the agency's Discharge, Transfers, and Referrals failed to include the above listed requirement.

The Director acknowledged the above listed finding during a face to face interview on May 14, 2009 at approximately 11:30 am.

Handwritten notes: Following (a) if there is a medical or social emergency... (b) a physician's order to admit the patient... (c) an agency determination on the referral or discharge if necessary to protect the health, safety or welfare of agency staff... (d) or determination by the Dr. that the condition that necessitated the provision of services no longer exist. (e) The refusal of further services by the patient or the patient representative or the family or attorney.

Handwritten date: 07/20/09



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3910

RECORD RETENTION AND DISPOSAL

3910.1

Each home care agency shall maintain a clinical record system that shall include the following:

(b) Written procedures that address the transfer or disposition of the clinical in the event of dissolution of the home care agency.

Based on a record review on May 14, 2009 at approximately 11am, it was revealed that the agency's Record Retention and Disposal Policy failed to include the above listed requirement.

The Director acknowledged the above listed finding during a face to face interview on May 14, 2009 at approximately 11:30 am.

3910

RECORD RETENTION AND DISPOSAL

3910.3

Each home care agency shall inform the Department of Health and each patient in writing, within thirty (30) days of dissolution of the agency, of the location of the clinical records and how each patient may obtain his or her clinical record.

Based on a record review on May 14, 2009 at approximately 11am, it was revealed that the

agency's Record Retention and Disposal Policy

3910.1

The agency has developed its policy as per the maintenance of the patient clinical records including written procedures that addresses the transfer or ~~disposition~~ of the dissolution of the agency.

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3910.3

The agency has in its policy on how to inform the "DOH" and each patient in writing within 30 days of dissolution of the agency and the clinical records and how the patient may obtain information about their records.

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failed to include the above listed requirement.

The Director acknowledged the above listed finding during a face to face interview on May 14, 2009 at approximately 11:30 am.

3912

PATIENTS RIGHTS AND RESPONSIBILITIES

3912.2

Each home care agency shall develop policies to ensure that each patient who receives home care services has the following rights;

(c) To be informed orally and in writing of the following:

- (1) Services to be provided by the agency, including any limits on services availability;
(2) Whether services are covered by health insurance, Medicaid, Medicare, or any other sources, and the extent of uncovered expenses for which the patient may be liable;
(3) The amount charged for each services, and procedure for billing;
(4) Prompt notification of acceptance, denial or reduction of services;

Handwritten notes: The agency has developed a policy that include the following: 1) Services to be provided 2) what covers the services to be provided eg, Medicaid, Medicare, private pay or private insurance. 3) The amount for the services to be provided if private pay. Patient. 4) Prompt notification of acceptance, denial, reduction of services. Date: 07/22/09

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(5) Compliant and referral procedures;

(6) The name, business address, and telephone number of the agency supervising the patient's care; and

(7) The telephone number of the Home Health Hotline maintained by the Department of Health;

(g) To be informed of his or her condition by the health care provider in accordance with generally accepted professional standards;

(h) To refuse all or part of any treatment, care, or service, and to be informed of the consequences of refusal;

(j) To be assured confidential handling of clinical records as provided by law;

(k) To be educated about and trained in matters related to the services to be provided;

(l) To voice a complaint or other feedback in confidence and without fear of reprisal from the

agency or any agency personnel, in writing or

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39/12

Including complaint and referral procedure

6) The name of the agency as American quality health care, 1915 Rhode Island Wash. DC 20018

7) Tel # 202-635-6006 as Agency hotline as maintained by 'DOH'

8) To be informed of his/her condition by the health care provider

9) To refuse all or part of any treatment, care or services and the consequence of refusal

10) To be assured confidential handling of clinical records as provided by law.

11) To be educated and trained in matters related to the service provided

12) To voice a complaint or other feedback in confidence and without fear of reprisal

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orally, including an in-person conference if desired, and to receive a timely response to a complaint as provided in these rules; and

(m) To have access to his or her own clinical records.

Based on a record review on May 14, 2009 at approximately 10 am, it was revealed that the agency's Right's and Responsibilities Policy failed to include the above listed requirements.

The Director acknowledged above listed findings during a face to face interview on May 14, 2009 at approximately 10:30 am.

3912

PATIENTS RIGHTS AND RESPONSIBILITIES

Each home care agency shall inform all patients that they have the right to make complaints and/or to provide feedback concerning the services rendered by the agency to the Department of Health, in confidence and without fear of reprisal

from the agency or any agency personnel, in writing or orally, including an in-person conference if desired.

From agency or any agency personnel in writing or orally and to receive a timely response to a complaint as provided in these rules

(m) and easy access to his/her own clinical records without fear or intimidation.

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3912.3

The agency shall inform all patients of their bills of right e.g. right to make complaints and or to provide feedback concerning the services rendered by the agency to the "DON" in confidence and without fear of reprisal.

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Based on a record review on May 14, 2009 at approximately 10 am, it was revealed that the agency's Right's and Responsibilities Policy failed to include the above listed requirements.

The Director acknowledged above listed findings during a face to face interview on May 14, 2009 at approximately 10:30 am.

3912

PATIENT RIGHTS AND RESPONSIBILITIES

3912.4

Each home care agency shall develop a statement of patient responsibilities regarding the following:

- (a) Treating agency personnel with respect and dignity;
- (b) Providing accurate information when requested;
- (c) Informing the agency when instructions are not understood or cannot be followed; and
- (d) Cooperating in making a safe environment for care within the home.

Based on a record review on May 14, 2009 at

3912.4 The agency has included in its policy the following:

- ⓐ Treating agency staff with respect and dignity by the patient/family
- ⓑ Providing accurate information when requested for by the staff.
- ⓒ Informing the agency directly when instructions are not understood or cleared or can not be followed by the patient
- ⓓ Cooperating in making sure that the environment is safe within the home environment for both the patient and the staff.

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approximately 10 am, it was revealed that the agency's Right's and Responsibilities Policy failed to include the above listed requirements.

The Director acknowledged above listed findings during a face to face interview on May 14, 2009 at approximately 10:30 am.

3912

PATIENTS RIGHTS AND RESPONSIBILITIES

3912.5

Written policies on patient rights and responsibilities shall be made available to the public.

Based on a record review on May 14, 2009 at approximately 10 am, it was revealed that the agency's Right's and Responsibilities Policy failed to include the above listed requirements.

The Director acknowledged above listed findings during a face to face interview on May 14, 2009 at approximately 10:30 am.

3912.5

The agency has included the patient rights and responsibilities that shall be made available to the public in its policy

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3912

PATIENT RIGHTS AND RESPONSIBILITIES

3912.6

The home care agency shall take appropriate

3912.6

The agency has developed a policy that will ensure that all the necessary information is conveyed to the patient pursuant

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steps to ensure that all information is conveyed, pursuant to these rules, to any patient who cannot read or who otherwise needs accommodations in an alternative language or communication method. The home care agency shall document in the patient's records the steps taken to ensure that the patient has been provided with all required information.

Based on a record review on May 14, 2009 at approximately 10 am, it was revealed that the agency's Right's and Responsibilities Policy failed to include the above listed requirements.

The Director acknowledged above listed findings during a face to face interview on May 14, 2009 at approximately 10:30 am.

3913

COMPLIANT PROCESS

3913.2

A written summary of the compliant process shall be disseminated as follows:

- (a) Given to the patient or his or her representative upon acceptance or denial of services; and
- (b) Given to all participants receiving service

3912.6
to the rules and also to any patient who otherwise, who can not read or need accommodations in an alternate language or communication method. Vivid documentation of the patient records including the step taken with all required information.

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The agency has developed a policy about the written summary of the patient compliant process which will be disseminated as follow.

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Ⓟ Made it available to the patient or his or her representative upon acceptance, denial of service



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from a home care agency on the effective date of these rules.

Based on a record review on May 14, 2009 at approximately 12 noon, it was determined that the agency's Compliant Policy failed to indicate when

or to whom their Compliant Process is disseminated too.

A face to face interview with Manger on May 14, 2009 at approximately 12:30 pm confirmed finding.

3913

COMPLIANT PROCESS

3913.3

The telephone number of the Home Health Hotline maintained by the Department of Health shall be posted in the home care agency's operating office in a place where it is visible to all staff and visitors.

Based on observation on May 14, 2009, it was determined that the agency failed to post the Department of Health Hotline number in their operating office.

3913

COMPLAINT PROCESS

3913.4

A compliant may be presented orally or in writing.

Given to all party- pants receiving services effective from the commencement of the 1st day of patient assessments. 07/25/09

3913.3 The agency has placed DOH hotline #202-442-4779 in the agency operating office that is visible for the visitor to see also same placed in the patient chart. 07/25/09

3913.4 The agency has made it as part of its policy process of complaint that it could be done orally or in writing. 07/25/09



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Based on a record review on May 14, 2009 at approximately 12 noon, it was revealed that agency's Compliant Policy failed to indicate that a compliant can be presented in writing.

3913

COMPLAINT PROCESS

3914.6

If the patient indicated that he or she is not satisfied with response, the agency shall respond in writing within thirty (30) calendar days from the date of the agency's initial response. The response shall include the telephone number and address of all District government agencies with which a compliant may be filed and the telephone number of the Home Health Hotline maintain by the Department of Health.

Based on a record review on May 14, 2009 at 12 noon, it was determine the agency's Compliant Policy failed to include the above listed requirement.

3915

HOME HEALTH AND PERSONAL CARE AIDE SERVICES

3915.2

A home health aide or personal care aide shall be qualified by completing seventy-five (75) hours of classroom and supervised practical training, with at least sixteen (16) hours devoted to supervised practical training, and by passing a competency evaluation.

3914⁶ The agency has developed a policy that enumerates about the complaint process as follows. that's If the patient indicates that he/she is not satisfied with response, the agency shall respond within the period of 30 calendar days from the date of the agency's initial response. The response shall include the telephone number of all the District government agencies with which a complaint may be filed and the telephone # of the agency e.g. Doh - 202-442-4779 Agency 202-635-6006 All these are to be maintained by both Doh and AQA.

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3915.2 The agency stated in its policy that all HHA or PCA shall be qualified



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Based on record review on May 14, 2009 at approximately 11:40 am, it was determined the agency's policy of Home Health Aide failed to include the completion of the seventy five(75) hours of classroom training, sixteen (16) hours of supervised practical training and passing a competency evaluation.

Sixteen (16) hours of classroom training is required before receiving supervised practical training.

3915

HOME HEALTH AND PERSONAL CARE AIDE SERVICES

3915.11

Home health aide duties may include the following:

- (a) Basic personal care including grooming, and assistance with toileting or bedpan use;
(b) changing urinary drainage bags;
(c) Assisting the patient with transfer, ambulation, and exercise as prescribed;
(j) Simple dressing changes that do not require the skills of a licensed nurse;

3915.2 by completing seventy five (75) hours of classroom and supervised practical training, with at least sixteen (16) hours devoted to supervised practical training, and by passing a competency evaluation. All these must be done from a government approved school.

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3915.11 The agency has developed its policy that include the following services to be provided by the Home Health Aide/PCA

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- Basic personal care including grooming, assistance with toileting, changing the urinary bag drainage.
Assisting the patient with transfer, ambulation including prescribed exercise.
Simple dressing changes that does not require skill of a licensed nurse.