

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0005	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/19/2016
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NAME OF PROVIDER OR SUPPLIER KBC NURSING AGENCY & HOME CARE, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 7506 GEORGIA AVENUE, NW WASHINGTON, DC 20002
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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
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H 000

INITIAL COMMENTS

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On March 29, 2016, a complaint was received regarding an allegation of possible neglect on the part of KBC Nursing and Home Care, Inc. and the visiting physician prior to the patients death in December 2015.

Due to the nature of the complaint, on April 12, 2016, the Department of Health, Health Regulation and Licensing Administration initiated an investigation, to verify compliance with the basic standards of practice and Title 22B, Chapter 39 (Home Care Agencies Regulations). The findings of the investigation were based on record review and interviews.

The following are abbreviations used within the body of this report:

- DON - Director of Nursing
- ER - Emergency Room
- HHA - Home Health Aide
- LPN - Licensed Practical Nurse
- NUS - Nursing Unlimited Services
- PCA - Personal Care Aide
- PCP - Primary Care Physician
- RN - Registered Nurse
- SN - Skilled Nurse

Allegation #1-The home care agency HHA, skilled nurse and physician, failed to recognize and secure timely medical intervention for wound care/infection prior to patients death.

Findings: Based on interviews and record review from April 12, 2016, through April 19, 2016, it was determined that KBC Nursing agency was not providing skilled care to to the Patient as alleged.

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

TITLE

(X6) DATE

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H 000	<p>Continued From page 1</p> <p>According to the records, another home care agency (NUS), was providing the skilled nursing/wound care to the patient. KBC Nursing agency was providing home health aide service for personal care eight (8) hours a day, seven (7) days a week. The RN from KBC would conduct monthly supervisory visits on the home health aides, and would document the patient's apprehension for the nurse from KBC to look at his ulcers. Additionally, interviews with the aides that attended to the patient revealed that the patient vehemently refused the nurses advise regarding seeking urgent medical attention for wound evaluation and blood glucose monitoring.</p> <p>Review of the patient's plan of care revealed a physician order for skilled nurse to conduct wound care three (3) times a week by cleansing the wound with normal saline, apply silverdine cover with 4 X 4 and secure with tape.</p> <p>Review of the skilled nursing notes from NUS revealed that the RN saw the patient on December 25, 2015, and observed the wound "with copious amount of drainage with odor." Further review of the notes revealed that the RN recommended that the patient needed urgent medical attention. The patient became very belligerent and stated " I have the right to refuse my PCP and Nurse Practitioner and I don't need you to tell me what to do. All you have to do is to change my dressing and leave my house."</p> <p>Interview with the home health aide present at the time of the home visit, corroborated that the patient refused the recommendation by the nurse.</p> <p>Interview with NUS administrator revealed he/she received a call from the field RN regarding the</p>	H 000		
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H 000	<p>Continued From page 2</p> <p>patient's "belligerent action". The nurse assessed the wound and felt that the patient should go to the hospital, but he adamantly refused. The administered stated he/she attempted to contact the next of kin listed on their Plan of Care, without success. Further interview and review of NUS documentation revealed the physician had been notified via voice mail of the patient's condition of the wound and his/her refusal to go to the emergency room for treatment.</p> <p>Interview with the office manager from the physician practice revealed that the physician office had no record identifying the next of kin.</p> <p>It should be noted that all documentation revealed, including interview with the physician office manager, that the patient was mentally competent to make decisions pertaining to his health care.</p> <p>Conclusion: The allegation is unsubstantiated.</p> <p>Allegation #2-Patient was diabetic, double amputee. Alleged that KBC failed to monitor sugar levels consistently.</p> <p>Findings: Based on record review and interview KBC was only providing personal care aide (PCA) services to the patient. The RN from KBC conducted monthly supervised visits on the PCA. The RN monthly visits for October 2015, and November 2015, documented a blood glucose of 119 mg/dl in October 2015, and 150 mg/dl in November 2015. All other nursing notes clearly documented the patient's refusal to monitor his blood glucose. This was corroborated by interview with the physician office manager. The office manager also conveyed that the physician office had issued glucometers to the patient to</p>	H 000		
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H 000	<p>Continued From page 3</p> <p>monitor his blood glucose and the patient refused. The office manager further stated that the practice offered to pay the laboratory fees for the patient to have some blood tests and the patient refused.</p> <p>Conclusion: The allegation is unsubstantiated.</p> <p>Allegation #3-The home care agency failed to notify the daughter the name of the case manager providing oversight and the status of his wound.</p> <p>Based on record review and interview with KBC, it was revealed that the patient never had a case manager assigned to his case because he was not receiving waiver services. However, KBC provided documentation revealing communication with the patient's daughter regarding the services they were providing.</p> <p>Conclusion: This allegation is unsubstantiated.</p>	H 000		
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