

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0084	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 03/17/2017
NAME OF PROVIDER OR SUPPLIER CAPITAL CARE, INC		STREET ADDRESS, CITY, STATE, ZIP CODE 6210 KANSAS AVENUE, NW WASHINGTON, DC 20011		
(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
H 000	INITIAL COMMENTS An initial Licensure survey was conducted from March 15, 2017 through March 17, 2017, to determine compliance with Title 22B DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home care services to five (5) patients and employs seven (7) staff. The findings of the survey were based on observations, record reviews and interviews with current patients and staff. The following are abbreviations used within the body of this report: DON - Director of Nursing HCA - Home Care Agency HHA - Home Health Aide POC - Plan of Care	H 000		
H 147	3907.2(c) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (c) Resume of education, training certificates, skills checklist, and prior employment, and evidence of attendance at orientation and in-service training, workshops or seminars; This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to maintain accurate personnel records, which included documentation of attendance at orientation for one (1) of seven (7) employees in the sample. (Employee #7) The finding includes :	H 147	H 147 Employee #7 has now been fully oriented and documented (see exhibit A). CCI-HHA has hired a full time Quality Assurance (QA) coordinator who will be in charge of giving out orientation to employees like the staffing coordinator. All employees will be oriented and the orientation documented before they assume duties. The DON will oversee this aspect. The QA coordinator will review the personel folder for each employee for completeness before the employee is assigned, the review will include verifying that each employee has been orientated and that the orientation is documented.	3/18/2017

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

8899

A68R11

If continuation sheet 1 of 7

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H 147	Continued From page 1 On March 15, 2017, at 1:46 p.m., review of HHA #7's personnel record revealed the employee was hired on February 24, 2017. Further review of the record revealed no documented evidence of attendance of the agency's orientation. It should be noted that Employee #7 was identified as the agency's staffing coordinator when she opened the door for the surveyors entrance on March 15, 2017, at 11:02 a.m. Interview with Employee #7 on the same day, at 2:57 p.m., revealed that she was not officially orientated, however, she informed the surveyor that each time the agency's DON was in the office he would orientate her on certain things. Continued discussion with Employee #7 revealed that the DON oriented her on the Allegheny System (computer program), time sheets, and how to handle any calls from patients and or HHAs. At the time of the survey, the HCA failed to provide documented evidence of attendance at orientation for Employee #7.	H 147		
H 148	3907.2(d) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (d) Documentation of current CPR certification, if required; This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure each personnel record included evidence of current CPR certification for one (1)	H 148		

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H 148	Continued From page 2 of seven (7) employees included in the sample. (HHA #6) The finding includes: On March 15, 2017, at 1:17 p.m., review of HHA #6's personnel record revealed a front copy of a CPR card identifying the employee and the dates of certification, however, there was no documented evidence indicating from whom or where the certification originated. On March 15, 2017, at 2:30 p.m., the DON was informed of the surveyor's findings. Continued discussion with the DON revealed that at the time the employee was hired (January 8, 2017), the agency failed to obtain all the necessary information that would provide evidence of current certification for HHA #6.	H 148	H 148 The CPR card has now been copied, front and back (Exhibit B) to provide evidence indicating source of training. CCI-HHA is currently interviewing for the position of HR assistant whose duties will include, amongst others to obtain such copies from the originals presented by the applicants. Additionally, a QA Coordinator has been hired. The QA Coordinator will verify each applicant folder for completeness before they are assigned. Such verification will include ensuring that each document is correctly copied to capture all necessary areas. All such documents must be on file before the QA coordinator gives clearance for the employee to be assigned.	3/18/2017
H 150	3907.2(f) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (f) Verification of previous employment; This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure that all personnel records included documentation showing verification of previous employment, for one (1) of seven (7) employees included in the sample. (HHA #2) The finding includes: On March 15, 2017, at, 11:40 a.m., the HCA's	H 150	H 150 and H151 The verification of previous employment for HHA #2 has now been completed, (see Exhibit C). CCI-HHA is currently interviewing for the position of HR Assistant whose duties will include amongst others, to contact the previous employers by phone and/or fax to obtain the verifications and reference checks. In the mean time, the acting HR assistant has been retrained to carry out these duties effectively for all employees. Additionally, a QA Coordinator has been hired. The QA Coordinator will verify each applicant folder for completeness before they are assigned. Such verification will include ensuring that the employee references have been completed,	3/18/2017

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H 150	Continued From page 3 personnel records were reviewed. The review revealed HHA #2 was hired on March 1, 2017. Further review of the personnel record revealed the agency's reference check forms documented names of former employers. Additionally, the forms revealed that HHA #2 signed the forms authorizing the release of information from two former employees. At 3:13 p.m., the HCA's DON verified that the agency had not received verification of previous employment for HHA #2. At the time of the survey, there was no documented evidence that the HCA received verification of previous employment for HHA #2.	H 150		
H 151	3907.2(g) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (g) Documentation of reference checks; This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to maintain accurate personnel records, which included documentation of reference checks for one (1) of seven (7) employees included in the sample. (HHA #2) The finding includes: On March 15, 2017, at 12:49 p.m., review of HHA #2's personnel record revealed that the employee was hired on March 1, 2017. Further review of the employee's personnel record revealed two copies of the agency's reference forms that were signed by the employee giving	H 151		

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H 151	Continued From page 4 them consent to conduct reference checks, however, there was no documented evidence, that the reference forms were completed. At 3:13 p.m., the HCA's DON reviewed HHA #2's personnel record and verified that the agency failed to provide documented evidence of reference checks for HHA #2 since her date of hire on March 1, 2017.	H 151		
H 155	3907.2(k) PERSONNEL Each home care agency shall maintain accurate personnel records, which shall include the following information: (k) A position description; This Statute is not met as evidenced by: Based on a record review and interview, the Home Care Agency (HCA) failed to maintain a position description in the personnel records of one (1) of seven (7) employees included in the sample. (Employee #7) The finding includes: On March 15, 2017, at 1:41 p.m., review of the personnel records revealed no evidence of a position description in Employee #7's personnel record. At 2:23 p.m., review of the HCA's policies revealed that the agency documented, that they would establish job descriptions for defined positions on its organizational chart. The policy included a listing of those positions, which revealed Employee #7's position (staffing coordinator) was documented in that policy.	H 155	H 155 Employee #7 now has a signed position description (See Exhibit D). The position description will now be included with the application package to make sure that it is signed and submitted with other application documentation. CCI-HHA is currently interviewing for HR Assitant, whose duties will include amongst others, to ensure each completed application has all the required documentation to include position description. In the mean time the acting HR assistant has been retrained to do this. Additionally, a QA Coordinator has been hired. The QA Coordinator will verify each aplicant folder for completeness before they are aassigned. Such verification will include ensuring that each personel folder has a signed position description.	3/18/2017

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H 155	Continued From page 5 At the time of the survey, there was no documented evidence of a position description for Employee #7 in her personnel record.	H 155		
H 162	3907.6 PERSONNEL 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. This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to verify a newly hired employee, within six (6) months prior to hire, had been screened and was free of communicable disease for one (1) of seven (7) employees included in the sample. (HHA #5) The finding includes: On March 15, 2017, at 1:00 p.m., review of Employee #5's personnel record revealed Employee #5 was a HHA that was hired on January 28, 2017. Further review of the record revealed a health certificate dated June 23, 2016, with a negative PPD test result dated June 21, 2016. At 1:12 p.m., on the same day, the HCA's DON was informed of the surveyor's finding and verified that it had been seven months prior to Employee HHA #5's date of hire instead of six months. At the time of the survey, the HCA failed to verify	H 162	H 162 HHA #5 has now submitted a new health clearance form (See Exhibit E). CCI-HHA is currently interviewing for the position of HR Assistant whose duties will include amongst others, to check the health certificate form for each applicant to make sure it meets the stated requirements. In the mean time, the acting HR assistant has been retrained to carry out these duties effectively for all employees. Additionally, a QA Coordinator has been hired. The QA Coordinator will verify each applicant folder for completeness before they are assigned. Such verification will include ensuring that the employee health certificate meets the stated requirement and only then will the applicant will be cleared for assignment.	3/18/2017

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H 162	Continued From page 6 that HHA #5 had been screened and free of communicable diseases within 6 months prior to hire.	H 162			
H 358	3914.3(g) PATIENT PLAN OF CARE The plan of care shall include the following: (g) Physical assessment, including all pertinent diagnoses; This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure the POCs included all pertinent diagnoses, for one (1) of five (5) active patients in the sample. (Patient #1) The findings include: On March 15, 2017, at 11:23 a.m., review of Patient #1's medication profile document revealed that the patient was prescribed two anti-hypertensive drugs and one medication to lower cholesterol. On the same day, review of Patient 1's POC, with a certification period of January 27, 2017 to January 26, 2018, failed to evidence hypertension or hyperlipidemia as part of the patient's diagnoses. On March 15, 2017, at 12:15 p.m., interview with the DON confirmed that the diagnoses had been omitted from the patient's POC. He stated that all diagnoses would be included on the POC going forward. At the time of this survey the HCA failed to include all of the patient's diagnoses on the POC.	H 358	The POC has been corrected (See Exhibit F). The nurse will review the diagnoses on the Physician Order Form with the beneficiary, the nurse will also review the medications to make sure they match with the diagnosis and any discrepancies addressed with the Primary Care Physician. A QA Coordinator (who holds a BSN and experience as a homecare QA) has been hired (See exhibit G). All admission documentation for each beneficiary will be reviewed by her to ensure that all the diagnosis have been captured. To monitor this, the DON will review the POC in allegghany to (make sure it captures all relevant diagnosis) before it is printed and faxed to the Physician.	3/18/2017	