

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 01/22/2015
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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**

(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	<p>INITIAL COMMENTS</p> <p>An annual survey was conducted from January 20, 2015, through January 22, 2015, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provided home care services to two hundred and seven (207) patients and employed three hundred and seventy (370) employees. The findings of the survey were based on observations, record reviews and interviews with patients, staff and caregivers.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>Administrator (RN #1) Department of Health - DOH Health Regulation and Licensing Administration - HRLA Home Care Agency - HCA Home Health Aide - HHA Plan of Care - POC Trained Medication Employee - TME</p>	H 000	<p>RECEIVED FEB 22 2015</p> <p>KBC Nursing Agency & Home Care Inc., post survey findings, has made all efforts to correct the agencies deficiencies in order to be in compliance with Department of Health, and Health Regulations & Licensing Administration.</p>	
H 163	<p>3907.7 PERSONNEL</p> <p>Each employee shall be screened for communicable disease annually, according to the guidelines issued by the federal Centers for Disease Control, and shall be certified free of communicable disease.</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure that each employee was screened for communicable diseases annually, for one (1) of the seven (7) RNs in the sample (RN #5)</p>	H 163	<p>3907.7</p> <p>Following the survey, KBC Nursing Agency reviewed the personnel file for RN #5. The above named employee has been given notice of suspension from the Human Resource Director. Beginning March 12, 2013, the Human Resource Director will be responsible for ensuring this deficiency does not recur by continuing to monitor the tracking systems put in place and sending written notice to any clinical staff with expiring and/or expired documentation. KBC Administrator or her designee will make sure all deadlines are enforced.</p>	3/12/15

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

C. Williams

TITLE

Administrator

(X6) DATE

2-23-15

Health Regulation & Licensing Administration

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H 163	<p>Continued From page 1</p> <p>The finding includes:</p> <p>On January 20, 2015, starting at 2:14 p.m., review of the personnel records maintained for RN #5 revealed a health screening dated October 9, 2013. There was no evidence that he/she had been certified free of any communicable disease in the 15 months since then.</p> <p>On January 20, 2015, at 3:19 p.m., the agency's administrator was provided the names of personnel and the nature of documentation still needed for verification, including a health screening for RN #5. No additional information was made available for review before the survey ended on January 22, 2015.</p> <p>At the time of the survey, there was no evidence that RN #5 had been certified free of communicable diseases annually.</p>	H 163		
H 299	<p>3912.2(c)(7) PATIENT RIGHTS & RESPONSIBILITIES</p> <p>Each home care agency shall develop policies to ensure that each patient who receives home care services has the following rights:</p> <p>(c) To be informed orally and in writing of the following:</p> <p>(7) The telephone number of the Home Health Hotline maintained by the Department of Health;</p> <p>This Statute is not met as evidenced by: Based on observations and interviews, it was determined that the agency failed to inform the patient orally and in writing of the telephone</p>	H 299	<p>3912.2 (c)(7)</p> <p>Post survey review, it was discovered that the beneficiaries did receive the telephone number of the Home Health Hotline provided to them in their patient handbook. Beginning February 24, 2015, KBC will provide all new admissions with copies of the hotline number to be placed in a conspicuous area in the patient's home for easy access. Going forward, the director of Nursing will be responsible for ensuring this deficiency does not recur.</p>	2/24/15

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H 299

Continued From page 2

number for the Home Health Hotline maintained by the Department of Health, for two (2) of five (5) patients observed during homes visits. (Patients #2 and #3)

The findings include:

1. Based on observation on January 22, 2015, at approximately 10:45 a.m. it was revealed that Patient #3 had no documented evidence of the Home Health Hotline telephone number maintained by the Department of Health.

Interview with Patient #3 on January 22, 2015 at 10:46 a.m. revealed that he/she was not made aware of the Home Health Hotline telephone by the agency. At the time of this interview, the patient was given the Home Health Hotline telephone number by the Department of Health surveyor.

2. Similarly, on January 22, 2015, at approximately 1:30 p.m. it was revealed that Patient#2 had no documented evidence of the Home Health Hotline telephone number.

Interview with the patient's daytime caregiver on January 22, 2015, at approximately 1:31 p.m. revealed that he/she was not made aware of the Home Health Hotline telephone by the agency. At the time of this interview, the patient and his/her caregiver were given the Home Health Hotline telephone number by the Department of Health surveyor.

H 299

H3915.6

Review of the Employee files revealed in-service hours were provided for employees #13, #15, and #16. As a result of our calendar system, the in-service hours did not cover the applicable 12 year period. Going forward, KBC will amend its policy to calculate its in-service hours beginning Jan-Dec in order to ensure each employee receives 12 hours in-service yearly. This new policy will be effective as 2/1/14. The Administrative Team will be responsible to ensure this deficiency does not recur.

2/1/15

H 390: 3915.6 HOME HEALTH & PERSONAL CARE AIDE SERVICE

H 390

Health Regulation & Licensing Administration

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H 390	<p>Continued From page 3</p> <p>After the first year of service, each aide shall be required to obtain at least twelve (12) hours of continuing education or in-service training annually, which shall include information that will help maintain or improve his or her performance. This training shall include a component specifically related to the care of persons with disabilities.</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure that after the first year of service, HHAs complete at least twelve (12) hours of continuing education or in-service training annually, for three (3) of the sixteen (16) HHAs in the sample. (HHA #13, #15 and #16)</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. On January 21, 2015, starting at 10:08 a.m., review of HHA #13's personnel record revealed that the HHA was hired at the HCA on June 2, 2010. There was documented evidence that he/she obtained twelve (12) hours of in-service training in the year June 2012 - June 2013. There was no documented evidence, however, that the HHA had attended any in-service training in the year that followed (June 2013 - June 2014). 2. On January 21, 2015, starting at 10:45 a.m., review of HHA #15's personnel record revealed that the HHA was hired at the HCA on August 4, 2010. Review of the HHA's in-service training records revealed eleven (11) hours of documented training during the period August 2013 - August 2014. 3. On January 21, 2015, starting at 11:13 a.m., review of HHA #16's personnel record revealed 	H 390		

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H 390 Continued From page 4

that the HHA was hired at the HCA on August 19, 2010. Review of the HHA's in-service training records revealed four (4) hours of documented training during the period August 2012 - August 2013, and four (4) hours in the year that followed (August 2013 - August 2014).

On January 21, 2015, at approximately 3:15 p.m., the agency's administrator was provided the names of personnel and the nature of documentation still needed for verification, including additional in-service training hours for HHAs #13, #15 and #16.

The HCA forwarded additional information via electronic mail on January 22, 2015, at 1:55 p.m. Review of the documentation, however, failed to evidence that the three (3) aforementioned HHAs had obtained in-service training beyond what had been established through onsite record review on the previous day.

At the time of the survey, the HCA failed to ensure that all HHAs obtained the minimum number of credit hours of continuing education or in-service training annually, as required by this regulation.

H 390

H3915.11 (d)

It is KBC policy that home health aides only assist's patients in self administration of medication. Any home health aide administering medications is going against KBC's policy. According to the surveys report, HHA #17, administered medication to patient #6. As of 1/22/15, KBC has counseled HHA #17 on KBC's policy on the administration of medication. KBC will provide instruction via in-service training on March 28, 2015 to all HHA about the difference between administering medication and assisting with administration.

3/28/15

H 409 3915.11(d) HOME HEALTH & PERSONAL CARE AIDE SERVICE

Home health aide duties may include the following:

(d) Assisting the patient with self-administration of medication;

H 409

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H 409	<p>Continued From page 5</p> <p>This Statute is not met as evidenced by: Based on interview and record review, the HCA failed to ensure that each HHA only assisted the patient to the extent of self-administration of medications, for one (1) of the five (5) patients observed during homes visits. (Patient #6)</p> <p>The finding includes:</p> <p>Patient #6 and her HHA (HHA #17) were interviewed in the patient's home on January 22, 2015, beginning at 11:29 a.m. Patient #6 was in bed at the time. Interview with him/her was a challenge, as the patient had trouble hearing the surveyor. HHA #17 confirmed that the patient had trouble hearing, adding that Patient #6 had a hearing aid that she refused to wear.</p> <p>HHA #17 stated that he/she administered Patient #6's medications every morning Monday - Friday. According to the HHA, the patient did not receive any medications in the evening. She was unsure whether other HHAs came on Saturday and Sunday mornings. Further interview revealed that the patient, who was 93 years old, "sometimes" could open the medication bottles but "sometimes" could not. Patient #6's daughter reportedly used to give her mother her medications before HHA #17 assumed that task. When asked if she had received training or certification for administering medications, HHA #17 replied "no" and expressed an interest in taking courses to become a TME.</p> <p>On January 22, 2015, at 11:57 a.m., HHA #17 presented 5 medications and reviewed each medication label with the surveyors. She stated that she administered the medications with water. When asked if the supervisory RN was aware that he/she (HHA #17) was administering the</p>	H 409		
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H 409	<p>Continued From page 6</p> <p>patient's medications, she replied "yeah she knows."</p> <p>A DOH/HRLA nurse specialist #1 telephoned the HCA on January 22, 2015, at approximately 2:50 p.m. and spoke with the administrator who indicated that the patient can administer his/her medications and that HCAs are not allowed to administer medications. Additionally, the administrator indicated that he/she would submit to DOH/HRLA investigation documents in reference to the surveyor's findings.</p> <p>On January, 28, 2014, at approximately 1:00 p.m., review of a "Communication Note" signed on January 22, 2015, revealed that the administrator had witnessed Patient #6 administer his/her medications independently the month prior. Also, the note indicated that the patient's daughter stated that the resident is able to administer his/her medications independently.</p> <p>At the time of the survey, the HCA failed to ensure that HHA #17 only provided assistance to Patient #6 in order for him/her to self-administer his/her medications.</p>	H 409		