

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HCA-0088</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ <i>Received 8/16/18</i> B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>07/20/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LIFELINE, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1615 KENILWORTH AVENUE, NE WASHINGTON, DC 20019</b>
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H 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was conducted from 07/16/18 through 07/20/18 to determine compliance with the District of Columbia's Home Care Agency Regulations (Title 22 B DCMR Chapter 39). The Home Care Agency (HCA) provides home care services to 120 patients and employs 199 staff. The findings of the survey were based on a review of nine current patient records, one discharged patient record, 14 employee records, and seven complaints. The findings were also based on five home visits, ten current patient telephone interviews, and patient/staff interviews.</p> <p>Listed below are abbreviations used throughout the body of this report:</p> <p>DON - Director of Nursing DNR - Do Not Resuscitate HCA - Home Care Agency HHA - Home Health Aide PCA - Personal Care Aide POC - Plan of Care RN - Registered Nurse SN - Skilled Nurse</p>	H 000	<p>Lifeline has reviewed the annual survey reports and deficiencies noted in the survey conducted from 7/16/18 through 07/20/18</p> <p>A plan of correction has been developed for each deficiency identified for your review and approval to ensure that the agency maintain compliance with professional standards and State Medicaid Home Care Agency Regulations.</p>	
H 294	<p><b>3912.2(c)(2) PATIENT RIGHTS &amp; RESPONSIBILITIES</b></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>(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;</p>	H 294	<p>Lifeline has updated its admission package to include whether services are covered by health insurance, Medicaid, Medicare, or any other sources, and the extent of uncovered expenses for which the beneficiary may be liable. A copy of the updated admission consent was sent to all beneficiaries receiving services from Lifeline Inc.</p> <p>See attached the Admission Package</p>	7/24/18

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

TITLE

(X6) DATE

*RHODA MAKINDE, R. Makinde*

*ADMINISTRATOR*

*08/06/18*

Health Regulation & Licensing Administration

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H 294	<p>Continued From page 1</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to inform the patients in writing whether services are covered by health insurance, Medicaid, or any other sources, and the extent of uncovered expenses for which the patients may be liable for nine of nine patients in the sample receiving services (Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9).</p> <p>Findings included:</p> <p>Review of the clinical records for Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9 on 07/16/2018 through 07/18/2018 between the hours of 9:00 AM to 4:00 PM, revealed a document in each record entitled "Admission Consent." Review of these documents revealed a section entitled "authorization for payment," which states if the patient has Medicare Part A, the Medicare payments will be accepted as payment in full. Further review of the clinical records failed to show any additional documentation explaining whether services are covered by Medicaid or other insurance, and the extent of uncovered services for which the patients may be liable.</p> <p>On 07/18/ 2018 at approximately 3:00 PM, the DON and Administrator stated during interview that the admitting nurses failed to complete the admission documentation informing each patient whether services are covered by Medicaid or other insurance, and the extent of uncovered services for which the patients may be liable. The DON further stated that an in-service will be conducted with all admitting staff, reiterating the importance of informing the patients, and documenting, whether services are covered by</p>	H 294	<p>To avert re-occurrence of this deficiency:</p> <p>Lifeline will ensure all admitting nurses inform each beneficiary whether services are covered by health insurance, Medicaid, Medicare, or anyother sources, and the extent of uncovered expenses for which the beneficiary may be liable.</p> <p>All admitting nurses received In-service training on proper documentation of admission package to include informing each beneficiary whether services are covered by health insurance, Medicaid, Medicare, or any other sources, and the extent of uncovered expenses for which the beneficiary may be liable. See attached the attendance sheet</p> <p>The Director of Nursing and QA director will review 25% of all new admission package completed on a Monthly basis to ensure compliance with proper documentation and completion of admission package until 100% is achieved.</p> <p>Compliance with this regulation will be monitored by Lifeline Administrator as a component of Lifeline's Quarterly QA review</p>	<p>Ongoing</p> <p>7/26/2018</p> <p>Monthly/ Ongoing</p> <p>Quarterly</p>
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H 294	Continued From page 2  Medicaid or other insurance, and the extent of uncovered services for which the patients may be liable.	H 294		
H 355	3914.3(d) PATIENT PLAN OF CARE  The plan of care shall include the following:  (d) A description of the services to be provided, including: the frequency, amount, and expected duration; dietary requirements; medication administration, including dosage; equipment; and supplies;  This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure each POC included the expected amount, frequency and duration of the PCA services to be provided, for one of nine active patients in the sample (Patient #1).  Findings included:  Review of Patient #1's clinical record on 07/16/2018 showed a POC with a physician's order for the PCA to "assist with bathing, dressing, grooming, meal preparation...." Further review of the clinical record failed to show expected amount, frequency, and duration of the PCA services to be provided.  On 07/18/2018 at 3:10 PM, the DON and Administrator stated during interview that it was a typographical error and the staff member preparing the POCs will be in-serviced on the importance of including the expected amount, frequency, and duration of the PCA services to be	H 355	Patient #1 clinical record has been updated to include the expected amount, frequency and duration of the PCA services to be provided.  See attached a sample Plan of Care  To avert deficiency practice reoccurrence:  Lifeline will ensure all clinical records include the expected amount, frequency and duration of the PCA services to be provided  Staff members preparing the POCs received In-service on the importance of including the expected amount, frequency and duration of the PCA services to be provided.  See attached Attendance Sheet.  The Director of Nursing and QA director will review 25 % all Plan of Care completed on a Monthly basis to ensure compliance with proper documentation and completion of the expected amount, frequency and duration of PCA services to be provided in the clinical records until 100% is achieved.  Compliance with this regulation will be monitored by Lifeline Administrator as a component of Lifeline's Quarterly QA review	7/25/18      Ongoing  7/24/18     Monthly/ Ongoing    Quarterly

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H 355	Continued From page 3 provided.	H 355		
H 363	<p>3914.3(l) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(l) Identification of employees in charge of managing emergency situations;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure the POC identified the employees in charge of managing emergency situations for nine of nine active patients in the sample (Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9).</p> <p>Findings included:</p> <p>Review of the clinical records for Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9 on 07/16/18 through 07/18/18 showed POCs that failed to contain a statement identifying the employees within the agency who are in charge of managing emergency situations.</p> <p>During an interview on 07/18/18 at 3:20 PM, the DON said that a statement will be added to all POCs to identify the DON or Administrator as the employees in charge of managing emergency situations.</p>	H 363	<p>Lifeline has updated POC to include the DON and Administrator as the employees in charge of managing emergency situations.</p> <p>See attached Sample of Plan of Care.</p> <p>To avert deficiency practice reoccurrence:</p> <p>Lifeline will ensure all POCs are updated to include the assigned employees in charge of managing emergency situations as the DON and Administrator.</p> <p>Lifeline staff members preparing the POCs received In-service on the importance of including the employees in charge of managing emergency situations in all POCs.</p> <p>See attached attendance sheet</p> <p>The Director of Nursing and QA director will review 25% of all Plan of Cares completed on a Monthly basis to the employees in charge of managing emergency situations in all POCs until 100% is achieved.</p> <p>Compliance with this regulation will be monitored by Lifeline Administrator as a component of Lifeline's Quarterly QA review</p>	<p>7/25/18</p> <p>7/24/2018</p> <p>Monthly/ Ongoing</p> <p>Quarterly</p>
H 364	<p>3914.3(m) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(m) Emergency protocols; and...</p>	H 364	<p>Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9 plan of cares have been updated to be beneficiary-specific and to include what parameters would be considered an emergency to initial 911.</p> <p>See attached a sample Plan of Care for Patient #5</p>	<p>7/25/18</p>

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H 364	<p>Continued From page 4</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure that their (medical) emergency protocol was patient-specific for nine of nine active patients' POCs reviewed (Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9).</p> <p>Findings included:</p> <p>On 07/16/18 through 07/18/18, review of current POCs for Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9 showed that the POCs documented the following:</p> <p>"Patient was instructed on the emergency preparedness plan. Patient and caregiver have been instructed to dial 911 in case of emergency. Patient was instructed to call Lifeline after hours number 202-440-0704."</p> <p>Further review of the POCs failed to show what parameters would be considered an emergency to initiate 911, i.e., parameters for hyper/hypoglycemia, Congestive Heart Failure (CHF), and Hypertension. Additionally, during interview on 07/18/18 at 1:00 PM, the DON stated that he was unsure what patients had a DNR order, but he would ensure that going forward the POCs would list patient-specific emergency (medical) protocols.</p> <p>At the time of the survey, the HCA failed to ensure that the emergency (medical) protocol included on POCs was patient-specific for Patients #1, 2, 3, 4, 5, 6, 7, 8 and 9.</p>	H 364	<p>To avert deficiency practice reoccurrence:</p> <p>Lifeline will ensure all POCs are beneficiary-specific and to include what parameters would be considered an emergency to initial 911. Ongoing</p> <p>Lifeline staff members preparing the POCs received In-service on the importance of including parameters that would be considered an emergency to initial 911. 7/24/18</p> <p>See attached Attendance Sheet</p> <p>The Director of Nursing and QA director will review 25% all Plan of Cares completed on a Monthly basis to include parameters are included that would be considered an emergency to initial 911 until 100% is achieved. Monthly/Ongoing</p> <p>Compliance with this regulation will be monitored by Lifeline Administrator as a component of Lifeline's Quarterly QA review Quarterly</p>	
H 453	<p>3917.2(c) SKILLED NURSING SERVICES</p> <p>Duties of the nurse shall include, at a minimum, the following:</p>	H 453	<p>Lifeline will ensure beneficiary needs are met in accordance with the plan of care. Ongoing</p>	

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H 453	<p>Continued From page 5</p> <p>(c) Ensuring that patient needs are met in accordance with the plan of care;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the nurse failed to ensure that PCA services were provided as ordered to three of nine active patients in the sample (Patients #5, 7 and 9).</p> <p>Findings included:</p> <p>1. Review of Patient #5's clinical record on 07/17/2018 at 1:00 PM showed a POC with a SOC date of 01/04/2018, and a certification period of 01/04/2018 to 07/04/2018. The POC contained a physician order for PCA services eight hours a day, seven days a week for six months to provide personal care assistance with "bathing, dressing, grooming, meal preparation, light housekeeping, errands, escort to all medical appointments and laundry." Review of the PCA time sheets from 02/01/2018 through 06/15/1028 showed that the PCA services were provided eight hours a day, five days a week.</p> <p>2. Review of Patient #7's clinical record on 07/17/2018 at 3:00 PM showed a POC with a SOC date of 02/21/2018, and a certification period of 02/21/2018 to 08/21/2018. The POC contained a physician order for PCA services eight hours a day, seven days a week for six months to provide personal care assistance with "bathing, dressing, grooming, meal preparation, light housekeeping, errands, escort to all medical appointments and laundry." Review of the PCA time sheets from 04/09/2018 through 06/15/1028 showed that the PCA</p>	H 453	<p>Lifeline has obtained a physician order for 8/6/2018 Patient # 5 to provide PCA services for 8hrs/5 days.</p> <p>See attached Physician Order</p> <p>Lifeline has obtained a physician order for 8/3/18 Patient # 7 to provide PCA services for 8hrs/5 days.</p> <p>See attached Physician Order</p>	
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H 453	<p>Continued From page 6</p> <p>services were provided eight hours a day, five days a week.</p> <p>3. Review of Patient #9's clinical record on 07/18/2018 at 2:00 PM showed a POC with a SOC date of 01/24/2018, and a certification period of 01/24/2018 to 07/24/2018. The POC contained a physician order for PCA services four hours a day, seven days a week for six months to provide personal care assistance with "bathing, dressing, grooming, meal preparation, light housekeeping, errands, escort to all medical appointments and laundry." Review of the PCA time sheets from 04/09/2018 through 06/15/1028 showed that the PCA services were provided eight hours a day, five days a week.</p> <p>During an interview on 05/18/18 at 3:20 PM, the DON said that authorization to increase or decrease the PCA hours were received from the Delmarva Foundation (the agency authorized to approve PCA hours) and he was not aware that a physician order was required to implement the change of hours. The DON further stated that he will contact the physician office for each patient to obtain verbal orders for any change to the POC.</p>	H 453	<p>Lifeline will obtain a physician order for Patient # 9 to provide PCA services for 8hrs/5 days.</p> <p>See attached Physician Order</p> <p>To avert deficiency practice reoccurrence</p> <p>All Lifeline clinicians have received In-Service on proper reconciliation of PCA hours ordered with PCA hours provided on the PCA time sheets.</p> <p>See attached attendance sheet.</p> <p>Director of Nursing and QA Director shall review 25% of PCA hours ordered with PCA hours provided on the PCA time sheets monthly until 100% is achieved.</p> <p>Compliance with this regulation will be monitored by Lifeline Administrator as a component of Lifeline's Quarterly QA review.</p>	<p>8/8/18</p> <p>7/24/18</p> <p>Monthly/ Ongoing</p> <p>Quarterly</p>
H 457	<p>3917.2(g) SKILLED NURSING SERVICES</p> <p>Duties of the nurse shall include, at a minimum, the following:</p> <p>(g) Recording progress notes at least once every thirty (30) calendar days and summary notes at least once every sixty-two (62) calendar days;</p> <p>This Statute is not met as evidenced by:</p>	H 457	<p>Lifeline will ensure that all 62-day summary notes are submitted every "EVEN" month for all beneficiaries.</p>	<p>Ongoing</p>

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H 457	<p>Continued From page 7</p> <p>Based on record review and interview, it was determined that the HCA failed to ensure that the skilled nurse documented a summary note at least every 62 calendar days for three of nine active patients in the sample receiving PCA services (Patients #5, 6 and 8).</p> <p>The findings included:</p> <ol style="list-style-type: none"> <li>On 07/17/2018 at 1:00 PM, review of Patient #5's clinical record revealed that the patient was receiving HHA visits eight hours a day, five days a week from 01/29/2018 through 06/14/2018. Further review of the clinical record revealed that the SN failed to document a 62 calendar day's summary note during the months of March and May 2018.</li> <li>On 07/17/2018 at 2:00 PM, review of Patient #6's clinical record revealed that the patient was receiving HHA visits seven hours a day, seven days a week from 01/01/2018 through 06/17/2018. Further review of the clinical record revealed that the SN failed to document a 62 calendar day's summary note during the months of March and May 2018.</li> <li>On 07/18/2018 at 1:00 PM, review of Patient #8's clinical record revealed that the patient was receiving HHA visits eight hours a day, seven days a week from 12/14/2017 through 06/17/2018. Further review of the clinical record revealed that the SN failed to document a 62 calendar day's summary note during the month of February 2018.</li> </ol> <p>During interview on 07/18/18 at 3:20 PM, the DON and Administrator said that they will in-service all RNs on the importance of documenting a 62 calendar days summary in the</p>	H 457	<p>Lifeline has obtained the 62- day summary note from SN for the months of March and May 2018 for Patient #5.</p> <p>See attached copy of the 62-day Summary notes</p> <p>Lifeline has obtained the 62- day summary note from SN for the months of March and May 2018 for Patient #6.</p> <p>See attached copy of the 62-day Summary notes</p> <p>Lifeline has obtained the 62- day summary note from SN for the month of February 2018 for Patient #8.</p> <p>See attached copy of the 62-day Summary notes</p>	<p>7/31/18</p> <p>7/31/18</p> <p>7/31/18</p>
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H 457	Continued From page 8 clinical records.	H 457	<p>To avert deficiency practice reoccurrence:</p> <p>All Lifeline SNs received In-Service on importance of completing 62-day summary with timely submission of all clinical notes. <span style="float: right;">7/26/18</span></p> <p>See attached Attendance Sheet.</p> <p>Director of Nursing and QA Director shall review 50% of all clinical records to include 62-day summary notes on a monthly basis until 100% is achieved. <span style="float: right;">Monthly/ Ongoing</span></p> <p>Compliance with this regulation will be monitored by Lifeline Administrator as a component of Lifeline's Quarterly QA review. <span style="float: right;">Quarterly</span></p>	
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