

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0058	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 01/17/2013
NAME OF PROVIDER OR SUPPLIER TLC HEALTH CARE SERVICES SOUTHEAST, L			STREET ADDRESS, CITY, STATE, ZIP CODE 1100 H STREET NW SUITE 940 WASHINGTON, DC 20005		
(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 annual survey was conducted at your agency from January 16, 2013, through January 17, 2013, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The findings of the survey were based on a random sample of ten (10) clinical records based on a census of eighty-two (82) patients, ten (10) personnel files based on a census of eighteen (18) employees. Observations and interviews were conducted in the patient homes during three (3) home visits and seven (7) telephone calls were made to current patients.	H 000	<p><i>Received 2/13/13</i></p> <p>Department of Health Health Regulation & Licensing Administration Intermediate Care Facilities Division 899 North Capitol St., N.E. Washington, D.C. 20002</p>		
H 459	3917.2(i) SKILLED NURSING SERVICES Duties of the nurse shall include, at a minimum, the following: (i) Patient instruction, and evaluation of patient instruction; and This Statute is not met as evidenced by: Based on interview and record review, the facility's skilled nursing staff failed to ensure documentation of the evaluation of patient instruction for three (3) of ten (10) patients in the sample (Patient #1, #6 and #9) The findings include: 1. Review of Patient #1's plan of care (POC) dated November 30, 2012, to January 28, 2013, on January 16, 2013, at approximately 12:00 p.m., revealed the patient had diagnoses that included a Stage IV pressure ulcer on the heel and anemia. Further review revealed that the skilled nurse was to instruct on patient wound	H 459			

Response begins on page two.

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

[Signature]

TITLE

Director of Operations

(X6) DATE

2/12/13

STATE FORM

6599

YWXF11

If continuation sheet 1 of 4

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H 459	Continued From page 1 care that included signs and symptoms of infection and in the management of their disease processes. Review of Patient #1's Skilled Visit Note on January 16, 2013, at approximately 12:10 p.m., dated January 9, 2013, revealed "due to patient mental status he is non-compliant in elevating his legs. Skilled Nurses instructed paid help that is there with patient to try as much as possible to see that patient keeps direct pressure off his heels". There was no documented evidence of the evaluation of the patient instruction. Review of Patient #1's Skilled Visit Note on January 16, 2013, at approximately 12:30 p.m., dated December 31, 2012, revealed "Patient/family/ caregiver instructed on wound care/disposal of soiled dressing". There was no documented evidence evaluating the patient instructions that were taught". 2. Review of Patient #6's plan of care (POC) dated December 1, 2012, to January 29, 2013, on January 16, 2013, at approximately 1:10 p.m., revealed the patient had diagnoses that included a Stage III sacral pressure ulcer. Further review revealed that the skilled nurse was to instruct the patient on wound care that included signs and symptoms of infection and in the management of their disease processes. Review of Patient #6's Skilled Visit Notes on January 16, 2013, at approximately 2:30 p.m., dated January 3 and 8, 2013, revealed " Nurse did educate caregiver on being cautious of pressure point areas on patient, keeping nails trimmed to prevent from scratching and keeping skin well moisturized with lotion and water for hydration". There was no documented evidence	H 459	Director of Operations will in-service clinicians regarding policy TX-003, Patient/Caregiver Education, including documentation of patient/caregiver response to education provided. Director of Operations will provide in-service to clinicians on utilization of Clinical Tracks, which will assist in documentation of patient/caregiver teaching and response. Director of Operations/Clinical Manager/Designee will complete random chart audits of 10% of current census per month to assure patient education and patient/caregiver response is being documented by clinicians until 90% compliance met. Director of Operations/Designee will continue monitoring on an on-going basis as part of the Performance Improvement Program quarterly audits.		

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H 459	<p>Continued From page 2</p> <p>of the evaluation of the patient instruction.</p> <p>Review of Patient #6's Skilled Visit Note on January 16, 2013, at approximately 2:40 p.m., dated January 10, 2013, revealed "Nursing continues to instruct staff on keeping pressure off pressure point areas and keeping skin well moisturized with lotion as skin surface was dry on assessment". There was no documented evidence evaluating the patient instructions that were taught.</p> <p>3. Review of Patient #9's plan of care (POC) dated December 17, 2012, to December 14, 2013, on January 16, 2013, at approximately 2:45 p.m., revealed the patient had diagnoses that included acute venous embolism, atrial fibrillation, hypertension and congestive heart failure. Further review revealed that the skilled nurse was to instruct the patient on anticoagulant precautions and all aspects of medication regimen.</p> <p>Review of Patient #9's Skilled Visit Notes on January 16, 2013, at approximately 2:50 p.m., dated January 8, 2013, revealed "lower leg edema noted. Instructed patient to elevate lower extremities above level of heart". There was no documented evidence of the evaluation of the patient instruction.</p> <p>Review of Patient #9's Skilled Visit Note on January 16, 2013, at approximately 3:00 p.m., dated December 19, 2012, revealed "Skilled Nurse teaching on anti-coagulation, including bleeding precautions and when to notify the medical doctor". There was no documented evidence of the patient instruction.</p> <p>During a face to face interview with the director of nursing (DON) on January 16, 2013, at</p>	H 459		

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H 459	Continued From page 3 approximately 3:15 p.m., it was acknowledged that the skilled nursing staff did not document evaluation of the health teaching instructions received or understood by Patient #1, #6 and #9. Further interview revealed that the skilled nursing staff would be re-trained on how to document evaluation of patient instruction in the medical records.	H 459			