

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0087	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 11/08/2017
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NAME OF PROVIDER OR SUPPLIER QUALITY ONE CARE HOME HEALTH, INC, SUI	STREET ADDRESS, CITY, STATE, ZIP CODE 143 KENNEDY STREET, NW WASHINGTON, DC 20011
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Received 11/19/18

(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

{H 000}

On 11/8/17, an onsite follow-up survey was conducted to determine compliance with the District of Columbia's Home Care Agency Regulations (Title 22 B DCMR Chapter 39), and to verify the implementation of the facility's plan of correction, submitted on 10/23/17. The home care agency provides home care services to three (3) patients and employs eight (8) staff. The findings of the survey were based on a review of administrative records, 3 active patient records, two (2) discharged patient records, and 8 employee records. The findings were also based on interviews with staff.

See next page

H 227 3909.2 DISCHARGES TRANSFERS & REFERRALS

H 227

Each patient shall receive written notice of discharge or referral no less than seven (7) calendar days prior to the action. The seven (7) day written notice shall not be required, and oral notice may be given at any time, if the transfer, referral or discharge is the result of:

This Statute is not met as evidenced by:
Based on interview and record review, the facility failed to ensure that each patient received written notification prior to discharge at least seven (7) calendar days prior to the action for two (2) of 2 discharged patients (Patient #1 and 2).

Findings included:

1. On 11/8/17 at 10:30 AM, review of the medical

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

TITLE

(X6) DATE

Mohamed Martape R

DON

01/10/18

Health Regulation & Licensing Administration

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H 227	<p>Continued From page 1</p> <p>record for Patient #1 failed to document that the patient received notification prior to being discharged from the agency.</p> <p>On 11/8/17 at 10:55 AM, interview with the Director of Nursing revealed that the patient had been notified only verbally of discharge and had not been given written notice.</p> <p>2. On 11/8/17 at 11:34 AM, review of the medical record for Patient #2 failed to document that the patient received notification prior to being discharged from the agency.</p> <p>During an interview at 11:47 AM, the Director of Nursing stated that the patient was admitted to the hospital and the facility could not provide the ordered care after the patient returned home. When asked if the patient received written notification of the discharge, the Director of Nursing replied, "no."</p> <p>At the time of survey, the facility failed to ensure that each patient received written notification at least 7 days before being discharged.</p>	H 227	<p>H 227</p> <p>The Agency has developed a patient discharge Form that would be given to the patients/families 14 days prior to discharge. See exhibit 1.</p> <p>The following measures /systemic changes have been put in place to ensure the alleged deficient practice does not reoccur;</p> <p>Effective on the 11/15/2017, this agency has updated policy# QOC 20-351: See Exhibit #2, to include the provision that all clients will be given a 14-30 day notice prior to discharge.</p> <p>DON or Designated staff will review potential discharge list every month to ensure discharge notice is given to the clients. See Exhibit #3</p> <p>Staff was in-serviced by the DON from the 11/27/2017 regarding patient discharges, transfer & referral policy and the Patient discharge notice form.</p> <p>Quality Assurance team will randomly audit all active and discharge patient's charts or 10% of patients chart as census increases quarterly to ensure compliance with patient discharge statute.</p>	01/10/2018
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