

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HCA-0010</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/01/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ABA HOME HEALTH CARE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>821 KENNEDY STREET, NW WASHINGTON, DC 20011</b>
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H 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual licensure survey was conducted on 03/29/2022, through 04/01/2022 to determine compliance with the District of Columbia Home Care Agency Regulations (Title 22 B DCMR Chapter 39). The Home Care Agency employed 452 staff and provided services to 270 patients. The findings of the survey were based on a review of administrative records, 14 active patient records, three discharged patient records, 22 employee records, five telephone patient interviews, and a review of the agency's response to complaints and incidents received.</p> <p>Below are abbreviations used throughout this survey report.</p> <p>SN - Skilled Nurse DON - Director of Nursing ADLs - Activities of Daily Living IADLs - Instrumental Activities of Daily Living</p>	H 000	<p>Please begin typing your responses here: 3915.11(f) <b>HOME HEALTH &amp; PERSONAL CARE AIDE SERVICE</b></p> <p><b>Patient #2-ABA Acknowledges deficiency in recording patient's Physical Condition, Behavior or Appearance. All PCAs including the assigned PCA for the patient have been instructed to use the comment section of the PCA's electronic timesheet to enter patient's physical condition, behavior or appearance and the PCAs has been provided with an instruction tool on how to properly document these items. The Skilled Nurses have also been instructed to provide guidance and teaching to the PCAs on proper documentation during an in-service training held on 3/24/2022 and also provided with a copy of the instruction tool. ABA will reach out to Axxess, the EHR provider on 4/20/2022 to amend the electronic timesheet to include a question any changes to physical condition, behavior or appearance? Yes/no. If yes, Explain.</b></p> <p>Furthermore, the Quality Assurance and Performance Improvement (QAPI) Team comprising of the Clinical Director/Compliance Officer, the Director of Nursing/ Clinical Manager and the Administrator will review 20% of PCA timesheets quarterly and ensure proper documentation is done daily by PCAs. Such reviews will guide monthly teaching to PCA by supervisory Nurse and quarterly in-services for PCAs and Skilled Nurses.</p>	
H 411	<p><b>3915.11(f) HOME HEALTH &amp; PERSONAL CARE AIDE SERVICE</b></p> <p>Home health aide duties may include the following:</p> <p>(f) Observing, recording, and reporting the patient's physical condition, behavior, or appearance;</p> <p>This Statute is not met as evidenced by:</p> <p>Based on record review and interview, the agency failed to ensure that Home Health Aides (HHAs) observed, recorded, and reported the patient's physical condition, behavior, or appearance for three of 14 active patients in the sample.</p>	H 411		4/18/2022

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

*A. Saleh RA*

TITLE

*Clinical Director/Compliance Officer*

(X6) DATE

*4/18/22*

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H 411	<p>Continued From page 1 (Patients #2, #7 and #9).</p> <p>Findings included:</p> <p>1. On 03/29/2022 at 2:00 PM, a review of Patient #2's record showed a POC with a certification period of 12/07/2021 through 07/31/2022. The POC contained physician's orders for Home Health Aide services five hours a day, seven days a week to assist with ADLs and IADLs. Further review of the clinical record showed that the goal of the agency is for the patient to maintain good personal hygiene with no skin breakdown, increased mobility, and independence in ADL by the end of the episode of care. Review of the HHA notes dated 03/04/2022, 03/08/2022, 03/11/2022, 03/18/2022, 03/20/2022, 03/23/2022, and 03/23/2022, failed to show that the HHA observed, recorded, and reported the patient's physical condition, behavior, or appearance during these visits.</p> <p>2. On 03/30/2022 at 3:05 PM, a review of Patient #7's record showed physician's orders dated 03/10/2022 for the certification period of 03/01/2022 through 02/28/2023, for HHA service 16 hours a day, seven days a week to assist with ADLs and IADLs. Further review of the clinical record showed that the goal of the agency is for the patient to maintain good personal hygiene with no skin breakdown, increased mobility, and independence in ADLs by the end of the episode of care. Review of the HHA notes dated 03/01/2022, 03/02/2022, 03/03/2022, 03/04/2022, 03/05/2022, 03/06/2022, and 03/07/2022, failed to show that the HHA observed, recorded, and reported the patient's physical condition, behavior, or appearance during these visits.</p> <p>3. On 03/31/2022 at 9:30 AM, a review of Patient</p>	H 411	<p><b>Patient #7</b>-ABA Acknowledges deficiency in recording patient's Physical Condition, Behavior or Appearance. All PCAs including the assigned PCA for the patient have been instructed to use the comment section of the PCA's electronic timesheet to enter patient's physical condition, behavior or appearance and the PCAs has been provided with an instruction tool on how to properly document these items. The Skilled Nurses have also been instructed to provide guidance and teaching to the PCAs on proper documentation during an in-service training held on 3/24/2022 and also provided with a copy of the instruction tool. <b>ABA will reach out to Axxess, the EHR provider on 4/20/2022 to amend the electronic timesheet to include a question any changes to physical condition, behavior or appearance? Yes/no. If yes, Explain.</b></p> <p>Furthermore, the Quality Assurance and Performance Improvement (QAPI) Team comprising of the Clinical Director/Compliance Officer, the Director of Nursing/ Clinical Manager and the Administrator will review 20% of PCA timesheets quarterly and ensure proper documentation is done daily by PCAs. Such reviews will guide monthly teaching to PCA by supervisory Nurse and quarterly in-services for PCAs and Skilled Nurses.</p> <p><b>Patient #9</b>-ABA Acknowledges deficiency in recording patient's Physical Condition, Behavior or Appearance. All PCAs including the assigned PCA for the patient have been instructed to use the comment section of the PCA's electronic timesheet to enter patient's physical condition, behavior or appearance and the PCAs has been provided with an instruction tool on how to properly document these items. The Skilled Nurses have also been instructed to provide guidance and teaching to the PCAs on proper documentation during an in-service training held on 3/24/2022 and also provided with a copy of the instruction tool. <b>ABA will reach out to Axxess, the EHR provider on 4/20/2022 to amend the electronic timesheet to include a question any changes to physical condition, behavior or appearance? Yes/no. If yes, Explain.</b></p> <p>Furthermore, the Quality Assurance and Performance Improvement (QAPI) Team comprising of the Clinical</p>	

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H 411	Continued From page 2  #9's record showed a POC with a certification period of 10/01/2021 through 09/30/2022. The POC contained physician's orders for HHA service 24 hours a day, seven days a week to assist with ADLs and IADLs. Further review of the clinical record showed that the goal of the agency is for the patient to maintain good personal hygiene with no skin breakdown, increased mobility, and independence in ADL by the end of the episode of care. A review of the HHA notes dated 03/01/2022 through 03/04/2022 during the 07:00 AM to 03:00 PM, 03:00 PM to 11:00 PM, and 11:00 PM to 07:00 AM shifts failed to show that the HHA observed, recorded, and reported the patient's physical condition, behavior, or appearance during these visits.  On 04/01/2022 at 2:30 PM, the agency's compliance officer and DON stated during the interview that the HHA note section in the electronic medical record (EMR) system has to be modified to allow for documentation of the patient's physical condition, behavior, or appearance during the HHA visits.  At the time of this survey, the agency failed to ensure that HHAs observed, recorded, and reported the patient's physical condition, behavior, or appearance as is required in this regulation.	H 411	Director/Compliance Officer, the Director of Nursing/ Clinical Manager and the Administrator will review 20% of PCA timesheets quarterly and ensure proper documentation is done daily by PCAs. Such reviews will guide monthly teaching to PCA by supervisory Nurse and quarterly in-services for PCAs and Skilled Nurses.	
H 453	3917.2(c) SKILLED NURSING SERVICES  Duties of the nurse shall include, at a minimum, the following:  (c) Ensuring that patient needs are met in accordance with the plan of care;	H 453		4/18/2022

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H 453	<p>Continued From page 3</p> <p>This Statute is not met as evidenced by: Based on record review and interview, it was determined that the skilled nurse failed to ensure patients' needs were met according to the Plan of Care for two of 14 active patients in the sample (Patients #1, and #6).</p> <p>Findings included:</p> <p>1. A review of Patient #1's clinical record on 03/29/2022 at 11:55 AM, showed a Plan of Care (POC) with a duration period of 07/01/2021 through 06/30/2022. Further review of the POC showed that the patient's diagnoses included Congestive Heart Failure and Emphysema. The Plan of Care included physician's orders for the patient to receive Lisinopril-Hydrochlorothiazide 20 milligrams-25 milligrams daily, and Metoprolol Tartrate 50 milligrams daily to treat the patient's, Heart Failure. Continued review of the Plan of Care showed the physician's orders for the skilled nurse to visit the patient every 30 to 60 days to teach the patient/caregiver signs and symptoms of Congestive Heart Failure exacerbation and report to the physician a weight gain greater than two pounds in 24 hours or five pounds in a week. Additionally, the skilled nurse is to assess the patient's weight log at every visit. A review of nursing notes dated 12/09/2021, 01/21/2022, and 02/23/2022 lacked evidence that the skilled nurse assessed the patient's weight during the monthly visits to determine the patient's status of Congestive Heart Failure management or be able to notify the physician as ordered.</p> <p>2. A review of Patient #6's clinical record on 03/30/2022 at 1:35 PM, showed a Plan of Care (POC) with a duration period of 09/01/2021</p>	H 453	<p>3917.2(c) SKILLED NURSING SERVICES</p> <p>ABA acknowledges the discrepancies in recording patient's weights by the Skilled Nurse during the RN monthly visit. <b>Patient #1</b> has been reviewed with the assigned Nurse and instructions provided for the Nurse to visit the patient on 4/22/2022, assess, and enter the weight as ordered; and also provide teaching on weight monitoring to the patient/caregiver and the PCA. Supervisory RNs and all PCAs have been trained on proper documentation on the EHR system during in-service trainings from 3/21/2022 through 4/6/2022. Effective May 1<sup>st</sup>, 2022, All beneficiaries who require daily vitals and weight shall be tagged on the EHR system for a quick review by the QA nurse to ensure such entries are done as ordered. The Skilled Nurse shall reinforce this education during monthly visits to ensure that Vital signs and weights are recorded daily for beneficiaries who require daily vitals/weights and that abnormal readings are immediately reported to an RN supervisor. The Director of Nursing/Clinical Manager [DON/CM] as a member of the Quality Assurance and Performance Improvement (QAPI) Team shall conduct monthly reviews of all patients tagged with vital sign and weight monitoring to ensure compliance.</p>	4/18/2022
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H 453	<p>Continued From page 4</p> <p>through 08/31/2022. Further review of the POC showed that the patient's diagnoses included Congestive Heart Failure, shortness of breath, and Atrial Fibrillation. The Plan of Care included physician's orders for the patient to receive Amlodipine 100 milligrams by mouth daily, Digoxin 0.125 milligrams by mouth daily, and Metoprolol Succinate extended-release 25 milligrams by mouth daily to treat the patient's, Heart Failure. Continued review of the Plan of Care showed the physician's orders for the skilled nurse to visit the patient every 30 to 60 days to teach the patient/caregiver signs and symptoms of Congestive Heart Failure exacerbation and report to the physician a weight gain greater than two pounds in 24 hours or five pounds in a week. Additionally, the skilled nurse is to assess the patient's weight log at every visit. A review of nursing notes dated 10/29/2021, 11/30/2021, 12/23/2021, 02/05/2022, and 03/16/2022 lacked evidence that the skilled nurse assessed the patient's weight during the monthly visits to determine the patient's status of Congestive Heart Failure management or to be able to notify the physician as ordered.</p> <p>On 04/01/2022 at 2:30 PM, the agency's compliance officer and DON acknowledged the findings.</p> <p>At the time of this survey, the agency failed to ensure that the patients' needs were met as ordered in the Plan of Care.</p>	H 453	<p>ABA acknowledges the discrepancies in recording patient's weights by the Skilled Nurse during the RN monthly visit. <b>Patient #6</b> has been reviewed with the assigned Nurse and instructions provided. Nurse visited the patient on 4/2/2022, assessed, and entered the weight as ordered; and also provided teaching on weight monitoring to the patient and the PCA. Supervisory RNs and all PCAs have been trained on proper documentation on the EHR system during in- service trainings from 3/21/2022 through 4/6/2022. Effective May 1<sup>st</sup>, 2022, All beneficiaries who require daily vitals and weight shall be tagged on the EHR system for a quick review by the QA nurse to ensure such entries are done as ordered. The Skilled Nurse shall reinforce this education during monthly visits to ensure that Vital signs and weights are recorded daily for beneficiaries who require daily vitals/weights and that abnormal readings are immediately reported to an RN supervisor. The Director of Nursing/Clinical Manager [DON/CM] as a member of the Quality Assurance and Performance Improvement (QAPI) Team shall conduct monthly reviews of all patients tagged with vital sign and weight monitoring to ensure compliance.</p>	4/18/2022