

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0008	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 03/07/2016
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

MAXIM HEALTHCARE SERVICES

**6856 EASTERN AVENUE, NW, SUITE 220
WASHINGTON, DC 20012**

*Received
4/11/16
Cm*

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H 000 INITIAL COMMENTS

H 000

An annual survey was conducted from March 2, 2016 through March 7, 2016 to determine compliance with the District of Columbia's Home Care Agency Regulations (Title 22 DCMR Chapter 39). The Home Care Agency provides home care services to thirty six (36) patients and employs one hundred fifty three (153) staff. The findings of the survey were based on record review and interviews with patients and staff.

The following are abbreviations used within the body of this report:

HCA - home care agency
HHA - home health aide
LPN - licensed practical nurse
POC - plan of care
RN - registered nurse

By submitting this POC the agency does not admit the allegations in the survey report or that it violated any regulations. The agency is submitting this POC in response to its regulatory obligations and commitment to compliance. The agency further reserves the right to contrast any alleged findings conclusions and deficiencies. The agency intends to request that this POC service as its Credible Allegation of Compliance.

H 390 3915.6 HOME HEALTH & PERSONAL CARE AIDE SERVICE

H 390

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.

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 each HHA obtained at least twelve (12) hours of continuing education or in-service training annually for three (3) of seven (7) certified HHAs in the sample. (HHA #1, #2 and #3)

H 390

For employees # 1, 2 and 3 like all employees their CE hours were checked following the completion of 2015 per company policy. These employees in question were re-educated on 1/15/16 regarding the importance and requirement of completing their CE hours in the future.

01/15/2016

All HHA's will be re-educated as stated above by Field Support Staff or Business Development Manager by letter to their home address as well as verbal communication when they come into the office.

4/30/16

Health Regulation & Licensing Administration

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

TITLE

(X6) DATE

STATE FORM

6899

243Q11

If continuation sheet 1 of 6

Natasha Chalkot, RN

Director of Clinical Services

4/11/16

Health Regulation & Licensing Administration

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H 390 Continued From page 1

The findings include:

On March 2, 2016, starting at 1:42 p.m., review of the aforementioned HHA employee records revealed the following:

1. HHA #1 was hired on March 28, 2014; he/she had six (8) hours of training for 2015.
2. HHA #2 was hired on January 16, 2014; he/she had six (8) hours of training for 2015.
3. HHA #3 was hired on June 2, 2014; he/she had no documented hours of training for 2015.

During an interview with the business development manager on March 3, 2016, at 2:30 p.m. he/she stated that the agency is aware that each HHA has not completed the required twelve (12) hours of training. The business development manager also stated that disciplinary action form had been issued to all non-compliant employees.

H 390

During each quarterly audit internal Field Support team members specifically our Field Support Specialist will review and audit employees files and see if they are tracking for their completed requirements hours. If not tracking appropriately employees will be contacted with the conversations logged and additional training assigned

03/14/2016

During monthly meetings on employee requirements Field Support team will review employee files and pending information. During review we will also incorporate checks on their transcript and amount of training hours completed. If found to be tracking negatively employees will be reeducated and conversations will be logged in the employee files.

03/17/2016
Ongoing

H 458 3917.2(h) SKILLED NURSING SERVICES

Duties of the nurse shall include, at a minimum, the following:

(h) Reporting changes in the patient's condition to the patient's physician;

This Statute is not met as evidenced by:
Based on record review and interview, it was determined that the LPN failed to inform a physician of a change in a patient's condition for one (1) of four (4) active patients in the sample.

H 458

We will continue to follow the company corrective action policy concerning yearly CE requirements. In the beginning of each new year all Maxim employees will be checked for completion of the CE credits and if found out of compliance will be disciplined per policy.

Currently in place
Ongoing

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H 458	Continued From page 2 (Patient #6) The findings include: On March 3, 2016, starting at 2:00 p.m., a review of Patient #6's POC with certification period of December 26, 2015 through February 23, 2016, revealed that the patient had diagnoses of chronic respiratory failure, quadriplegia, and gastro-esophageal reflux disease. Further review of the POC revealed that the physician ordered the skilled nursing services sixteen (16) to twenty four (24) hours per day for five (5) to seven (7) days per week. The POC documented to notify to physician if the patient's temperature is greater than 100.6 degrees Fahrenheit; pulse less than 70 beats per minute or greater than 110 beats per minute; and a respiratory rate less than 20 breaths per minute or greater than 30 breaths per minute. On the following date, Patient #6's pulse was outside of the prescribed range: - December 29, 2015 (126 beats/minute at at 8:00 a.m.) - December 30, 2015 (130 beats/minute at at 12:30 a.m.) - December 30, 2015 (127 beats/minute at at 6:00 a.m.) - December 31, 2015 (121 beats/minute at at 12:30 a.m.) - December 31, 2015 (115 beats/minute at at 10:30 a.m.) - January 1, 2016 (120 beats/minute at at 9:00 a.m.) - January 2, 2016 (112 beats/minute at at 6:00 a.m.) - January 6, 2016 (112 beats/minute at at 6:00 a.m.)	H 458	H 458 Clinical Supervisors were re-educated by Director of Clinical Services on vital sign ranges and communication to MD's as identified on the Plan of Care. Clinical Nurses on this case re-educated by Clinical Supervisors and Director about following Plan of Care vital signs ranges, documentation, communication and interventions per policy. Director of Clinical Services to review adherence of Plan of Care with new employee's during weekly orientation as well as with all clinical staff by letter sent to their home addresses and when they enter the office on a weekly basis while focusing on vital signs parameters with notification.	3/7/16 3/14/16 4/8/16 Ongoing

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H 458	Continued From page 3 <ul style="list-style-type: none"> - January 9, 2016 (121 beats/minute at at 6:00 a.m.) - January 10, 2016 (116 beats/minute at at 8:00 a.m.) - January 13, 2016 (115 beats/minute at at 6:00 a.m.) - January 15, 2016 (120 beats/minute at at 4:15 p.m.) - January 16, 2016 (150 beats/minute at at 3:00 a.m.) - January 16, 2016 (112 beats/minute at at 6:00 a.m.) - January 20, 2016 (115 beats/minute at at 12:00 a.m.) - January 20, 2016 (123 beats/minute at at 6:00 a.m.) <p>On the following date, Patient #6's respirations were outside of the prescribed range:</p> <ul style="list-style-type: none"> - December 29, 2015 (34 breaths/minute at 8:00 a.m.) - December 30, 2015 (38 breaths/minute at 12:30 a.m.) - January 1, 2016 (40 breaths/minute at at 9:00 a.m.) - January 2, 2016 (38 breaths/minute at at 6:00 a.m.) - January 2, 2016 (32 breaths/minute at at 8:00 a.m.) - January 6, 2016 (36 breaths/minute at at 6:00 a.m.) - January 9, 2016 (38 breaths/minute at at 6:00 a.m.) - January 10, 2016 (38 breaths/minute at at 6:00 a.m.) - January 13, 2016 (38 breaths/minute at at 6:00 a.m.) - January 16, 2016 (38 breaths/minute at at 3:00 a.m.) 	H 458	<p>Clinical Supervisor will contact the MD for patient # 6 immediately as well as MD for all patients to review the vital sign ranges identified and change range or include sustained vital sign over a timeframe in the Plan of Care per MD orders to be completed by calling MD and reiterate at the time of next supervisory visit or recertification period.</p> <p>Director of Clinical Services will do a second review of all Plan of Care for contents of appropriate vital sign ranges prior to sending to MD for signature.</p> <p>QI nurse will do ongoing weekly monitoring during Focus chart review for 100% of nursing documentation submitted and follow up communication of vital signs parameters that are outside of the Plan of Care per MD orders. QI nurse to review Nurse flowsheets and re-educate staff nurses as needed and give focus review to Director of Clinical Services.</p> <p>Director of Clinical Services, Clinical Supervisors and QI Nurse to complete a 100% skilled nursing flowsheet audit of completion of vital signs parameters and notification of outside of the ranges through communication to MD for the month of April and May 2016.</p>	<p>3/14/16 Ongoing</p> <p>3/14/16 Ongoing</p> <p>3/9/16 Ongoing</p> <p>5/31/16</p>

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H 458	Continued From page 4 - January 20, 2016 (38 breaths/minute at 3:00 a.m.) At the time of review, the record failed to provide evidence that the skilled nurse notified the physician of the patient's elevated respiratory and pulse rate. On March 3, 2016, starting at approximately 3:15 p.m., during a face-to-face interview, the clinical director acknowledged the findings stating that the nurses should have reported the abnormal values to the physician.	H 458		
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 nurse failed to provide patient teaching for four (4) of four (4) patients in the sample. (Patients #1, #2, #3 and #4) The findings include: On March 3, 2016, starting at 11:14 a.m., a review of Patients #1, #2, #3, and #4's record was conducted. The POC for each patient documented that the skilled nurse would visit the patient every thirty (30) days and as needed to provide education in all aspects of care. Further review of the records revealed monthly nursing flow sheets for each patient's current certification	H 459	H 459 Director of Clinical Services re-educated and reiterates all staff including the staff that provides services to Patients #1, 2 and 3, the importance of documenting educational events on the nursing flow sheets. Director of Clinical Services re-educates and gives examples of nursing flowsheets to new employees during new orientation in regards to the importance of documenting educational events on the Nursing Flowsheets.	3/14/16 3/14/16 Ongoing

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H 459	Continued From page 5 period that documented details of each nurse visit. The nursing flow sheets failed to document that the patient and/or caregivers received education from the nurse. On March 3, 2016, at 2:15 p.m., during an interview with the Director of Clinical Services, he/she stated that all nurses have been instructed to provide and document patient education and their level of understanding. The Director of Clinical Services further stated that the agency's nurses would receive additional training for patient teaching.	H 459	Clinical Supervisors reiterates the importance and re-educates the Nursing staff during ongoing Supervisory and Recertification visits. Spot checks of Nursing Flowsheets for documentation of educational events to be monitored once a week by Director of Clinical Services for one month. QI nurse will monitor 75% of nursing flowsheets for documentation of educational teaching per the Plan of Care during Focus Chart Review on a weekly basis and re-educated nurses as needed for one month.	3/14/16 Ongoing 4/30/16 Ongoing 4/3/16 Ongoing