

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0010	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 03/03/2015
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NAME OF PROVIDER OR SUPPLIER ABA HOME HEALTH CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 821 KENNEDY STREET, NW WASHINGTON, DC 20011
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(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	<p>INITIAL COMMENTS</p> <p>An annual survey was conducted from March 2, 2015 through March 3, 2015, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provided home care services to two hundred and ten (210) patients and employed three hundred and eleven (311) employees. The findings of the survey were based on observations, record reviews and interviews with patients, staff and caregivers.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>Compliance Officer - CO Department of Health - DOH Electronic mail - email Health Regulation and Licensing Administration - HRLA Home Care Agency - HCA Home Health Aide - HHA Human Resources Director - HRD</p>	H 000	<p style="text-align: center;">RECEIVED MAR 23 2015 BY:</p>	
H 150	<p>3907.2(f) PERSONNEL</p> <p>Each home care agency shall maintain accurate personnel records, which shall include the following information:</p> <p>(f) Verification of previous employment;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure that all personnel records of HHAs included documentation showing verification of previous employment, for one (1) of seven (7) HHAs in the sample. (HHA #1)</p>	H 150	<p>3907.2(f) PERSONNEL</p> <p>The Human Resources (HR) Manager was given the opportunity to review both the deficiency and HHA #1's personnel record. HHA # 1 was immediately contacted and he/she provided authorization for two references that have been verified by ABA Home Health Care. The completed reference checks were filed in HHA #1's personnel record on March 19, 2015.</p> <p>The HR Manager is reviewing all personnel records to ensure that reference checks were conducted for all employees. Staff whose personnel records do not have completed reference checks will be contacted expeditiously for previous employment reference check authorization, and HR department will immediately conduct the reference checks.</p> <p>Henceforth, the HR Manager shall review the personnel record</p>	04/03/2015

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

TITLE Administrator

(X6) DATE 03/19/2015

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H 150	<p>Continued From page 1</p> <p>The finding includes:</p> <p>The HCA's personnel records were reviewed on March 2, 2015. At 2:12 p.m., review of HHA #1's application form, dated April 28, 2010, reflected that he/she had authorized a reference check for a cashier position held from October 2007 - December 2010. Continued review revealed no documented evidence that the HCA received verification of previous employment for HHA #1.</p> <p>During a face to face interview with the CO on March 2, 2015, at 2:34 p.m., the CO reviewed HHA #1's file and concurred with the aforementioned finding. The CO stated he would seek evidence the agency had verified HHA #1's past employment.</p> <p>On March 3, 2015, the HCA forwarded additional personnel documents via email at 10:40 a.m.; however, no additional information regarding HHA #1 was presented before the survey ended.</p> <p>At the time of the survey, the HCA failed to ensure all staff's personnel records met the requirements outlined in this section.</p>	H 150	<p>CONTINUED FROM PAGE 1</p> <p>checklist of all newly hired employees before they effectively start working for ABA Home Health Care, and sign-off on the checklist to indicate completeness of all documents. The Clinical Director shall conduct quarterly audits of personnel records to ensure that two reference checks as well as other employment documents are filed in the employee records, as required. The Clinical Director shall forward the findings of the audit to the Administrator who will ensure that deficiencies are corrected. The Administrator will be responsible for ensuring that the quarterly audits are completed. On a quarterly basis, he/she shall review the audit findings, and provide support and supervision to HR staff as needed.</p>	
H 152	<p>3907.2(h) PERSONNEL</p> <p>Each home care agency shall maintain accurate personnel records, which shall include the following information:</p> <p>(h) Copies of completed annual evaluations;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA failed to ensure that all personnel records of</p>	H 152	<p>3907.2 (h) PERSONNEL</p> <p>The Human Resources (HR) Manager and HHA supervisors were given the opportunity to review the personnel record of HHA #1. The current annual evaluation is filed in the personnel record of the said employee. The HR Manager is reviewing the personnel records of all ABA Home Health Care's employees to ensure that annual evaluations were completed and filed.</p> <p>The HR Manager shall ensure that all annual performance evaluations are completed and filed within 15 days of the due date. The Clinical Director shall conduct quarterly audits of personnel records to ensure that annual performance evaluations as well as other employment documents are in the employee records, as required. The Clinical Director</p>	04/03/2015

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H 152	<p>Continued From page 2</p> <p>HHAs included documentation showing a completed annual evaluation, for one (1) of seven (7) HHAs in the sample. (HHA #1)</p> <p>The finding includes:</p> <p>On March 2, 2015, beginning at 2:12 p.m., review of HHA #1's personnel record revealed an annual performance evaluation for the period October 26, 2012 - October 26, 2013. There was no documented evidence, however, that the HCA conducted a more recent annual evaluation for HHA #1.</p> <p>During a face to face interview with the compliance officer (CO) on March 2, 2015, at 2:34 p.m., the CO reviewed HHA #1's file and concurred with the aforementioned finding. The CO stated "it's possible that we missed it." He indicated that he would ask the HRD for evidence of a more recent annual evaluation for HHA #1.</p> <p>On March 3, 2015, the HCA forwarded additional personnel documents via email at 10:40 a.m.; however, no additional information regarding HHA #1 was presented before the survey ended.</p> <p>At the time of the survey, the HCA failed to ensure all staff's personnel records met the requirements outlined in this section.</p>	H 152	<p>CONTINUED FROM PAGE 2</p> <p>shall forward the findings of the audit to the Administrator who will ensure that any identified deficiencies are corrected. The Administrator will be responsible for ensuring that the quarterly audits are completed. On a quarterly basis, he/she shall review the audit findings, and provide support and supervision to HR staff as needed.</p>	