

Health Regulation & Licensing Administration

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FORM APPROVED

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NCA-0010	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 05/04/2017
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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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H 000	<p>INITIAL COMMENTS</p> <p>An annual survey was conducted from May 1, 2017 through May 4, 2017, to determine compliance with the District of Columbia's Home Care Agency Regulations (Title 22 B DCMR Chapter 39). The home care agency provides home care services for 231 patients and employs 459 staff including professional and administrative staff. The findings of the survey were based on a review of administrative records, four (4) incident reports, eleven (11) active patient records, four (4) discharged patient records, twenty (20) employee records, four (4) home visits and ten (10) interviews with patients/family and staff.</p> <p>Listed below are abbreviations used throughout the body of this report.</p> <p>ADL – Activities of Daily Living AKA – above knee amputation BS – blood sugar DON – Director of Nursing MD – Medical Doctor PCA – personal care aide PT – Physical Therapist POC – plan of care SN – skilled nurse</p>	H 000	<p>INITIAL COMMENTS</p> <p>ABA Home Health Care (ABA) will endeavor to correct the identified deficiencies as follows:</p> <p>3917.2(c) SKILLED NURSING SERVICES</p> <p>ABA Home Health Care (ABA) clinical staff have been retrained to ensure that patients' needs are met in accordance with plans of care (POCs) for patients #2, #3 and #4.</p> <p>ABA Home Health Care will ensure that all clinical staff apply the retraining knowledge on the duties of the visiting nurse to include ensuring that patients' needs are met in accordance with the plan of care (POC)</p> <p>The Director of Nursing and Compliance Officer have organized an in-service training program to ensure that all visiting nursing staff understand the importance of meeting the Statute by including including relevant documented evidence of all skilled nursing activities to cover patients' needs met in accordance with the plan of care(POC). During bi-weekly reviews the clinical team will ensure that there is documented evidence of patients' needs being met in accordance with the plan of care.</p>	06/30/2017
H 453	<p>3917.2(c) SKILLED NURSING SERVICES</p> <p>Duties of the nurse shall include, at a minimum, the following:</p> <p>(c) Ensuring that patient needs are met in accordance with the plan of care;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the skilled</p>	H 453		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *Adema Buford* TITLE *Director of Nursing* (X6) DATE *6/30/17*

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H000	<p>INITIAL COMMENTS</p> <p>An annual survey was conducted from May 1, 2017 through May 4, 2017, to determine compliance with the District of Columbia's Home Care Agency Regulations (Title 22 B DCMR Chapter 39). The home care agency provides home care services for 237 patients and employs 459 staff including professional and administrative staff. The findings of the survey were based on a review of administrative records, four (4) incident reports, eleven (11) active patient records, four (4) discharged patient records, twenty (20) employee records, four (4) home visits and ten (10) interviews with patients/family and staff.</p> <p>Listed below are abbreviations used throughout the body of this report.</p> <p>AOL -- Activities of Daily Living AKA-- above knee amputation BS -- blood sugar DON -- Director of Nursing MD -- Medical Doctor PCA -- personal care aide PT -- Physical Therapist POC -- plan of care SN -- skilled nurse</p>	H000	<p>INITIAL COMMENTS</p> <p>ABA Home Health Care will endeavor to correct the identified deficiencies as follows:</p> <p>3917(c) SKILLED NURSING SERVICES</p> <p>ABA Home Health Care (ABA) clinical staff have been retrained to ensure that patients' needs are met in accordance with plan of cares (POCs) for patients #2, #3, and #4.</p> <p>ABA Home Health Care will ensure that all clinical staff apply the retraining knowledge on the duties of the visiting nurse to include ensuring that patients' needs are met in accordance with the plan of care (POC).</p> <p>The Director of Nursing (DON) and Compliance Officer have organized an in service training program to ensure that all visiting nursing staff understand the importance of meeting the Statute by including relevant documented evidence of all skilled nursing activities to cover patients' needs met in accordance with Plan of Care. During bi-weekly reviews, the clinical team will ensure that patients' needs are met in accordance with POC.</p>	06/30/2017
H453	<p>3917.2(c) SKILLED NURSING SERVICES</p> <p>Duties of the nurse shall include, at a minimum, the following:</p> <p>(c) Ensuring that patient needs are met in accordance with the plan of care;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the skilled</p>			

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

[Handwritten Signature]
TITLE Administrator

DATE 6/13/17

STATE FORM

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BSAM4

Continuation sheet 1 of 7

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H 453 Continued From page 1

nurse failed to ensure patients' needs were met in accordance with POCs, for three (3) of fifteen (15) patients in the sample. (Patients #2, #3, #4)

The findings include:

1. On May 1, 2017, at 12:30 p.m., review of Patient #2's clinical record revealed a POC with a start of care date of July 3, 2014, and a certification period of February 17, 2017 to April 15, 2017. Further review of the POC revealed that the patient had multiple diagnoses that included sacral ulcer, right buttock ulcer, left buttock ulcer, right lateral leg wound, and left AKA. The attending physician ordered the SN to provide wound care 3-6 times a week for nine weeks, measure wounds weekly and teach family wound. Continued review of the record revealed nursing notes dated from February 16, 2017 through April 14, 2017, that lacked documented evidence the SN measured the patient's wounds after March 23, 2017.

On May 1, 2017, at 1:45 p.m., interview with the DON revealed that the SN should have measured the patient's wounds weekly, as prescribed by the physician.

2. On May 1, 2017, at 1:55 p.m., review of Patient #3's clinical record revealed a POC with a start of care date of August 16, 2016, and a certification period of March 7, 2017 through May 5, 2017. Further review of the POC revealed that the patient had multiple diagnoses that included venous stasis ulcer - ankle, hypertension, back pain, hyperlipidemia, and diabetes mellitus. The attending physician ordered the SN to provide wound care 1-4 times a week for nine weeks, monitor blood sugar, and call MD for BS greater

H 453

The Quality Assurance (QA) team will, during audit of nurses visit notes, ensure that documentation of skilled nursing care reflects that patients' home health needs are being met in accordance with POCs.

1 Patient #2.
ABA visiting skilled registered nurses (RNs) will treat wounds as ordered, measure wound(s) weekly and show complete and accurate documented evidence of that, to be kept with patient records, in a timely manner.

The QA team will, during reviews, ensure that submitted skilled RN visit notes reflect weekly wound measurements, with appropriate wound description and documentation to be placed promptly in the patient charts.

2. Patient #3
ABA Home Health Care visiting nurses will ensure that the diabetic patient's blood sugar is monitored every visited, parameters for notifying MD are observed, and documented evidence of all that is placed with patient's clinical records promptly.

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H 453	<p>Continued From page 2</p> <p>than 300 or less than 60 for more than two (2) consecutive measurements. Continued review of the record revealed that the SN monitored the patient's blood glucose level for four (4) of seventeen visits, and not every visit, as prescribed.</p> <p>On May 1, 2017, at 2:30 p.m., review of the agency's "Management of Diabetic Hyperglycemia" policy revealed section (C-150) "Blood Glucose Monitoring" that indicated that the clinical record should include blood glucose levels.</p> <p>On May 1, 2017, at 3:00 p.m., interview with the DON revealed that the SNs were to get the blood glucose levels from the patient and then document the levels in their nursing notes during each visit.</p> <p>3. On May 1, 2017, at 2:55 p.m., review of Patient #4's clinical record revealed a POC with a start of care date of September 24, 2016, and a certification period of January 22, 2017 through March 22, 2017. Further review of the POC revealed that the patient had multiple diagnoses that included decubitus ulcer, quadriplegia, and Foley catheter. The attending physician ordered SN visits 1-4 times a week for nine weeks. The SN was to provide care for wound treatment, monitor and manage wounds weekly, teach medication management side effects and compliance. Continued review of the record revealed nursing notes dated, January 22, 2017, through March 21, 2017, that lacked documented evidence the SN provided medication teaching.</p> <p>On May 1, 2017, at 3:30 p.m., interview with the DON revealed that the SN should have provided medication teaching, as ordered by the physician.</p>	H 453	<p>2. Patient # 3 continued.</p> <p>The Director of Nursing, Compliance Officer and clinical team will ensure that submitted patient visit records reflect documented evidence of blood sugar monitoring every visit. Additionally, the team will ensure follow up with Primary Care Physician, as necessary, when blood sugar levels fall within reportable parameters. An in-service training highlighted the importance of meeting the ABA Agency Policy section C-150 requirement for Management of Diabetic Hyperglycemia.</p> <p>The Quality Assurance (QA) team will ensure that, going forward, all submitted RN visit notes for the Diabetic patients, include documented evidence of blood sugar monitoring during each nursing visit.</p> <p>3. Patient #4</p> <p>The visiting skilled nurse will ensure that patient's home health needs are met in accordance with the Plan of Care (POC). The visiting nurse will show documented evidence of medication teaching with the appropriate evaluated patient's response about his/her understanding of the specific teaching.</p> <p>The Director of Nursing, Compliance Officer and the clinical team will ensure that, during bi-weekly reviews, submitted visit notes for patients include documented evidence of patient medication teaching and importantly evaluated response of patient's understanding of the specified teaching.</p> <p>The Quality Assurance(QA) team will audit visiting notes to ensure that all necessary medication teaching is done and documented with evaluation of patient's response and understanding of specified teaching.</p>	06/30/2017
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H 453	Continued From page 3	H 453		
H 459	<p>3917.2(i) SKILLED NURSING SERVICES</p> <p>Duties of the nurse shall include, at a minimum, the following:</p> <p>(i) Patient instruction, and evaluation of patient instruction; and</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the skilled nurse failed to evaluate the teaching provided for three (3) of fifteen (15) patients' in the sample. (Patients # 1, #2 and #10)</p> <p>The findings include:</p> <p>1. On May 1, 2017, at 11:30 a.m., review of Patient #1's clinical record revealed "Nursing Visit Notes", dated March 17, 2017 and April 8, 2017, indicated that the skilled nurse instructed the patient on medication effects and side effect, physiology/disease process, and diet teaching. The nursing notes, however, lacked evidence that the skilled nurse evaluated the patient's understanding of the teaching provided.</p> <p>2. On May 1, 2017, at 12:30 p.m., review of Patient #2's clinical record revealed "Nursing Visit Notes", dated March 27, 2017 and April 3, 2017, that indicated the skilled nurse instructed the patient on medication effects and side effect and physiology/disease process. The nursing notes,</p>	H 459	<p>3917.2 (i) SKILLED NURSING SERVICES</p> <p>Duties of the nurse to include at a minimum:</p> <p>(i) Patient instruction, and evaluation of patient instruction; and</p> <p>Patients #1, #2, and #10</p> <p>ABA Home Health Care (ABA) visiting skilled nurse will ensure the statute is met by evaluating the specific teaching provided for patients' response and understanding.</p> <p>The Director of Nursing, Compliance Officer and the Clinical Team will ensure, through bi-weekly reviews, that submitted RN visit notes include evaluations of the specified teaching and patient's response/ understanding of the teaching provided.</p> <p>The Quality Assurance (QA) Team will audit clinical records quarterly to ensure documented evidence of patient instruction and evaluation of patient's understanding of teaching.</p> <p>1. Patient #1. ABA Home Health Care visiting RN will show documented evidence of medication teaching evaluation for a reflection of patient's understanding or response to the specified teaching provided.</p> <p>2. Patient #2.</p>	08/30/17

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H 459	<p>Continued From page 4</p> <p>however, lacked evidence that the skilled nurse evaluated the patient's understanding of the teaching provided.</p> <p>3. On May 3, 2017, at 10:49 a.m., review of Patient #10's clinical record revealed "Nursing Visit Notes", dated March 11, 2017, indicated that the skilled nurse instructed the patient on medication effects, side effect and physiology/disease process, diabetic care, diet teaching and safety factors. Further review of the nursing note revealed the patient was educated on the necessity of limiting activities to the level of tolerance and encouraged to cease activity if shortness of breath occurs. However, there was no evidence that the nurse provided teaching on medication effects, side effect and physiology/disease process, diabetic care, diet teaching and safety factors as indicated in the interventions/instructions section of the skilled nursing visit note. The nurse also failed to evaluate the patient's understanding of the teaching provided.</p> <p>On May 3, 2017, at 1:15 p.m., interview with the DON revealed that she would ensure that the skilled nurses evaluated all patients' level of understanding for any teaching provided.</p> <p>At the time of the survey, the agency's skilled nurses failed to provide evidence that evaluations of teachings provided to the patients' were conducted.</p>	H 459	<p>2. Patient #2 continued. ABA Home Health Care visiting skilled nurse will include documented evidence of evaluation of patient's understanding of the specific medication teaching done.</p> <p>3. Patient #10 ABA Home Health Care visiting nurse will give relevant instruction on medication teaching, disease process, diet and safety and show documented evidence of evaluation of patient's understanding of / response to the teaching.</p>	06/30/17
H 563	3923.3(b) PHYSICAL THERAPY SERVICES	H 563	3923.3(b) PHYSICAL THERAPY SERVICES	
	The licensed physical therapist shall:		The licensed physical therapist shall:	

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H 563	<p>Continued From page 5</p> <p>(b) Monitor and assess the extent to which services meet the therapeutic goals that are established; and...</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the licensed PT failed to assess how patients met their established therapeutic goals for one of two patients receiving physical therapy. (Patient #11)</p> <p>The finding includes:</p> <p>On May 2, 2017, at 9:31 a.m., review of Patient #11's clinical record revealed a POC with the certification period of April 5, 2017 through June 3, 2017. The POC documented that physical therapy visits were to be conducted one (1) to three (3) times weekly for six (6) to nine (9) weeks up to fourteen (14) visits total to provide functional mobility, transfer, balance, stability endurance, therapeutic exercise and gait training due to impaired mobility. Further review of the POC revealed that Patient #11's PT goals included increasing functional mobility, strength/endurance, and independence with ADLS.</p> <p>On the same day, at 9:38 a.m., review of physical therapy visit notes, dated April 27, 2017, April 25, 2017, April 20, 2017, April 18, 2017, April 13, 2017 and April 11, 2017, revealed that services were provided; however, there was no documented evidence that the PT assessed Patient #11's progress toward the therapeutic goals. For example, a PT note, dated April 27, 2017, revealed the goal was to focus on functional mobility. The PT however, failed to</p>	H 563		
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H 563 Continued From page 6

document the patient's progress toward the therapeutic goal on that day. Further review of the the April 2017 PT notes mirrored the same exact documentation.

On May 2, 2017, at 12:25 p.m., interview with the DON confirmed that after looking through the April 2017 PT's notes, the PT failed to address areas of the form that evaluated Patient #11's progress toward his/her goal. The DON stated that she would address this issue/concern with the PT as soon as possible.

At the time of the survey, there was no documented evidence the PT assessed how Patient #11 met his/her therapeutic goals according to the POC.

H 563

3923.3(b) PHYSICAL THERAPY SERVICE continued

(b) Monitor and assess the extent to which services meet the therapeutic goals that are established; and

ABA Home Health Care visiting physical Therapist(PT) will ensure that visit notes reflect documented evidence of monitoring and reassessment of the extent to which established therapeutic goals are met based on the services rendered. The PT will evaluate and document patient's progress towards established goals for each visit as established in the plan of care.

The Director of Nursing and the clinical team will ensure, through bi-weekly reviews of the visit notes, that forms are completed thoroughly to show evidence of assessment of patient's progress towards therapeutic goals established in the plan of care.

The Quality Assurance (QA) team will, through audits ascertain the inclusion of complete documented evidence of patient's progress towards established therapeutic goals according to the plan of care.

Patient #11.

The ABA physical therapist will for each visit, assess, evaluate and completely document the patient's progress, toward therapeutic goals, on the plan of care.

06/30/17