

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HCA-0031</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>01/09/2015</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LINAC SERVICES, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6856 EASTERN AVENUE, NE, SUITE 320A WASHINGTON, DC 20012</b>
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H 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was conducted from January 7, 2015, through January 9, 2015, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home care services to sixty-one (61) patients and employs eighty (80) employees. The findings of the survey were based on observations, record reviews and interviews with patients and staff.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>Administrator (RN #1) Home Health Aide (HHA) Home Care Agency (HCA) Plan of Care (POC)</p>	H 000		
H 293	<p><b>3912.2(c)(1) PATIENT RIGHTS &amp; RESPONSIBILITIES</b></p> <p>Each home care agency shall develop policies to ensure that each patient who receives home care services has the following rights:</p> <p>(c) To be informed orally and in writing of the following:</p> <p>(1) Services to be provided by the agency, including any limits on service availability;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, it was determined that the agency failed to inform the Patients' in writing the services to be provided by the agency, including any limits on services available for four (4) of thirteen (13) patients in the sample. (Patients #1, #2, #4 and #7)</p>	H 293		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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H 293	Continued From page 1  The findings include:  Review of the clinical records of Patients' #1, #2, #4 and #7 on January 7 and 8, 2015, failed to identify documented evidence that the HCA informed the Patients (#1, #2, #4, and #7) in writing of the services to be provided by the agency, including any limits on services availability.  The Administrator acknowledged the finding during a face to face interview on January 8, 2015 at approximately 2:30 p.m.	H 293		
H 294	3912.2(c)(2) PATIENT RIGHTS & RESPONSIBILITIES  Each home care agency shall develop policies to ensure that each patient who receives home care services has the following rights:  (c) To be informed orally and in writing of the following:  (2) Whether services are covered by health insurance, Medicaid, Medicare, or any other sources, and the extent of uncovered expenses for which the patient may be liable;  This Statute is not met as evidenced by: Based on record review and interview, it was determined that the agency failed to inform the Patients' in writing whether services are covered by health insurance, Medicaid, Medicare, or any other sources, and the extent of uncovered expenses for which the patient may be liable for	H 294		

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H 294	<p>Continued From page 2</p> <p>four (4) of thirteen (13) patients in the sample. (Patients #1, #2, #4 and #7)</p> <p>The findings include:</p> <p>Review of the clinical records of Patients' #1, #2, #4 and #7 on January 7 and 8, 2015, failed to identify documented evidence that the HCA informed the Patients (#1, #2, #4, and #7) in writing whether services are covered by health insurance, Medicaid, Medicare, or any other sources, and the extent of uncovered expenses for which the patient may be liable.</p> <p>The Administrator acknowledged the finding during a face to face interview on January 8, 2015 at approximately 2:30 p.m.</p>	H 294		
H 300	<p>3912.2(d) PATIENT RIGHTS &amp; RESPONSIBILITIES</p> <p>Each home care agency shall develop policies to ensure that each patient who receives home care services has the following rights:</p> <p>(d) To receive treatment, care and services consistent with the agency/patient agreement and with the patient's plan of care;</p> <p>This Statute is not met as evidenced by: Based on interview and record review, it was determined that the HCA failed to implement their policy on patient rights and responsibilities to ensure that all patients receive HHA services in accordance with the POC for one (1) patient who received HHA services. (Patient #6)</p>	H 300		

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H 300	<p>Continued From page 3</p> <p>The finding includes:</p> <p>On January 7, 2015, at approximately 2:00 p.m., review of Patient #6's POC with a certification date of December 3, 2014, to January 31, 2015, revealed that Patient #6 was to receive home health aide (HHA) services six (6) hours a day, Monday through Friday and eight (8) hours a day on Saturday and Sunday for sixty (60) days.</p> <p>On January 7, 2015, at approximately 2:00 p.m., review of the HHA notes dated December 22, 2014, to December 28, 2014, and from December 29, 2014, to January 4, 2015, revealed that the HHA had consistently worked eight hours a day from 7:00 a.m. to 3:00 p.m., on the above mentioned dates.</p> <p>During a face to face interview with the Administrator (RN #1) on January 8, 2015, at 2:30 p.m., the Administrator stated that the HHA should not have been working eight (8) hours daily as indicated in the time sheet. The Administrator further stated that he/she will in-service all HHAs' on the importance of providing care as ordered on the POC.</p>	H 300		
H 390	<p>3915.6 HOME HEALTH &amp; PERSONAL CARE AIDE SERVICE</p> <p>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.</p>	H 390		

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H 390	<p>Continued From page 4</p> <p>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, HHA's complete at least twelve (12) hours of continuing education or in-service training annually for two (2) of three (3) HHA's in the sample. (Employees' #7 and #12)</p> <p>The finding includes:</p> <p>On January 8, 2015, starting at approximately 11:00 a.m., review of Employee #7 ' s personnel record revealed that the HHA was hired at the HCA on August 29, 2013. There was no documented evidence that the HHA had attended in-service training since the date of hire.</p> <p>On January 8, 2015, starting at approximately 12:30 p.m., review of Employee #12 ' s personnel record revealed that the HHA was hired at the HCA on December 19, 2012. There was no documented evidence that the HHA had attended twelve (12) hours of in-service training for the year 2014.</p> <p>During an interview with the Administrator on January 8, 2015, at approximately 2:30 p.m., the Administrator stated that he/she was not aware that the HHA's were to receive twelve (12) hours of in-service annually. The Administrator further stated that he/she will ensure that the HHAs' receive the required amount of in-service for year 2015.</p>	H 390		
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