

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  HCA-0031	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  02/01/2017
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NAME OF PROVIDER OR SUPPLIER <b>LINAC SERVICES, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6866 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 26, 2017, through February 1, 2017, to determine compliance with Title 22B DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home care services to one hundred thirty-nine (139) patients and employs one hundred eighty-nine (189) staff. The findings of the survey were based on a review of administrative records, eight (8) active patient records, two (2) discharged patient records, eighteen (18) employee records, five (5) complaints, five (5) home visits, ten (10) patient telephone interviews and interviews with patients/family and staff.</p> <p>The following are abbreviations used within the body of this report:</p> <p>HCA - Home Care Agency HHA - Home Health Aide</p>	H 000	<p><b>Corrective Actions</b></p> <p>The board will write a report on each complaint during their annual meeting. Henceforth the board of directors will have evidence to show that all complaints were reviewed and resolved.</p>	
H 054	<p><b>3903.2(c)(2) GOVERNING BODY</b></p> <p>The governing body shall do the following:</p> <p>(c) Review and evaluate, on an annual basis, all policies governing the operation of the agency to determine the extent to which services promote patient care that is appropriate, adequate, effective and efficient. This review and evaluation must include the following:</p> <p>(2) The evaluation shall include a review of all complaints made or referred to the agency, including the nature of each complaint and the agency's response thereto.</p> <p>This Statute is not met as evidenced by:</p>	H 054	<p><b>Systemic Changes</b></p> <p>Administrator will notify the chairman of the board of the need to compile report of complaints annually</p> <p>The board will be mandated to discuss, compile and write report on all complains.</p> <p><b>Monitoring</b></p> <p>A 100% review of all complaints.</p> <p>Annual review of the report of the board meeting by the quality assurance team.</p>	10/30/17

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

*Nneka Ewolike*

TITLE  
*Administrator*

(X9) DATE  
*2/22/17*

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H 054	<p>Continued From page 1</p> <p>Based on record review and interview, the HCA failed to include all complaints made or referred to the agency, including the nature of each complaint and the agency's response to five (5) of five (5) complaints during the governing body's annual evaluation of the agency for 2016.</p> <p>The finding includes:</p> <p>On January 26, 2017, beginning at 10:16 a.m., a review of the agency's complaints revealed the agency had five (5) complaints referred to the agency since the previous survey. At 12:30 p.m., the surveyor was provided with a copy of HCA's Board of Directors Meeting minutes held on December 31, 2016.</p> <p>On January 26, 2017, at 12:45 p.m., interview with the agency's administrator revealed that the Board of Directors reviewed the HCA's policies and made some revisions. When the administrator was asked if she was aware that the governing body was also required to include an evaluation of the review of all the HCA's complaints and the agency's response, she indicated that she had no knowledge of that information.</p> <p>At the time of this survey, the annual board meeting minutes lacked documented evidence that all complaints and the resolutions of the complaints had been evaluated by the governing body on an annual basis.</p>	H 054		
H 125	<p>3906.1(f) CONTRACTOR AGREEMENTS</p> <p>If a home care agency offers a service that is provided by a third party or contractor, agreements between the home care agency and</p>	H 125		

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H 125	<p>Continued From page 2</p> <p>the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following:</p> <p>(f) The procedures used for managing and monitoring the work of personnel employed on a contractual basis;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the HCA agency failed to include the procedure used for managing and monitoring the work of personnel employed on a contractual basis in it's "Independent Contractual Agreement" for six (6) of six (6) contracts included in the sample. Employees #1, #2, #3, #4, #5 and #6)</p> <p>The findings include:</p> <p>On January 26, 2017, beginning at 12:48 p.m., review of the personnel files revealed that their nursing personnel had "Independent Contractor Agreements." Further review of the contracts revealed the "contractor shall be required to report to the HCA on a weekly basis in order to be placed..." , however, the review failed to evidence a procedure describing how the HCA will manage and monitor their nursing personnel.</p> <p>On January 26, 2017, beginning at 10:00 a.m., interview with the human resources director verified that all the agency's nursing personnel had independent contractor agreements. The interview revealed that Employees #1, #2, #3, #4, #5 and #6 were given all necessary forms for progress notes, patient evaluations, etc., but nothing regarding procedures for managing and monitoring their work. Further interview with the human resources director revealed that he was</p>	H 125	<p><b>Corrective Actions</b></p> <p>Linac will review and update the contractor's agreement to include the management and monitoring of the work done by all contractors of the agency</p> <p>Contractors will sign the addendum.</p> <p><b>Systemic Changes</b></p> <p>Meeting of the Administration and the contractors to discuss monitoring measures to instituted,</p> <p><b>Monitoring</b></p> <p>Linac will use the GPS Clock-In and Out System to ascertain that the services are rendered as at when due at the appropriate location. We will use a random phone calls and visits at clients homes/locations. A monthly review of the documents by the Clinical supervisors. Quality assurance review of the documents every two months . Patients satisfactory survey every six months. Annual contractor's evaluation will also be used to monitor compliance to this ruling</p> <p>Mock surveys yearly by the director of nursing</p>	3/30/17
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H 125 Continued From page 3  
unable to identify a statement in the contract to address a procedure that the HCA will use for managing and monitoring the work of personnel employed on a contractual basis.  
  
At the time of the survey, there was no documented evidence of how the HCA will manage and monitor their independent nursing personnel.

H 125

**Corrective Actions**  
Linac will correct all affected clients with incomplete documentation of the proposed services and frequency

3/30/17

H 293 3912.2(c)(1) 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:  
  
(1) Services to be provided by the agency, including any limits on service availability;  
  
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 of the services to be provided by the agency, including any limits on services available for one (1) of eight (8) active patients in the sample. (Patient #7)  
  
The finding includes:  
  
On January 27, 2017, at 9:00 a.m., review of Patient #7's clinical record revealed a document titled "Proposed Services & Frequency Form" detailing the services proposed (skilled nursing, home health aide, physical therapy, occupational

H 293

**Systemic Changes**  
Re-Orientation of all supervising Registered Nurses to complete the proposed services and frequency form.  
Review of the forms on submission to ensure completeness.  
Non-Compliant Registered Nurse will be relieved of their assignment.  
  
**Monitoring**  
A monthly chart review to ensure completeness of the forms.  
A chart audit by the quality assurance team every 2 months to ascertain compliance  
A yearly mock survey.

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H 293	Continued From page 4  therapy etc.), the frequency of the services and the duration of the services. Further review of this form revealed no proposed services or frequency documented (the form was blank). Additionally, the form contained the patient and RN signature with a date of November 20, 2014.  Continued review of Patient #7's clinical record revealed a document titled "Bill of Rights and Responsibility." Under #3 of this document, it states that the patient has a right "to receive in writing and orally in advance of care, the services offered."  On January 27, 2017, at 12:30 p.m., the administrator stated that the nurses admitting patients to the agency will be in-serviced on the importance of informing patients orally and in writing of the services proposed, the frequency of the services and the duration of the services.	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	H 294	<b>Corrective Actions</b>  Linac will correct all affected clients with incomplete documentation of patients financial responsibility .	

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**H 294** Continued From page 5

determined that the agency failed to inform the patient in writing whether the services provided are covered by the patient's health insurance, and the extent of uncovered expenses for which the patient may be liable, for one (1) of eight (8) active patients in the sample. (Patient #5)

The finding includes:

On January 26, 2017, at 3:00 p.m., review of Patient #5's clinical record revealed a document titled "Informed Consent." Within this document is a section titled "Rates for Service" that identifies the cost for services, what the insurance will pay, and what the patient may have to pay. This section was left blank.

On January 27, 2017, at 12:30 p.m., the administrator stated that the nurses admitting patients to the agency will be in-serviced on the importance of complete documentation during the admission process especially as it relates to informing patients of their financial responsibility for service.

**H 294**

**Systemic Changes**

Re-Orientation of all supervising Registered Nurses to include proposed services and Frequency in all their visits.

Office clerk to review the forms on submission to ensure completeness. Non- Compliant Registered Nurse will be relieved of their assignment.

**Monitoring**

A monthly chart review to ensure completeness in the forms.

A chart audit by the quality assurance team every 2 months to ascertain compliance and a yearly mock survey .

3/30/17

**H 399** 3915.10(f) HOME HEALTH & PERSONAL CARE AIDE SERVICE

Personal care aide duties may include the following:

(f) Observing, recording, and reporting the patient's physical condition, behavior, or appearance;

This Statute is not met as evidenced by: Based on record review and interview, the agency failed to ensure PCAs observed, recorded and

**H 399**

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H 399	<p>Continued From page 6</p> <p>reported the patient's physical condition, behavior or appearance for two (2) of eight (8) active patients in the sample. (Patients #5 and #7)</p> <p>The findings include:</p> <p>1. Review of Patient #5's clinical record on January 26, 2017, at 3:00 p.m., revealed HHA time sheets that indicate HHA #17 provided four (4) hours of care to Patient #5 on December 11, 2016, through December 17, 2016, and four (4) hours a day from December 18, 2016, through December 24, 2016. There was no documented evidence that HHA #17 observed, recorded and reported the patient's physical condition, behavior or appearance.</p> <p>2. Review of Patient #7's clinical record on January 27, 2017, at 9:00 a.m., revealed HHA time sheets that indicate HHA #18 provided eight (8) hours of care to Patient #7 on January 2, 2017, through January 6, 2017. There was no documented evidence that HHA #18 observed, recorded and reported the patient's physical condition, behavior or appearance.</p> <p>On January 27, 2017, at 12:30 p.m., the administrator stated that the HHA time sheets contain an area for documentation of the patients the patients physical condition, behavior or appearance. She further said that the HHAs will be in-serviced on proper documentation of the patient's physical condition, behavior and appearance.</p>	H 399	<p><b>Corrective Actions</b></p> <p>Linac will correct all affected clients with incomplete documentation as much as possible.</p> <p><b>Systemic Changes</b></p> <p>In-service for home health aides with emphases on the importance of proper and complete documentation of the general condition of their clients.</p> <p>Office clerk to review the forms on submission to ensure completeness.</p> <p>Non- Compliant home health aides after the In-service will be relieved of their assignment.</p> <p><b>Monitoring</b></p> <p>A monthly chart review to ensure that HHA's notes are complete and contains physical condition, behavioral and appearance for a goal of 95% compliance.</p> <p>A chart audit by the quality assurance team every 2 months to ascertain compliance.</p> <p>A yearly agency mock survey.</p>	3/30/17