

Health Regulation & Licensing Administration

|  |  |   |   |   |
|--|--|---|---|---|
| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION                           |  | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>HCA-0074</b>                         | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br>B. WING: _____  | (X3) DATE SURVEY COMPLETED<br><br><b>06/21/2017</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>NURSING UNLIMITED SERVICES, INC</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1818 NEW YORK AVENUE, NE<br/>WASHINGTON, DC 20002</b> |   |   |
| (X4) ID<br>PREFIX<br>TAG   | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG   | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY)  | (X5)<br>COMPLETE<br>DATE                            |
| H 000  | <p><b>INITIAL COMMENTS</b></p> <p>An annual survey was conducted on June 21, 2017, to determine compliance with Title 22B DCMR, Chapter 39 (Home Care Agency's Regulations). The home care agency provides home care services to one (1) patient and employs two (2) staff. The findings of the survey were based on a review of administrative records, no complaints, one (1) active patient record, five (5) discharged patient records, two (2) employee records, and interviews with the staff.</p> <p>The following are abbreviations used within the body of this report:</p> <p>DON - Director of Nursing<br/>HCA - Home Care Agency<br/>PT - Physical Therapy</p> | H 000   | <p>Post Survey Nursing Unlimited Services (NUS) has accepted its non-compliance and reviewed policies and procedures on Contractor Agreements.</p> <p>In accordance with federal, state and local laws, all Contractor services provided under the Medicare Home Health benefit must include the primary function of the contractor, a description of the services to be provided by the contractor, company procedures, company expectations, and the location of the where the services will be taking place.</p>   |   |
| H 120  | <p><b>3906.1(a) CONTRACTOR AGREEMENTS</b></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 the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following:</p> <p>(a) A description of the services to be provided;</p> <p>This Statute is not met as evidenced by:<br/>Based on record review, and interview, the HCA's employee contract failed to include a description of services to be provided, for one (1) of one (1) contractor agreements. (Consultant #2)</p> <p>The finding includes:</p>                 | H 120   | <p>Nursing Unlimited Services (NUS) has reviewed its policies and procedures regarding Contractor Agreements to incorporate a description of the services to be provided.</p> <p>As a Physical Therapist Consultant #2's contractor agreement has been reviewed to include the Primary Functions of a Physical Therapist in the Home Health setting. This includes providing services that help patients within their home by restoring and or maintaining function, improving mobility, relieving pain, preventing permanent physical disabilities from injuries or disease and promoting overall fitness and health.</p> <p>To avoid this deficiency from reoccurring, Professionals, Clinical staff and Human Resources personnel have been instructed on 6/23/2017, for the need in which</p> | 06/23/17  |

Health Regulation & Licensing Administration

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

TITLE

(X6) DATE

STATE FORM

8899

06C211

If continuation sheet 1 of 7

Health Regulation & Licensing Administration

|   |  |  |  |
|---|--|--|--|
| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>HCA-0074</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY<br>COMPLETED<br><br><b>06/21/2017</b> |
|---|--|--|--|

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**NURSING UNLIMITED SERVICES, INC**

**1818 NEW YORK AVENUE, NE  
WASHINGTON, DC 20002**

| (X4) ID<br>PREFIX<br>TAG | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)  | ID<br>PREFIX<br>TAG | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY)   | (X5)<br>COMPLETE<br>DATE |
|--------------------------|---|---------------------|--|--------------------------|
| H 120                    | Continued From page 1<br><br>On June 21, 2017, at 11:40 am., during the entrance conference with the HCA's DON, it was revealed that the agency provided PT services. At 12:49 p.m., review of the HCA's personnel files revealed that the independent contractor (IC) would be required to provide services in accordance with the agency's policies and procedures. There was no documented evidence that a description of services provided had been defined in the contract.<br><br>At the time of the exit conference, on June 21, 2017, at 2:00 p.m., the DON was not available for interview; however, the HCA's office manager was present and indicated that he would communicate the findings to the DON. | H 120               | Continued from page 1<br><br>contractor agreements have been reviewed and updated. All agreed with the review and understood that it will be implemented on not only current contractors but also new hires.<br><br>Director of Nursing will monitor 100% of personnel records for a goal of 100% compliance monthly.  |                          |
| H 121                    | 3906.1(b) CONTRACTOR AGREEMENTS<br><br>If a home care agency offers a service that is provided by a third party or contractor, agreements between the home care agency and the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following:<br><br>(b) The location where services are to be provided;<br><br>This Statute is not met as evidenced by:<br>Based on record review and interview, the HCA failed to include the location where services are to be provided by a third party contractor for one (1) of one (1) contractor agreements. (Consultant #2)<br><br>The finding includes:   | H 121               | Nursing Unlimited Services (NUS) has reviewed its Contractor Agreements to include the location where services are to be provided.<br><br>Services will be provided in Washington, DC and the exact locations of duties to be provided by a specific contractor will be given in writing to the contractor upon assignment. Consultant #2's record has been reviewed to incorporate this.<br><br>To avoid this from reoccurring all staff have been reinstructed on 6/23/2017, on the procedure of providing contractor with written assignment sheet which include the location for service. Contractor Agreements have also been updated. All agreed and understood the review for all current and new contractors.<br><br>Director of Nursing will monitor 100% of personnel records for a goal of 100% | 06/23/17                 |

Health Regulation & Licensing Administration

|   |  |  |  |
|---|--|--|--|
| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>HCA-0074</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY<br>COMPLETED<br><br><b>06/21/2017</b> |
|---|--|--|--|

NAME OF PROVIDER OR SUPPLIER

**NURSING UNLIMITED SERVICES, INC**

STREET ADDRESS, CITY, STATE, ZIP CODE

**1818 NEW YORK AVENUE, NE  
WASHINGTON, DC 20002**

| (X4) ID<br>PREFIX<br>TAG | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY)   | (X5)<br>COMPLETE<br>DATE |
|--------------------------|--|---------------------|--|--------------------------|
| H 121                    | Continued From page 2<br><br>On June 21, 2017, at 11:40 am., during the entrance conference with the HCA's DON, it was revealed that the agency provided PT services. At 12:49 p.m., review of the HCA's personnel files revealed no documented evidence of the location where the services were to be provided.<br><br>At the time of the exit conference, on June 21, 2017, at 2:00 p.m., the DON was not available for interview; however, the HCA's office manager was present and indicated that he would communicate the findings to the DON.  | H 121               | Continued from page 2<br>compliance monthly.   |                          |
| H 122                    | <b>3906.1(c) CONTRACTOR AGREEMENTS</b><br><br>If a home care agency offers a service that is provided by a third party or contractor, agreements between the home care agency and the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following:<br><br>(c) The manner in which services will be controlled, coordinated and evaluated by the primary home care agency;<br><br>This Statute is not met as evidenced by:<br>Based on record review and interview, the HCA failed to include the manner in which services will be controlled, coordinated and evaluated by the primary home care agency for one (1) of one (1) contract agreements. (Consultant #2).<br><br>The finding includes:<br><br>On June 21, 2017, at 11:40 am., during the entrance conference with the HCA's DON, it was revealed that the agency had a contract | H 122               | Nursing Unlimited Services (NUS) has reviewed its policies, procedures and Contractor Agreements to integrate coordination, evaluation and regulation of contractor service.<br><br>The coordination is done by having biweekly case conferences with the contractor. The Director of Nursing (DON) or appointee will review all documents upon drop off by contractor and contractor will be made to correct any error. In addition to review and Q/A of charts, evaluation will be done by case conference with patient and all other staff members involved with care will be conducted biweekly. Regulation of services are monitored by the Director of Nursing (DON) or appointee by biweekly review of contractor's ability to adhere to all Company policies and procedures, regularly communicate with DON, clinical department or appointee regarding patient status and issues, be prepared and report to work on time prioritize workload so as to meet productivity standards and applicable deadlines. | 06/23/17                 |

Health Regulation & Licensing Administration

|  |  |   |   |  |
|--|--|---|---|--|
| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                        |  | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>HCA-0074</b>                      | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____  | (X3) DATE SURVEY<br>COMPLETED<br><br><b>06/21/2017</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>NURSING UNLIMITED SERVICES, INC</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1818 NEW YORK AVENUE, NE<br/>WASHINGTON, DC 20002</b> |   |  |
| (X4) ID<br>PREFIX<br>TAG   | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG   | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY)  | (X5)<br>COMPLETE<br>DATE                               |
| H 122  | Continued From page 3<br><br>agreement for PT services. At 12:49 p.m., review of the HCA's personnel files revealed the contract for PT services only documented that "the agency shall own all documents, files, reports, and work papers," but failed to document how the services would be controlled, coordinated and evaluated by the primary HCA.<br><br>At the time of the exit conference, on June 21, 2017, at 2:00 p.m., the DON was not available for interview; however, the HCA's office manager was present and indicated that he would communicate the findings to the DON.   | H 122   | Continued from page 3<br><br>To avoid this from reoccurring, all staff have been in-serviced on 6/23/2017, on the importance of maintaining this procedure for all current and future contractors.<br><br>Director of Nursing will monitor 100% of personnel records for a goal of 100% compliance monthly.   |  |
| H 124  | 3906.1(e) CONTRACTOR AGREEMENTS<br><br>If a home care agency offers a service that is provided by a third party or contractor, agreements between the home care agency and the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following:<br><br>(e) The procedure for payment for services and payment terms for services furnished;<br><br>This Statute is not met as evidenced by:<br>Based on a record review and interview, the HCA failed to include the procedure for payment for services and payment terms for services furnished for one (1) of one (1) contract agreements reviewed. (Consultant #2)<br><br>The finding include:<br><br>On June 21, 2017, at 11:40 am., during the entrance conference with the HCA's DON, it was revealed that the agency had a contract | H 124   | Nursing Unlimited Services (NUS) has reviewed its Contractor Agreement to include procedures for payment of contractor services. The addition includes:<br><br>•An Independent Contractors is not an employee, servant, agent, partner or joint venture of the Agency and are paid by way of 1099-MISC payments.<br>•Payroll is done biweekly and Payday is every other Friday<br>•Notes are submitted by drop-off to the office by 12 noon and processed every Monday<br>•Tardiness is not tolerated. Any excused late note is processed next payroll cycle.<br>•Any incomplete note will be returned contractor can supply the missing data. It will be processed during the first available payroll cycle thereafter.<br>To avoid this from reoccurring all contractor agreements have been modified to include payroll proceedings and all staff were informed on 6/23/2017 of the update.<br><br>Director of Nursing or appointee will monitor 100% of payroll and personnel records for a | 06/23/17   |

Health Regulation & Licensing Administration

|   |  |  |  |
|---|--|--|--|
| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>HCA-0074</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY<br>COMPLETED<br><br><b>06/21/2017</b> |
|---|--|--|--|

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**NURSING UNLIMITED SERVICES, INC**

**1818 NEW YORK AVENUE, NE  
WASHINGTON, DC 20002**

| (X4) ID<br>PREFIX<br>TAG | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY)   | (X5)<br>COMPLETE<br>DATE |
|--------------------------|--|---------------------|--|--------------------------|
| H 124                    | Continued From page 4<br><br>agreement for PT services. At 12:49 p.m., review of the HCA's personnel files revealed the contract for PT services failed to document the procedure for payment.<br><br>At the time of the exit conference on June 21, 2017, at 2:00 p.m., the DON was not available for interview; however, the HCA's office manager was present and indicated that he would communicate the findings to the DON.   | H 124               | Continued from page 4<br><br>goal of 100% compliance monthly.  |                          |
| H 125                    | <b>3906.1(f) CONTRACTOR AGREEMENTS</b><br><br>If a home care agency offers a service that is provided by a third party or contractor, agreements between the home care agency and the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following:<br><br>(f) The procedures used for managing and monitoring the work of personnel employed on a contractual basis;<br><br>This Statute is not met as evidenced by:<br>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 for one (1) of one (1) contract agreements reviewed.<br>(Consultant #2)<br><br>The finding includes:<br><br>On June 21, 2017, at 11:40 am., during the entrance conference with the HCA's DON, it was revealed that the agency had a contract agreement for PT services. At 12:49 p.m., review | H 125               | Nursing Unlimited Services (NUS) has reviewed its policies, procedures and Contractor Agreements to state how the work of contractors are managed and monitored.<br><br>NUS strives to meet and/or exceed the same compliance standards as required by state and federal agencies. Therefore, incorporation of quality assurance procedures are used for managing and monitoring care by biweekly review of all Progress notes, summaries, OASIS and other documentation; monthly case conferencing; making sure contractors follow their visit schedule by follow-up and cross check; and by calling patient for a survey on services received. If need be adjustments or resolution will be made.<br><br>To avoid this from reoccurring all contractor agreements have been modified to include this information and all staff were informed on 6/23/2017 of the update.<br><br>The Director of Nursing will monitor 100% of clinical and personnel records for a goal of 100% compliance monthly. | 06/23/17                 |

Health Regulation & Licensing Administration

|  |   |  |   |                          |  |
|--|---|--|---|--------------------------|--|
| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                        |   | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>HCA-0074</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____  |                          | (X3) DATE SURVEY<br>COMPLETED<br><br><b>06/21/2017</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>NURSING UNLIMITED SERVICES, INC</b> |   |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1818 NEW YORK AVENUE, NE<br/>WASHINGTON, DC 20002</b>   |                          |  |
| (X4) ID<br>PREFIX<br>TAG   | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)  | ID<br>PREFIX<br>TAG  | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY)  | (X5)<br>COMPLETE<br>DATE |  |
| H 125  | Continued From page 5<br><br>of the HCA's personnel files revealed the contract failed to document the procedure for managing and monitoring the work of personnel employed on a contractual basis.<br><br>At the time of the exit conference on June 21, 2017, at 2:00 p.m., the DON was not available for interview; however, the HCA's office manager was present and indicated that he would communicate the findings to the DON.   | H 125  | Continued from page 5   |                          |  |
| H 126  | <b>3906.1(g) CONTRACTOR AGREEMENTS</b><br><br>If a home care agency offers a service that is provided by a third party or contractor, agreements between the home care agency and the contractor for the provision of home care services shall be in writing and shall include, at a minimum, the following:<br><br>(g) The duration of the agreement, including provisions for renewal, if applicable; and...<br><br>This Statute is not met as evidenced by:<br>Based on record review and interview, the HCA agency failed to ensure that the duration of the agreement included provisions for renewal for one (1) of one (1) contract agreements reviewed. (Consultant #2)<br><br>The finding includes:<br><br>On June 21, 2017, at 11:40 am., during the entrance conference with the HCA's DON, it was revealed that the agency provided PT services. At 12:49 p.m., review of the HCA's personnel files revealed that Contractor #2 had signed a contract agreement on October 11, 2013. Further review | H 126  | Nursing Unlimited Services (NUS) has reviewed its policies, procedures and Contractor Agreements to include the duration of contractor agreements.<br><br>Contractor Agreements, along with Consultant #2's, have been reviewed to incorporate a term of 12 months, or 1 year, and can be renewed by the end of each term once all parties agree and sign the new contract agreement. Contracts may be terminated earlier by either party to this Agreement if deemed necessary.<br><br>To avoid this from reoccurring all contractor agreements have been modified to include a duration of 12 months, or 1 year, and all staff were informed on 6/23/2017 of the update.<br><br>The Director of Nursing will monitor 100% of personnel records for a goal of 100% compliance monthly. | 06/23/17                 |  |

Health Regulation & Licensing Administration

|  |  |   |  |  |
|--|--|---|--|--|
| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                        |  | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>HCA-0074</b>                      | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____   | (X3) DATE SURVEY<br>COMPLETED<br><br><b>06/21/2017</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>NURSING UNLIMITED SERVICES, INC</b> |  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1818 NEW YORK AVENUE, NE<br/>WASHINGTON, DC 20002</b> |  |  |
| (X4) ID<br>PREFIX<br>TAG   | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)   | ID<br>PREFIX<br>TAG   | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY) | (X5)<br>COMPLETE<br>DATE                               |
| H 126  | <p>Continued From page 6</p> <p>of the contract documented that "this agreement shall be in effective for one year following the date of this agreement as first set forth above." It should be noted that there was no documented evidence that Contractor #2's agreement was renewed since 2013, although interview with the office manager on June 21, 2017 at 1:00 p.m. revealed that the PT provided services in 2016.</p> <p>At the time of the survey, the HCA failed to ensure the contract for PT agreement was current and in accordance with the agency's documented duration of agreement for Consultant #2.</p> | H 126   |  |  |