

Health Regulation & Licensing Administration

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>HCA-0069</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY COMPLETED<br><br><b>08/27/2015</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>PALISADES HEALTH CARE PARTNERS, INC D</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1822 JEFFERSON PLACE, NW<br/>WASHINGTON, DC 20036</b> |
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| H 000 | <p><b>INITIAL COMMENTS</b></p> <p>An annual survey was conducted from August 18, 2015, through August 21, 2015, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home services to two hundred and eighty five (285) patients and employs three hundred and fifty (350) staff to include administrative and professional staff. The findings of the survey were based on review of fifteen (15) active patient records, one (1) discharged patient record, twenty-five (25) staff records, five (5) home visits and interviews with patients/family and staff.</p> <p>Please Note: Listed below are abbreviations used throughout the body of this report.</p> <p><b>ABBREVIATIONS</b></p> <p>ADL --- Activities of Daily Living<br/>         BID --- Twice a Day<br/>         B/P --- Blood Pressure<br/>         DON --- Director of Nursing<br/>         DMII --- Diabetes Mellitus Type II<br/>         G-tube --- Gastrostomy Tube<br/>         HCA --- Home Care Agency<br/>         HHA --- Home Health Aide<br/>         IADL --- Instrumental Activities of Daily Living<br/>         OT --- Occupational Therapist<br/>         mg --- Milligram<br/>         PCA --- Personal Care Aide<br/>         PO --- By Mouth<br/>         POC --- Plan of Care<br/>         PRN --- As Needed<br/>         RN --- Registered Nurse<br/>         PT --- Physical Therapist<br/>         Q --- Every<br/>         SN --- Skilled Nurse<br/>         2 gm Na --- Two gram sodium [diet]</p> | H 000 | <p>Department of Health<br/>         Health Regulation &amp; Licensing Administration<br/>         Intermediate Care Facilities Division<br/>         899 North Capitol St., N.E.<br/>         Washington, D.C. 20002</p> <p>OCT 30 2015<br/> <i>Received by:</i><br/> <i>CMR</i></p> |  |
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| Health Regulation & Licensing Administration<br>LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE |  | TITLE<br><b>RN, DON</b> | (X6) DATE<br><b>10/30/15</b> |
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| H 260 | <p><b>3911.1 CLINICAL RECORDS</b></p> <p>Each home care agency shall establish and maintain a complete, accurate, and permanent clinical record of the services provided to each patient in accordance with this section and accepted professional standards and practices.</p> <p>This ELEMENT is not met as evidenced by:<br/>Based on record review and interview, it was determined that the HCA failed to maintain complete and accurate clinical records for two (2) of sixteen (16) patients in the sample. (Patients #9 and #16)</p> <p>The finding includes:</p> <p>1. On August 19, 2015, starting at approximately 11:00 a.m., review of Patient 9's clinical record revealed a POC with the certification period of July 30, 2015 through September 27, 2015. The POC had orders including:</p> <ul style="list-style-type: none"> <li>- PT services two (2) times a week for eight (8) weeks;</li> <li>- establish/upgrade home exercise program;</li> <li>- patient/family education;</li> <li>- therapeutic exercise;</li> <li>- gait training;and</li> <li>- occupational therapy one (1) time a week for (1) week then increase to two (2) times a week for seven (7) weeks.</li> </ul> <p>Further review of the record revealed " PT/OT Interventions" sheets that documented services were provided by the PT on August 3, 2015 and August 5, 2015 and the OT on July 31, 2015, August 3, 2015 and August 6, 2015. Continued</p> | H 260 | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Agency has reviewed the Licensure Survey Report dated 8/27/15 and all records during the Licensure Survey conducted August 18, 2015 through August 21, 2015.</b></p> <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3911.1 Clinical Records maintaining a complete, accurate and permanent clinical record of the services provided to each patient in accordance with this section and accepted professional standards and practices</b></p> | 11/30/15 |
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| H 260              | <p>Continued From page 2</p> <p>review of the intervention sheets, however, failed to provide evidence that progress notes were completed for the aforementioned visits.</p> <p>On August 19, 2015, interview with the the DON, starting at approximately 10:00 a.m., revealed that she would find the PT/OT progress notes for the surveyor to review. It should be noted, at the time of survey, the DON did not provide the PT and/or OT progress notes for review.</p> <p>2. Review of Patient #16's clinical record on August 19, 2015, at approximately 1:00 p.m., revealed a POC with the certification period of July 21, 2015 through September 18, 2015. The POC had orders including:</p> <ul style="list-style-type: none"> <li>- PT services three (3) times a week for two (2) weeks; then</li> <li>- two (2) times a week for six (6) weeks;</li> <li>- strengthening exercise; and</li> <li>- OT services one (1) time a week for one (1) week then</li> <li>one (1) to two (2) times a week for six (6) weeks.</li> </ul> <p>Further review of the record revealed that services were provided by the physical therapist on July 27, 28, and 31, 2015, and on August 3, 4, 6, 10, 11, 12, and 13 2015 and The record also revealed that the occupational therapist visited the patient on July 24, 27, and 29, 2015, and on August 3, and 5, 2015. The record failed to evidence progress notes for the above mentioned visits.</p> <p>The administrator and DON acknowledged the findings during a face to face interview on August 19, 2015, at approximately 3:30 p.m.</p> | H 260         | <p>The deficiency was reviewed, and on 10/15/2015 by ASAP's Director of Nursing and Assistant Administrator and a letter was created and copy of the same was mailed to each of the rehab personnel that are working with the agency. The letter addressed Physician Orders, timely documentation and frequencies. Letter was to be signed and returned to the office with staff members' signature as proof of receipt and agreement of compliance with information given. (See attachment # 1) Moving forward 10% of active cases will be audited Quarterly to assure frequencies and physician orders are being followed. (see attachment # 2)</p> |                    |

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| H 268              | <p><b>3911.2(h) CLINICAL RECORDS</b></p> <p>Each clinical record shall include the following information related to the patient:</p> <p>(h) Clinical, progress, and summary notes, and activity records, signed and dated as appropriate by professional and direct care staff;</p> <p>This Statute is not met as evidenced by:<br/>Based on record review and interview, the HCA failed to ensure progress notes were in the clinical record for two (2) of sixteen (16) patients in the sample. (Patient #9 and #16)</p> <p>The findings include:</p> <p>1. On August 19, 2015, starting at approximately 11:00 a.m., review of Patient 9's clinical record revealed a POC with the certification period of July 30, 2015 through September 27, 2015. The POC had orders including:</p> <ul style="list-style-type: none"> <li>- PT services two (2) times a week for eight (8) weeks;</li> <li>- establish/upgrade home exercise program;</li> <li>- patient/family education;</li> <li>- therapeutic exercise;</li> <li>- gait training; and</li> <li>- occupational therapy one (1) time a week for (1) week then increase to two (2) times a week for seven (7) weeks.</li> </ul> <p>Further review of the record revealed a " PT/OT Interventions" sheets documented that services were provided by PT on August 3, 2015 and August 5, 2015 and OT on July 31, 2015, August</p> | H 268         | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3911.2 (h) Clinical progress , and summary notes, and activity, signed and dated as appropriate by professional and direct care staff</b></p> <p>This will be made evident by finding proper documentation in the charts during quarterly audits to be done by Director of Nursing or designated personnel. Results to be shared during professional staff meetings and PAC as needed.</p> | 11/30/15           |

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| H 268              | <p>Continued From page 4</p> <p>3, 2015 and August 6, 2015. Continued review of the intervention sheets, however, failed to provide evidence that progress notes were completed for the aforementioned visits.</p> <p>On August 19, 2015, interview with the the DON, starting at approximately 10:00 a.m., revealed that she would find the PT/OT progress notes for the surveyor to review. It should be noted, at the time of survey, the DON did not provide the PT and/or OT progress notes for review.</p> <p>2. Review of Patient 16's clinical record on August 19, 2015, at approximately 1:00 p.m., revealed a POC with the certification period of July 21, 2015 through September 18, 2015. The POC had orders including:</p> <ul style="list-style-type: none"> <li>- PT services three (3) times a week for two (2) weeks; then</li> <li>- two (2) times a week for six (6) weeks;</li> <li>- strengthening exercise; and</li> <li>- OT services one (1) time a week for one (1) week then</li> <li>one (1) to two (2) times a week for six (6) weeks.</li> </ul> <p>Further review of the record revealed that services were provided by the physical therapist on July 27, 28, and 31, 2015, and on August 3, 4, 6, 10, 11, 12, and 13 2015. The record also revealed that the occupational therapist visited the patient on July 24, 27, and 29, 2015, and on August 3, and 5, 2015. The record failed to evidence progress notes for the above mentioned visits.</p> <p>The administrator and DON acknowledged the findings during a face to face interview on August</p> | H 268         | See previous page for Plan  |                    |

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| H 268              | Continued From page 5<br>19, 2015, at approximately 3:30 p.m.   | H 268         |  |                    |
| H 294              | <p><b>3912.2(c)(2) 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>(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;</p> <p>This Statute is not met as evidenced by:<br/>Based on record review and interview, it was determined that the HCA 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 in three (3) of sixteen (16) patients in the sample. (Patients #1, #4, and #7)</p> <p>The findings include:</p> <p>Review of the clinical records of Patients' #1, #4 and #7 on August 18 and 19, 2015, revealed a document titled "Informed Admission Consent." Within the informed admission consent document is a section titled "Rates for Service" that specifies the cost for services, the amount the insurance pays and the amount the patient is to pay. This section was not completed by the agency.</p> | H 294         | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3912.2(c) (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 will be made evident by having percentages and amounts on the Informed Admission Consent for those services being provided. All Informed Admission Consent will be audited by the Director of Nursing and/or designated personnel when they are received in house to make sure that this is being done. During quarterly audits this will also be checked in order to make sure that when services are added after the initial visit they too are included in the Informed Admission Consent form.</b></p> | 11/30/15           |

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| H 294              | Continued From page 6<br><br>Review of the agency's document titled "Bill of Rights and Responsibilities," on August 19, 2015, at approximately 3:00 p.m., it was revealed in section eleven (11) that "The patient has the right to know what, if any, liability for payment he/she can expect. The patient has the right to be advised both orally and in writing of this information."<br><br>Interview with the Administrator and DON on August 19, 2015, at approximately 3:30 p.m., revealed that the admitting nurse did not complete the section titled "Rates for Service" that specifies the cost for services, the amount the insurance pays and the amount the patient is to pay.                     | H 294         |  |                    |
| H 352              | 3914.3(a) PATIENT PLAN OF CARE<br><br>The plan of care shall include the following:<br><br>(a) Physician orders for skilled services;<br><br>This Statute is not met as evidenced by:<br>Based on record review and interview, the HCA failed to ensure the POC included physician orders for skilled nursing services for one (1) of sixteen (16) patients in the sample. (Patient #1).<br><br>The finding includes:<br><br>Review of Patient #1's POC with a certification period of April 2, 2015, to October 2, 2015, on August 18, 2015 at approximately 10:00 a.m., revealed the patient had diagnoses that included Cancer of the esophagus. The POC also contained a physician order for "SN visits every | H 352         | <b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3914.3(a) The plan of care will include the following: Physician orders for skilled services.</b> This will be made evident by educating skilled services during mandatory nurses meeting and via letter sent to rehab staff members (which they will need to read, sign, and return to the office). They will be instructed that all care provided must be ordered by physician and an order for the same will be obtained and added to the record. If a when a problem is encountered during the monthly RN visit the physician will be called and notified of changes found, documentation of call will be done and a VO will written for any and all changes.(see attachment #3) | 10/15/15           |

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| H 352 | <p>Continued From page 7</p> <p>thirty (30) days for PCA supervision and six (6) PRN visits in six (6) months for any medical related issues, skilled assessment and evaluation of systems...".</p> <p>Further review of Patient #1's clinical record revealed a "nursing intervention" note dated May 8, 2015, on which the RN documented "infection at the the G tube site, dressing order hydrogen peroxide to cleanse and apply nystatin abdomen". Further review of the clinical record revealed another nursing intervention note dated May 29, 2015, on which the RN documented "G Tube in place. Clean and replaced during this visit". There was no physician order for skilled services in the clinical record to order the hydrogen peroxide and nystatin.</p> <p>During a face to face interview with the Administrator and DON on August 19, 2015, at approximately 3:40 p.m, the Administrator and DON confirmed that there was no physician order for hydrogen peroxide and nystatin to to be placed on the G-Tube site.</p> | H 352 | <p>This chart was reviewed with nurse and she added an addendum to correct improper grammar used in her documentation. The feeding tube was not replaced by during the visit, the soiled dressing was. (see attachment #4)</p>   | 8/27/15  |
| H 355 | <p>3914.3(d) PATIENT PLAN OF CARE</p> <p>The plan of care shall include the following:</p> <p>(d) A description of the services to be provided, including: the frequency, amount, and expected duration; dietary requirements; medication administration, including dosage; equipment; and supplies;</p> <p>This Statute is not met as evidenced by:<br/>Based on interview and record review, the HCA</p>  | H 355 | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3914.3(d) Patient Plan of Care The plan of care shall include the following: A description of the services to be provided including: the frequency, amount and expected duration; dietary requirements; medication administration, including dosage; equipment; and supplies.</b></p> | 10/15/15 |



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| H 355              | <p>Continued From page 8</p> <p>failed to include a description of OT services to be provided on the POC for two (2) of two (2) patient's in the sample that was receiving OT services. (Patient #9 and #16)</p> <p>The findings include:</p> <p>1. On August 18, 2015, starting at approximately 11:00 a.m., review of Patient #9's POC with a certification period of July 30, 2015 through September 27, 2015, revealed OT services were to be provided one (1) time a week for (1) week then increase to two (2) times a week for seven (7) weeks. The POC, however, failed to indicate a description of services to be provided by the occupational therapist.</p> <p>On August 19, 2015, an interview with the DON, starting at approximately 9:45 a.m., revealed that going forward the HCA will include a description of services the occupational therapist will be providing for the patient.</p> <p>2. On August 19, 2015, starting at approximately 1:00 p.m., review of Patient #16's POC with a certification period of July 21, 2015 through September 18, 2015, revealed OT services were to be provided one (1) time a week for one (1) week then one (1) to two (2) times a week for six (6) weeks. The POC, however, failed to indicate the services to be provided by the occupational therapist.</p> <p>During an interview with the DON, on August 19, 2015, starting at approximately 3:00 p.m., it was revealed that going forward the agency will include a description of services the occupational therapist will be providing for the patient.</p> | H 355         | <p>Moving forward all Plans of Care will be reviewed by the Director of Nursing or other skill designated nurse before it is signed by the RN and sent out for physician signature.</p> |                    |

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>PALISADES HEALTH CARE PARTNERS, INC D</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1822 JEFFERSON PLACE, NW<br/>WASHINGTON, DC 20036</b> |
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| <p>H 358</p> <p>H 358</p> | <p>Continued From page 9</p> <p><b>3914.3(g) PATIENT PLAN OF CARE</b></p> <p>The plan of care shall include the following:</p> <p>(g) Physical assessment, including all pertinent diagnoses;</p> <p>This Statute is not met as evidenced by:<br/>Based record review and interview, the HCA failed to ensure all pertinent diagnoses were on the POC for one (1) of sixteen (16) patients' in the sample. (Patient #10)</p> <p>The finding includes:</p> <p>On August 18, 2015, starting at approximately 1:15 p.m., review of Patient #10's clinical record revealed that the skilled nurse documented on the medication profile dated July 10, 2015, that Patient #10 had a diagnosis of DMII and was prescribed Metformin [antidiabetic agent] 500 mg one (1) tab po BID. Further review of the record revealed a POC with the certification period of July 10, 2015 through January 9, 2016, which failed to evidence the diagnosis of DMII.</p> <p>On August 19, 2015, during an interview with the DON, starting at approximately 9:45 a.m., the DON stated, "We will verify the diagnosis with the physician and then add it to the plan of care."</p> | <p>H 358</p> <p>H 358</p> | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3914.3 (g) Patient Plan of Care</b></p> <p><b>The plan of care shall include the following: Physical assessment, including all pertinent diagnoses.</b></p> <p>Met with the nurses during a mandatory nurses meeting and it and all agreed that moving forward all pertinent Dx will be written on the 8 page assessment under the Dx section that need to be included on the Plan of Care. The Director of Nursing, at this time is responsible for creating the Plan of Care from the information provided by the staff on their 8 page assessment.</p> | <p>10/15/15</p>    |
| <p>H 411</p>              | <p><b>3915.11(f) HOME HEALTH &amp; PERSONAL CARE AIDE SERVICE</b></p> <p>Home health aide duties may include the following:</p>  | <p>H 411</p>              | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3915.11 (f) Home Health &amp; Personal Care Aide Services.</b></p>  | <p>12/19/15</p>    |

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| H 411              | <p>Continued From page 10</p> <p>(f) Observing, recording, and reporting the patient's physical condition, behavior, or appearance;</p> <p>This Statute is not met as evidenced by: Based on record review and interview, it was determined that the HCA failed to ensure that HHAs documented the patient's physical condition, behavior or appearance on the medical record for six (6) of fourteen (14) patients in the sample that were receiving HHA services. (Patients' #8, #10, #11, #12, #13 and #14)</p> <p>The finding includes:</p> <p>On August 18, 2015 through August 19, 2015, starting at 10:00 a.m. through 3:00 p.m., review of Patient #8, #10, #11, #12, #13 and #14's clinical records revealed that the HHA's had not documented the patient's physical condition, behavior, or appearance in the clinical record. Further review of the record revealed that the HHAs' only documented on ADL's and IADL's performed.</p> <p>On August 19, 2015, interview with the administrator, starting at approximately 10:00 a.m., revealed that the HHA only documents on the patient's physical condition, behavior or appearance if there is a change with the patient.</p> | H 411         | <p>The deficiency was reviewed, however ASAP respectfully disputes the deficiency. The clinical documentation tool used by ASAP has been pre-approved by the District of Columbia, Department of Healthcare Finance for PCA documentation of ADLs, IADL's, and documenting patient physical condition, behavior, or appearance. The clinical records for patient #8, #10, #11, #12, #14 does show evidence of observing, recording, and reporting the patients physical condition, behavior, or appearance (please see attachment #13).</p> <p>To address this deficiency, during the scheduled in-service beginning 12/19/15, ASAP's Director of Nursing and Administrator will ensure all staff begin to add comments/notes.</p> <p>To monitor compliance and ensure comprehensive documentation, ASAP will random audits of the Daily Activity Sheets/Timesheets for Personal Care Aides (PCAs), which will be the point of reference for any amendment of audits moving forward. This audit will be overseen by the Director of Nursing and Administrator.</p> |                    |
| H 430              | <p>3916.1 SKILLED SERVICES GENERALLY</p> <p>Each home care agency shall review and evaluate the skilled services provided to each patient at least every sixty-two (62) calendar days. A summary report of the evaluation shall be</p>   | H 430         |  |                    |

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| H 430              | <p>Continued From page 11</p> <p>sent to the patient's physician.</p> <p>This Statute is not met as evidenced by:<br/>Based on record review and interview, the HCA failed to send a summary of their review and evaluation of skilled services provided to the physician at least every 62 days for four (4) of sixteen (16) patients in the sample. (Patients #8, #11, #13 and #14)</p> <p>The findings include:</p> <ol style="list-style-type: none"> <li>On August 18, 2015, starting at approximately 10:00 a.m., review of Patient #8's POC with certification period of March 20, 2015 through September 19, 2015, revealed that the skilled nurse was to provide service every 30 days. The POC further documented that the skilled nurse was to provide assessments and/or observations of vital signs, cardio-pulmonary system, cardio-vascular system, gastro-intestinal system, genitourinary system, musculoskeletal system, integumentary system, endocrine system and response to medications.</li> <li>On August 18, 2015, at approximately 2:00 p.m., review of Patient #11's POC with certification period of May 6, 2015 through November 5, 2015, revealed that the skilled nurse was to provide service every 30 days. The POC further documented that the skilled nurse was to provide assessments and/or observations of vital signs, cardio-pulmonary system, cardio-vascular system, gastro-intestinal system, genitourinary system, musculoskeletal system, integumentary system, endocrine system and response to medications.</li> </ol> | H 430         | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3916.1 Skilled Services Generally – Each home care agency shall review and evaluate the skilled services provided to each patient at least every 62 calendar days,. A summary reort of the evalution shall be sent ot eh patient's physician.</b></p> <p>Our nursing staff generally visit the patients monthly for PCA supervision and the review of their care plan. This visit was not be seen or thought of as a "Skill Visit". We now understand that, because the nurse assesses the patient in addition to reviewing the aide care plan, this constitutes it as a "Skill Visit". During our mandatory nurses meeting it was agreed that in order to comply</p> | 11/1/15            |

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| H 430 | <p>Continued From page 12</p> <p>3. On August 19, 2015, at approximately 10:00 a.m., review of Patient #13's POC with certification period of March 20, 2015 through September 19, 2015, revealed that the skilled nurse was to provide service every 30 days. The POC further documented that the skilled nurse was to provide assessments and/or observations of vital signs, cardio-pulmonary system, cardio-vascular system, gastro-intestinal system, genitourinary system, musculoskeletal system, integumentary system, endocrine system and response to medications.</p> <p>4. On August 19, 2015, at approximately 12:00 p.m., review of Patient #14's POC with certification period of February 4, 2015 through August 3, 2015, revealed that the skilled nurse was to provide service every 30 days. The POC further documented that the skilled nurse was to provide assessments and/or observations of vital signs, cardio-pulmonary system, cardio-vascular system, gastro-intestinal system, genitourinary system, musculoskeletal system, integumentary system, endocrine system and response to medications.</p> <p>On August 19, 2015, interview with the administrator and DON, starting at approximately 2:00 p.m., revealed that the agency did not send a summary of the nursing skilled assessments and observations to the patients' physicians. Going forward, the administrator agreed to comply with the regulatory standards.</p> | H 430 | <p>with the regulations a 60 day summary (one of the nurse choosing 3 examples were given to select from see attachment #6) will be done on all active cases every odd month, beginning with the month of November.</p> <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3916.2(c) Each home care agency shall develop written policies for documenting the coordination of the provision of different services. Coordinating services with other agencies actively involved in the patient's care, through written communication and/or interdisciplinary conferences, in accordance with the patient's needs..</b></p> | 10/27/15 |
| H 433 | <p>3916.2(c) SKILLED SERVICES GENERALLY</p> <p>Each home care agency shall develop written</p>  | H 433 |  |          |

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| H 433 | <p>Continued From page 13</p> <p>policies for documenting the coordination of the provision of different services. Written policies shall include, at a minimum, the following:</p> <p>(c) Coordinating services with other agencies actively involved in the patient's care, through written communication and/or interdisciplinary conferences, in accordance with the patient's needs; and...</p> <p>This Statute is not met as evidenced by:<br/>Based on interview and record review, the HCA failed to coordinate services with the case management agency actively involved in patient care through written communication and/or interdisciplinary conferences, in accordance with the patient's needs for one (1) of sixteen (16) patient's in the sample.<br/>(Patient #11)</p> <p>The finding includes:</p> <p>On August 19, 2015, starting at approximately 12:30 p.m., review of Patient #11's clinical record revealed a POC with the certification period of May 6, 2015 through November 5, 2015. The POC ordered SN visit monthly and HHA visits six (6) hours a day, seven (7) days a week for six (6) months. Further review of the record revealed the patient's primary diagnosis was schizophrenia and was prescribed Abilify and Prozac. The POC failed to indicate what services would be provided to address the schizophrenia.</p> <p>On August 19, 2015, at approximately 1:00 p.m., the DON indicated that all psychiatric services for Patient #11 are provided by Community Connections. However, a telephone interview with</p> | H 433 | <p>That chart in question had documented on the 8 page assessment the name of the clinic that was following patient for his psych needs and monitoring his medications and addressing any mental health issues that may or would come up (see attachment #8). The nurse failed to contact the clinic the day she identified that the patient was depressed, suffering from Insomnia and agitated and anxious.<br/>(see attachment #7) for agency policy that was given to all during our mandatory nurses meeting and discussed and agreed that Name and phone numbers of any outside entity identified during initial visit that may be involved with the patients care will be included and written on the 8 page assessment. Moving forward the Director of Nursing or designated person will then reach out to the entity and document phone encounter.</p> |  |
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| H 433 | <p>Continued From page 14</p> <p>RN #3 on August 27, 2015, at approximately 11:00 a.m., revealed that he/she addresses the patient's primary diagnosis of schizophrenia monthly. RN #3 also indicated that Community Connection's provided weekly case management services to fill the patient's pill boxes and schedule psychiatry appointments.</p> <p>Review of the policy "Coordination of Services with other Providers" revealed in section " 3(D) The casemanager or clinical supervisor will be responsible for the coordination between service providers, which include, but not limited to: sharing relevant information to facilitate coordination and continuity of care and to avoid duplication of services."</p> <p>During a telephone interview with the DON on August 26, 2015, the DON indicated that they did not have any written documentation from Community Connection's.</p> <p>At the time of this survey, there was no documented evidence of written communication and/or interdisciplinary conferences, in accordance with the patient's needs.</p> | H 433 |  |  |
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| 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, it was determined that the skilled nurse failed to ensure</p> | H 453 | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3917.2(c) Skilled Nursing Services Duties of the nurse shall include, at a minimum the following: (c) Ensuring that patient needs are met in accordance with the plan of care.</b></p> |  |
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| H 453 | <p>Continued From page 15</p> <p>that the patient's needs were met in accordance with their POC for four (4) of sixteen (16) patients in the sample.<br/>(Patient #10, #11, #13 and #14)</p> <p>The findings include:</p> <p>1. On August 18, 2015, at approximately 1:15 p.m., review of Patient #10's clinical record revealed a POC with the certification period of July 10, 2015 through January 19, 2016. The POC indicated that the HHA was to assist with personal care eight (8) hours a day, five (5) days a week for six (6) months and the skilled nurse was to supervise the HHA one (1) time a month for six (6) months. The record failed to evidence that the skilled nurse had ensured personal care services were provided in accordance with the POC for the weeks of July 19, 2015 and August 2, 2015.</p> <p>On August 19, 2015, interview with the DON, starting at approximately 2:00 p.m., the DON indicated that she would email the surveyor the missing HHA visits.</p> <p>It should be noted that the surveyor did not receive an email of the missed HHA visits.</p> <p>2. On August 18, 2015, starting at approximately 2:00 p.m., review of Patient #11's clinical record revealed a POC with the certification period of May 6, 2015 through November 5, 2015. The POC indicated that the HHA was to assist with personal care six (6) hours a day, seven (7) days a week for six (6) months and the skilled nurse was to supervise the HHA one (1) time a month for six (6) months. The record failed to evidence that the skilled nurse had ensured personal care services were provided in accordance with the</p> | H 453 | See next page |  |
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| H 453 | <p>Continued From page 16</p> <p>POC as follows:</p> <ul style="list-style-type: none"> <li>- There was no evidence HHA services were provided on June 14th, 19-21st 2015; July 1st, 3rd-6th, 18th, 19th, 21st-23rd, 25th-31st 2015 and August 1st-8th 2015.</li> <li>- Five (5) hours of HHA service were provided from July 11, 2015 through July 13, 2015.</li> </ul> <p>On August 19, 2015, interview with the administrator, starting at approximately 2:00 p.m., the administrator indicated that Patient #11 does not like weekend services and he/she usually allows HHA's to leave early.</p> <p>3. On August 19, 2015, starting at approximately 12:00 p.m., review of Patient #13's clinical record revealed a POC with the certification period of April 22, 2015 through October 21, 2015. The POC indicated that the HHA was to assist with personal care eight (8) hours a day, seven (7) days a week for six (6) months and the skilled nurse was to supervise the HHA one (1) time a month for six (6) months. The record failed to evidence that the skilled nurse had ensured adequate HHA time coverage in accordance with the POC as follows:</p> <p>There was no evidence that HHA services were provided on July 2nd, 3rd, and 10th of 2015. Additionally, the record failed to evidence HHA services were provided after July 13, 2015.</p> <p>On August 19, 2015, interview with the assistant administrator starting at approximately 2:00 p.m., the administrator indicated HHA services were discontinued after July 13, 2015 because the</p> | H 453 | <p>Moving forward:</p> <ol style="list-style-type: none"> <li>1- Verbal Order to be written and sent to physician when hours requested by the patient and provided by agency differ from the hours indicated on the Plan of care.</li> <li>2- Include on Plan of Care Beginning November verbiage that stated patients have the right to refuse care during the Holidays, inclement weather, and/or family vacations with the understanding that the must be made aware beforehand and proper documentation can then be added to record. (see attachment #9)</li> </ol> | <p>9/30/15</p> <p>11/1/15</p> |
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| H 453 | <p>Continued From page 17</p> <p>patient had been incarcerated.</p> <p>4. On August 19, 2015, starting at approximately 1:00 p.m., review of Patient #14's clinical record revealed a POC with the certification period of February 4, 2015 through August 3, 2015. The POC indicated that the HHA was to assist with personal care eight (8) hours a day, seven (7) days a week for six (6) months and the skilled nurse was to supervise the HHA one (1) time a month for six (6) months. The record failed to evidence that the skilled nurse had ensured adequate HHA time coverage in accordance with the POC as follows:</p> <p>There was no evidence that HHA services were provided on February 4th, 16th, and 17th of 2015.</p> <p>On August 19, 2015, interview with the administrator starting at approximately 2:00 p.m., the administrator indicated she would email the surveyor the missing HHA time sheets on August 20, 2015.</p> <p>It should be noted that the surveyor did not receive an email of the missing HHA time sheets for Patient #14.</p> | H 453 | <p>3- During the Decembers paraprofessional in-service they will be trained to notify agency and how to go about document when patient refuses services. However, please see records illustrating reason HHA services were not rendered after 07/15/15 for patient (see attachment #12)</p> | 12/9/15 |
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| H 456 | <p>3917.2(f) SKILLED NURSING SERVICES</p> <p>Duties of the nurse shall include, at a minimum, the following:</p> <p>(f) Supervision of services delivered by home health and personal care aides and household support staff, as appropriate;</p> <p>This Statute is not met as evidenced by:</p> | H 456 | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3917.2 (f) Skilled Nursing Services Duties of the nurse shall include, at a minimum the following: Supervision of services delivered by home health and personal care aides and household support staff, as appropriate.</b></p> |  |
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| H 456 | <p>Continued From page 18</p> <p>Based on record review and interview, the HCA failed to document the supervision of services being delivered by each patient's PCA or HHA, for three (3) of the sixteen (16) sampled patients. (Patients #3, #4, and #7)</p> <p>The findings include:</p> <ol style="list-style-type: none"> <li>On August 18, 2015, at approximately 11:00 a.m., review of Patient #3's plan of care (POC) with a certification period of May 17, 2015 through November 16, 2015, revealed an order for PCA services for eight (8) hours a day, seven (7) days a week for six (6) months, and supervisory visit by RN monthly for six (6) months. Continued record review failed to show documented evidence that the PCA services were supervised by the RN during the months of May and July 2015.</li> <li>On August 18, 2015, at approximately 11:45 a.m., review of Patient #4's plan of care (POC) with a certification period of April 21, 2015 through October 20, 2015, revealed an order for PCA services for six (6) hours a day, seven (7) days a week for six (6) months, and supervisory visit by RN monthly for six (6) months. Continued record review failed to show documented evidence that the PCA services were supervised by the RN during the months of April and May 2015.</li> <li>On August 18, 2015, at approximately 2:45 p.m., review of Patient #7's plan of care (POC) with a certification period of February 5, 2015 through August 4, 2015, revealed an order for PCA services for twelve (12) hours a day, seven (7) days a week for six (6) months, and supervisory visit by RN monthly for six (6) months. Continued record review failed to show</li> </ol> | H 456 | <p>Moving forward:</p> <ol style="list-style-type: none"> <li>Director of Nursing and/or designated skilled personnel will review all documentation turned in by nurse to verify both supervisory visits for PCA and Nursing Intervention are received.</li> <li>ASAP Home Health Agency has identified a clerical employee who will scan both PCA supervisory visits and Nursing intervention into the electronic record system.</li> </ol> | <p>9/14/15</p> <p>11/1/15</p> |
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| H 456              | Continued From page 19<br><br>documented evidence that the PCA services were supervised by the RN during the months of April and July 2015.<br><br>During a face to face interview with the Administrator and DON on August 19, 2015, at approximately 3:00 p.m., the Administrator and DON confirmed the findings of the surveyor.  | H 456         |   |                    |
| H 458              | 3917.2(h) SKILLED NURSING SERVICES<br><br>Duties of the nurse shall include, at a minimum, the following:<br><br>(h) Reporting changes in the patient's condition to the patient's physician;<br><br>This Statute is not met as evidenced by:<br>Based on record review and interview, it was determined that the skilled nurse failed to inform a physician of a change in a patient's condition for one (1) of sixteen (16) patients in the sample. (Patient #8)<br><br>The findings include:<br><br>On August 18, 2015, starting at approximately 10:00 a.m., review of Patient # 8's clinical record revealed that the patient had a diagnosis of hypertension. Further review of the record revealed nursing notes dated March 4, 2015, April 8, 2015 and May 20, 2015 that revealed the following:<br><br>- On March 4, 2015, the skilled nurse documented that the patient's B/P was 160/79 | H 458         | <b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3917.2 (h) Skilled Nursing Services Duties of the nurse shall include, at a minimum the following: Reporting changes in the patient's condition to the patient's physician.</b><br>During our mandatory nurses meeting nurses were instructed that they must document calls to physicians when abnormalities are found during the visit. Any Vital Signs that are out of the parameters set by the physician, must be reported to MD and documented | 10/15/15           |

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| H 458 | <p>Continued From page 20</p> <p>and had plus one pitting edema in the right leg;</p> <ul style="list-style-type: none"> <li>- On April 8, 2015, the skilled nurse documented that the patient's B/P was 153/76 and had plus one pitting edema in right/left leg; and</li> <li>- On May 20, 2015, the skilled nurse documented that the patient's B/P was 159/86 and had plus one pitting edema in right/ left pedal [foot] and ankle.</li> </ul> <p>Continued review of the record failed to evidence that the skilled nurse informed the physician of the patient's change in status.</p> <p>On August 19, 2015, interview with the DON, starting at approximately 10:00 a.m., the DON indicated that she had reviewed the patient's record and did not see that the skilled nurse had informed the patient's physician of the patient's change in status as documented in the aforementioned skilled nursing notes.</p> | H 458 |  |  |
| H 459 | <p><b>3917.2(i) SKILLED NURSING SERVICES</b></p> <p>Duties of the nurse shall include, at a minimum, the following:</p> <p>(i) Patient instruction, and evalutaion of patient instruction; and</p> <p>This Statute is not met as evidenced by: Based on record review and interview, the skilled nursing failed to evaluate the teaching that was provided for one (1) of sixteen (16) patients' in the sample. (Patient #12)</p>  | H 459 | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3917.2 (i) Skilled Nursing Services Duties of the nurse shall include, at a minimum the following: Patient instruction and evaluation of patient instruction.</b></p> |  |

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| H 459              | <p>Continued From page 21</p> <p>The finding includes:</p> <p>On August 19, 2015, starting at approximately 12:40 p.m., a review of Patient #11's clinical record revealed a "physician verbal order" dated July 31, 2015, which ordered skilled nursing for disease management and medication teaching. Further review of the record revealed skilled nursing notes that documented the following:</p> <ul style="list-style-type: none"> <li>- On July 31, 2015, the skilled nurse provided teaching on "diabetic medication insulin..."</li> <li>- On August 1, 2015, the skilled nurse provided teaching on " medication and diet [2 gm Na ,low cholesterol, low carbohydrates]...."</li> <li>- On August 4, 2015, the skilled nurse provided teaching on " elevating legs, medications, diet [2 gm Na ,low cholesterol, low carbohydrates] and hydration..."</li> <li>- On August 7, 2015, the skilled nurse provided teaching on the medication Adair [inhaler]...</li> <li>- On August 11, 2015, the skilled provided teaching on the medication Metformin and hypoglycemia...</li> <li>- On August 15, 2015, the skilled nurse provide teaching on " side effects of the medication Metformin and diet [2 gm Na ,low cholesterol, low carbohydrates]...."</li> </ul> <p>Continued review of the aforementioned skilled nursing notes failed to evidence that the skilled nurse evaluated the aforementioned teaching provided.</p> <p>On August 19, 2015, interview with the DON starting at approximately 2:00 p.m., revealed that the nurses will evaluate all teaching provided going forward.</p> | H 459         | <p>Will made evident by going back to using the Patient Teaching Tool that the agency at one time was using. During our nurses mandatory meeting this was discussed and all agreed that they would start using these again immediately and these will become part of the record once the patient is discharged and/or form it completed. (See Attachment # 10)</p> | 10/15/15           |

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| H 472              | Continued From page 22  | H 472         |   |                    |
| H 472              | <p><b>3918.2(b) PSYCHIATRIC NURSING SERVICES</b></p> <p>Psychiatric nursing services shall be provided by a registered nurse with:</p> <p>(b) A Bachelor of Science in Nursing (BSN) and 1 year of related work experience in an active treatment program for adult or geriatric patients in a psychiatric health care setting;</p> <p>This Statute is not met as evidenced by:<br/>Based on record review and interview, the HCA failed to ensure a registered nurse met the required qualifications to provide care for one (1) of (1) psychiatric patient's in the sample. (Patient #11)</p> <p>The finding includes:</p> <p>On August 18, 2015, starting at approximately 2:30 p.m., review of Patient #11's clinical record revealed that the patient's primary diagnosis was schizophrenia and was prescribed Abilify [antipsychotic agent] 30 mg po daily and Prozac [ antidepressant] 20 mg po daily. Patient #11's start of care date was May 6, 2014. Review of skilled nursing notes revealed the following:</p> <ul style="list-style-type: none"> <li>- On multiple dates from May 30, 2014 through December 14, 2014, the nurse documented that the patient was anxious, depressed, agitated and/or insomnic.</li> <li>- Also the nurse documented on several occasion that he/she provided psychiatric interventions and depression monitoring from August 16, 2014 through June 29, 2015. There was no explanation</li> </ul> | H 472         | <p><b>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3918.2(b)Psychiatric Nursing Services Psychiatric nursing services shall be provided by a registered nurse with a BSN and 1 year of related work experience in an active treatment program for adult or geriatric patients in a psychiatric health care setting.</b></p> <p>The case reviewed did not warrant Psych services by ASAP since Community Connection (mental health clinic) was involved and managing the patients mental health issues. This was identified during the initial visit and documented by the nurse (see attachment #8) The nurse in question was supervising the PCA, when she documented that the patient was experiencing depression, insomnia, aggression and anxiety</p> | 9/25/15            |

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| H 472              | <p>Continued From page 23</p> <p>of what psychiatric interventions and depression monitoring were done.</p> <p>On August 19, 2015, starting at approximately 12:00 p.m., review of RN #3 personnel file revealed that RN #3 was a BSN, however, the record failed to evidence that RN #3 had the required "one (1) year of related work experience in an active treatment program for adult or geriatric patients in a psychiatric health care setting" . Continued review of the record revealed that the only psychiatric experience RN #3 had was during his/her psychiatric rotation while in nursing school in 2011. Also, review of the RN #3 application revealed that the only work experience he/she had was as an HHA from April 11, 2012 through February 2, 2014, for a local HCA that recently closed. RN #3's date of hire was April 28, 2014.</p> <p>During an interview with the administrator on August 19, 2015, starting at approximately 12:30 p.m., the administrator indicated that RN #3 was a BSN, however, she was not aware that he/she needed to also have the one year of psychiatric experience.</p> <p>During an interview with a licensed specialist for the District of Columbia on August 26, 2015, at approximately 11:00 a.m., it was revealed that RN #3 was licensed as a registered nurse in the District of Columbia on March 12, 2014.</p> <p>During a telephone interview with RN #3 on August 27, 2015, starting at approximately 11:00 a.m., it was revealed that RN #3 had worked with Patient #11 for one year and that he/she had no prior clinical experience as an RN working with psychiatric patients. Additionally, RN #3 indicated</p> | H 472         | <p>and she fail to reach out to Community Connection and notify them of her findings. As part of our mandatory meeting the nurses were instructed :</p> <ol style="list-style-type: none"> <li>1. Contact the entity involved with patients mental health issues.</li> <li>2. Any patients with active Psych issues need to be handed off to a qualified RN that meet the criteria for Psych nursing.</li> </ol> <p>One Sept 25 a Psych nurse was hired who meets the states Psych nurse criteria. (See attachment # 11)</p> |                    |



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| H 472              | <p>Continued From page 24</p> <p>that he/she worked with the patient according to his/her diagnosis of schizophrenia. Continued interview revealed that he/she was the only nurse working with the patient and Community Connections case manager visits the patient weekly to fill his/her pill boxes. The nurse was asked what he/she meant when she documented psychiatric interventions/depression monitoring were implemented? The nurse indicated he/she would ask the patient question about how he/she was feeling and then she would instruct him/her to visit family, continue to take medications and take walks with the aide.</p> <p>It should be noted that as of August 27, 2015, the agency has replaced RN #3 with a RN with that has the required qualification to provide care for Patient #11.</p> | H 472         | See previous page.  |                    |