

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0069	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 10/07/2014
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NAME OF PROVIDER OR SUPPLIER
PALISADES HEALTH CARE PARTNERS, INC D,

STREET ADDRESS, CITY, STATE, ZIP CODE
**1822 JEFFERSON PLACE, NW
WASHINGTON, DC 20036**

RECEIVED OCT 29 2014

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
H 000	<p>INITIAL COMMENTS</p> <p>An initial survey was conducted from October 2, 2014, through October 7, 2014, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home services to two hundred (200) patients and employs two hundred and eighty (280) staff to include administrative and professional staff. The findings of the survey were based on observations, interviews and record reviews.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>As Necessary (PRN) Director of Nursing (DON) Every-Q Home Care Agency (HCA) Home Health Aide (HHA) Skilled Nurse (SN) Plan Of Care (POC)</p>	H 000	<p>Palisades Health Care Partners DBA ASAP Services Home Health Agency has reviewed the Licensure Survey Report October 22, 2014 and all records during the Licensure Survey conducted October 02, 2014 through October 07, 2014.</p>	
H 399	<p>3915.10(f) HOME HEALTH & PERSONAL CARE AIDE SERVICE</p> <p>Personal care aide duties may include the following:</p> <p>(f) Observing, recording, and reporting the patient's physical condition, behavior, or appearance;</p>	H 399	<p>Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3915.10 (f) Home Health & Personal Care Aide Services</p> <p>The deficiency was reviewed, and on September 18th, 19th, and 20th ASAP's Director of Nursing and Administrator has already conducted an extensive in-service which included observing, recording, and reporting patient's physical condition, behavior, and appearance on the Daily Activity Sheet/Timesheet for Personal Care Aides (PCAs).</p>	
	<p>This Statute is not met as evidenced by: Based on record review and interview, it was determined that the agency failed to ensure that Home Health Aides (HHAs) recorded the patient's physical condition, behavior or appearance for five (5) of fifteen (15) patients in the sample.</p>			

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

Denette K. [Signature]

TITLE

Administrator/DON

(X6) DATE

10/29/14

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H 399	Continued From page 1 (Patients #1, #2, #5, #8, and #11). The findings include: Review of Patients records #1, #2, #5, #8, and #11 on October 3, 2014, between the hours of 10:00 a.m. and 2:00 p.m., revealed HHA time sheets that indicated the dates and times the HHA provided care to their patients. There was no documented evidence that the HHAs observed their patients' physical condition, behavior or appearance. During a face to face interview with the DON on October 3, 2014, at approximately 2:00 p.m., it was acknowledged by the DON that the HHAs time sheets did not contain documented evidence that the HHAs observed the patients' physical condition, behavior or appearance. Additionally, the DON stated that the agency recently conducted an in-service with the HHA's regarding the importance of documenting in the HHA time sheets the patients physical condition, behavior or appearance.	H 399	ASAP is continuing to conduct make-up in-service for those PCAs that were unable to attend the above dates. They received detailed instructions on the different categories of patients' care plan activities, physical condition, behavior and appearance. To monitor compliance and ensure comprehensive documentation, ASAP will perform ten (10) random audits a week 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/Administrator.	
H 459	3917.2(i) SKILLED NURSING SERVICES Duties of the nurse shall include, at a minimum, the following: (i) Patient instruction, and evalutaion of patient instruction; and	H 459	Palisades Health Care Partners DBA ASAP Services Home Health Care will comply with 3917.2 (i) Skilled Nursing Services	
	This Statute is not met as evidenced by: Based on interview and record review, the home care agency's (HCA) skilled nursing staff failed to provide documented evidence that the			

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H 459	<p>Continued From page 2</p> <p>instructions given to patients were understood, for five (5) of the fifteen (15) patients in the sample. (Patients #2, #3, #8, #9, and #14).</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. On October 2, 2014 at approximately 11:00 a.m. Patient #2's POC for the certification period July 29, 2014, through January 28, 2014, revealed a physician order for "SN visits Q 30 days for PCA[Personal Care Aide] supervision and six (6) PRN home visits in six (6) months for any medical health related issues....review and instruct on diet and medications". Further review of Patient #2's clinical record revealed a nursing clinical note dated August 21, 2014. The clinical note indicated that the SN provided education on "physiology/disease process and low salt diet," but failed to document the specific level of the patient's understanding of the instructions. 2. On October 2, 2014 at approximately 11:45 a.m. Patient #3's POC for the certification period July 11, 2014, through January 10, 2015, revealed a physician order for "SN visits Q 30 days for PCA[Personal Care Aide] supervision and six (6) PRN home visits in six (6) months for any medical health related issues....review and instruct on diet and medications". Further review of Patient #3's clinical record revealed a nursing clinical note dated August 26, 2014. The clinical note indicated that the SN provided education on "physiology/disease process and diet," but failed to document the specific level of the patient's understanding of the instructions. 3. On October 2, 2014 at approximately 2:30 p.m. Patient #7's POC for the certification period 	H 459	<p>ASAP will host a mandatory clinicians meeting on November 08, 2014 to re-educate all clinicians on ASAP's patient teaching tool and more importantly documenting the patients level of understanding with the instructions given regarding their health condition.</p> <p>To monitor patient instructions and evaluation of patient instructions, a sample size of 10% will be evaluated during quarterly medical record reviews to determine compliance, and the results will be discussed in the quarterly Professional Advisory Meetings. This audit will be overseen directly by the Director of Nursing and Administrator.</p>	

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H 459	<p>Continued From page 3</p> <p>June 13, 2014, through December 12, 2014, revealed a physician order for "SN one (1) visit monthly times six (6) months and PRN visit. Do monthly PCA[Personal Care Aide] supervisory visit and review medications monthly." Further review of Patient #7's clinical record revealed nursing clinical notes dated July 9, 2014, and August 20, 2014. The clinical notes indicated that the SN provided education on physiology/disease process and diet, but failed to document the specific level of the patient's understanding of the instructions.</p> <p>4. On October 2, 2014 at approximately 3:15 a.m. Patient #8's POC for the certification period July 2, 2014, through January 1, 2015, revealed a physician order for "SN visits Q 30 days for PCA[Personal Care Aide] supervision and six (6) PRN home visits in six (6) months for any medical health related issues....review and instruct on diet and medications". Further review of Patient #8's clinical record revealed a nursing clinical note dated August 21, 2014. The clinical note indicated that the SN provided education on "physiology/disease process and diet," but failed to document the specific level of the patient's understanding of the instructions.</p> <p>5. On October 2, 2014 at approximately 4:00 p.m. Patient #9's POC for the certification period April 29, 2014, through October 28, 2014, revealed a physician order for "SN one (1) visit monthly times six (6) months and PRN visit. Do monthly PCA [Personal Care Aide] supervisory visit and review medications monthly." Further review of Patient #9's clinical record revealed nursing clinical notes dated August 23, 2014, and September 6, 2014. The clinical notes indicated</p>	H 459	See previous page.	

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H 459	<p>Continued From page 4</p> <p>that the SN provided education on physiology/disease process and diet, but failed to document the specific level of the patient's understanding of the instructions.</p> <p>6. On October 3, 2014 at approximately 1:00 p.m. Patient #14's POC for the certification period July 24, 2014, through January 23, 2015, revealed a physician order for "SN visits Q 30 days for PCA[Personal Care Aide] supervision and six (6) PRN home visits in six (6) months for any medical health related issues....review and instruct on diet and medications". Further review of Patient #14's clinical record revealed nursing clinical notes dated August 20, 2014, and September 3, 2014. The clinical notes indicated that the SN provided education on "physiology/disease process and diet," but failed to document the specific level of the patient's understanding of the instructions.</p> <p>During a face to face interview with the DON on October 3, 2014, at approximately 2:15 p.m., it was acknowledged that the skilled nursing staff would be re-trained on documenting specific aspects of the instructions provided and/or the specific level of the patient's/caregiver understanding of the aforementioned teaching.</p>	H 459	See previous page.	