

Health Regulation & Licensing Administration

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>HCA-0015</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY<br>COMPLETED<br><br><b>11/22/2013</b> |
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**POTOMAC HOME HEALTH CARE**

**5255 LOUGHBORO COMMUNITY SERVICE BLDG  
WASHINGTON, DC 20016**

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| H 000                    | <p><b>INITIAL COMMENTS</b></p> <p>An annual survey was conducted at your agency from November 20, 2013 through November 22, 2013, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home care services to one hundred-ten (110) patients and employs twenty-two (22) staff to include registered nurses, home health aides, physical therapists, occupational therapists, speech language pathologists and other administrative staff. The findings of the survey were based on a random sample of nine (9) current patient records, and one (1) discharge patient record. Four (4) home visits and seven (7) telephone interviews were conducted with current patients.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>Activities of Daily Living (ADL)<br/>Director of Professional Services (DPS)<br/>District of Columbia (D.C.)<br/>Home Care Agency (HCA)<br/>Home Health Aide (HHA)<br/>Plan of Care (POC)<br/>Skilled Nurse (SN)<br/>Skilled Nurses Note (SNN)</p> | H 000               | <p><i>12-13-13</i><br/>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> |                          |
| H 300                    | <p><b>3912.2(d) 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>(d) To receive treatment, care and services consistent with the agency/patient agreement and with the patient's plan of care;</p>  | H 300               | <p>H300 (3912.2)</p> <p>The SN was counseled and re-educated on the process of notifying PHHC when HHA services are not provided in accordance with the Plan of Care.</p>                                 | 11/22/13                 |

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STATE FORM

6898

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If continuation sheet 1 of 5

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| H 300   | <p>Continued From page 1</p> <p>This Statute is not met as evidenced by:<br/>Based on interview and record review, it was determined that the HCA failed to implement their policy on patient rights and responsibilities to ensure that all patients receive HHA services in accordance with the POC for one (1) of two (2) patients who received HHA services. (Patient #3)</p> <p>The finding includes:</p> <p>Review of Patient #3's POC with a certification date from October 19, 2013 to December 17, 2013, on November 21, 2013 at approximately 1:25 p.m., revealed that Patient #3 was to receive HHA services one (1) to three (3) times per week for eight (8) weeks.</p> <p>Review of the SNN, dated October 24, 2013, on November 21, 2013, at approximately 1:30 p.m., indicated that the HHA was not present during the SN's visit.</p> <p>Review of the SNN dated October 26, 2013, on November 21, 2013, at approximately 1:35 p.m., indicated that the HHA was not present during the SN's visit. Additionally the SN documented that the agency was notified that HHA services had not been provided as ordered by the POC.</p> <p>Review of the SNN dated October 31, 2013, on November 21, 2013, at approximately 1:40 p.m. indicated that the HHA "still never showed up". Additionally, the SN documented that the agency was again informed that HHA services had not been provided to Patient #3 as ordered by the POC.</p> <p>Review of the HHA note dated November 1,</p> | H 300  | <p>H 300 (3912.2)</p> <p>A mandatory in-service was held with all HHA's providing care for PHHC patients to educate HHA's that all initial visits will be provided within 24 hours of receiving the referral in accordance with the POC frequency. Any missed visits or inability to provide visits will be reported to the DPS at the time of occurrence.</p> <p>HHA's will contact each patient the night before to set up the visit and to inquire about parking if applicable.</p> |  |

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| H 300   | Continued From page 2<br><br>2013, on November 21, 2013, at approximately 3:00 p.m., revealed that HHA service was initiated on November 1, 2013.<br><br>During a face to face interview with the DPS on November 21, 2013, at 4:00 p.m., it was revealed that the DPS was not aware that the HHA service was not provided to Patient #3 as ordered by the POC. However, the DPS stated that the administrator for the HHA services would be contacted to ascertain the reason why HHA services was not initiated as ordered by the POC.<br><br>During a face to face interview with the DPS on November 21, 2013, at 4:00 p.m., it was revealed that HHA service was not initiated as ordered by the POC. The HHA indicated that the reason why HHA services were not initiated timely was due to the unavailability of parking at the patient's residence. Further interview revealed that the HCA would provide inservice training to all staff to ensure that all patients receive HHA services in accordance with their POC. | H 300  |   |  |
| H 380   | 3915.1 HOME HEALTH & PERSONAL CARE AIDE SERVICES<br><br>A home care agency may offer home health or personal care aide services and shall employ or contract with qualified home health or personal care aides to perform those services.<br><br>This Statute is not met as evidenced by:<br>Based on interview and record review, the HCA failed to ensure that two (2) of 2 HHAs were qualified to provide services for patients who were receiving HHA services in the sample. (HHA #1 and HHA #2 )  | H 380  | H 380 (3915.1)<br>HHA #1 is currently undergoing a DC National Criminal Background Check and has taken the necessary steps to renew the expired D/C license.<br>(Paperwork was provided on 11/25/13)<br>HHA #2 will no longer be providing service to any DC clients. | 11/22/13   |



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| H 380   | <p>Continued From page 3</p> <p>The findings include:</p> <p>1. Review of Patient #12's POC with a certification date from October 31, 2013 to December 29, 2013, on November 21, 2013 at approximately 9:15 a.m., revealed that Patient #12 was to receive HHA services 1 to three (3) times per week for eight (8) weeks. Further review revealed that HHA #1 was assigned to provide HHA services for Patient #12.</p> <p>During a face to face interview with the DPS on November 21, 2013, at 9:25 a.m., it was confirmed that HHA #1 was employed by the agency as a HHA. Further interview revealed that HHA #1's D.C. HHA certification was "possibly" pending during the time of the survey.</p> <p>Review of HHA #1's personnel file on November 21, 2013, at approximately 9:45 a.m., revealed no documented evidence that HHA #1 was certified to work in D.C., as a HHA or had applied for HHA certification in D.C.</p> <p>During a home visit with Patient #12 on November 22, 2013, at approximately 11:40 a.m., it was confirmed by a family member that HHA #1 provided HCA services to Patient #12. Further interview revealed that HHA #1 assisted Patient #12 with personal care and ADLs on Tuesday, Thursday and Saturdays for 2 hours a day.</p> <p>2. Review of Patient #1's POC with a certification date from October 03, 2013 to December 01, 2013, on November 21, 2013, at approximately 11:00 a.m., revealed that Patient #1 was to receive HHA services 1 to two (2) times per week for 8 weeks for personal care and ADL. Further review revealed that HHA #2 was assigned to</p> | H 380  |  |  |

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| H 380   | <p>Continued From page 4</p> <p>provide HHA services for Patient #1.</p> <p>During a face to face interview with the DPS on November 21, 2013, at 11:10 a.m., it was confirmed that HHA #2 was employed by the agency as a HHA. Further interview revealed that HHA #2's D.C. HHA certification was "possibly" pending during the time of the survey.</p> <p>Review of HHA #2's personnel file on November 21, 2013, at approximately 11:15 a.m., revealed no documented evidence that HHA #2 was certified to work in D.C., as a HHA or had applied for HHA certification in D.C.</p> <p>During a telephone interview with Patient #1 on November 25, 2013, at approximately 9:30 a.m., it was confirmed that HHA #2 provided HHA services to Patient #1. Further interview revealed that HHA #2 assisted Patient #1 with personal care and ADLs twice a week on for 2 hours a day.</p> | H 380  |  |  |

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| R 125                    | <p><b>4701.5 BACKGROUND CHECK REQUIREMENT</b></p> <p>The criminal background check shall disclose the criminal history of the prospective employee or contract worker for the previous seven (7) years, in all jurisdictions within which the prospective employee or contract worker has worked or resided within the seven (7) years prior to the check.</p> <p>This Statute is not met as evidenced by:<br/>Based on interview and review of personnel records, HCA failed to ensure criminal background checks for all jurisdictions in which the employees had worked or resided within the 7 years prior to the check, for two (2) of ten (10) employees in the sample. (HHA #1 and HHA #2)</p> <p>The findings include:</p> <p>1. Review of HHA #1's personnel file on November 21, 2013, at approximately 9:45 a.m., revealed HHA #1 was hired by the HCA on August 22, 2000 and worked as a HHA in D.C. Further review revealed a Maryland criminal background check dated February 14, 2008. However, there was no evidence a criminal background check was completed in all jurisdictions by HHA #1 prior to working in D.C.</p> <p>2. Review of HHA #2's personnel file on November 21, 2013, at approximately 9:48 a.m., revealed HHA #2 was hired by the HCA on March 6, 2007 and worked as a HHA in D.C. Further review revealed a Maryland criminal background check dated March 13, 2007. However, there was no evidence a criminal background check was completed in all jurisdictions by HHA #2 prior to working in D.C.</p> <p>During a telephone interview with the HHA</p> | R 125               | <p>R 125 (4701.5)</p> <p>The HR Department at PHS performed an audit of all personnel records for the HHA's providing service to PHHC patients. Effective immediately a monthly Event Report which includes licensure, CPR, OSHA and TB requirements will be done by the PHS HR Department to ensure that all licensures and certifications remain current.</p> | 11/22/13                 |

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| R 125   | Continued From page 1<br><br>administrator on November 26, 2013, at<br>approximately 10:15 a.m., it was confirmed that<br>HHA #1 and HHA #2 had only Maryland criminal<br>background checks completed prior to working in<br>D.C. Further interview revealed the HCA would<br>request that HHA #1 and HHA #2 obtain criminal<br>background checks in all jurisdictions where they<br>worked and lived. | R 125  |  |  |