

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/05/2017
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NAME OF PROVIDER OR SUPPLIER
PREMIER HEALTH SERVICES, INC

STREET ADDRESS, CITY, STATE, ZIP CODE
**7600 GEORGIA AVENUE, NW, SUITE 323
WASHINGTON, DC 20012**

(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 annual survey and complaint investigation was conducted from May 30, 2017, to June 5, 2017, to determine compliance with Title 22B DCMR, Chapter 39 (Home Care Agency Regulations). The home care agency provides home care services to one hundred and twenty-six (126) patients, and employs two hundred twenty-six (226) staff. The findings of the survey were based on a review of administrative records, eight (8) active patient records, two (2) discharged patient records, ten (10) employee records. The findings also were based on five (5) home visits, ten (10) patient telephone interviews and interviews with patients/family and staff.</p> <p>On May 16, 2017, the Department of Health Care Finance (DHCF) referred a complaint filed by Patient #4 concerning the lack of home health aides (HHAs). The complaint was investigated during the annual survey. The investigation revealed the following:</p> <p>Allegation - Premier Health Services utilizes the services of a nurse staffing agency (NSA) to provide HHA services which he/she did not receive for weeks.</p> <p>Findings: On May 31, 2017, at 9:30 a.m., review of Patient #4's clinical record revealed that the last date of HHA service was on April 21, 2017. On May 31, 2017, at 11:30 a.m., interview with the home care agency Administrator revealed Premier Health Service utilizes the services of a nurse staffing agency on occasion to provide HHA services. Since February 2017, the home care agency has deployed a total of eight-six (86) HHAs, all of whom were sent away by the patient. As a result, Premier has determined that the patient no longer wants services and has initiated</p>	H 000		

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

TITLE

(X8) DATE

[Signature]

Assistant to Administrator

8/23/17

STATE FORM

0899

X67211

If continuation sheet 1 of 4

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H 000	<p>Continued From page 1</p> <p>a discharge notification to the patient.</p> <p>Conclusion - The allegation was substantiated, however, no deficiencies were cited.</p> <p>After the completion of the annual survey on June 5, 2017, DHCF referred a second complaint filed by Patient #4. The complaint was investigated on July 6, 2017, and revealed the following:</p> <p>Allegation: When the home health aides arrive at her home, they will comment that they are there "as a favor...therefore they were not required to assist her as she requests."</p> <p>Findings- Interview conducted with the administrator revealed the agency has a contract with a nurse staffing agency that occasionally provides aide services. The administrator indicated that patients are not informed how aides are obtained and or deployed for services.</p> <p>Interview conducted with the alleged nurse staffing agency administrator verified they have a contract with the home care agency and has provided aides on occasion. The NSA administrator could not verify the alleged comment that the aides said to the patient.</p> <p>Conclusion: Allegation could not substantiated.</p> <p>The following are abbreviations used within the body of this report:</p> <p>DON - Director of Nursing HCA - Home Care Agency HHA - Home Health Aide NSA- Nurse Staffing Agency</p>	H 000		

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H 435	Continued From page 2	H 435	H435 – 3916.3 Skilled Services		
H 435	<p>3916.3 SKILLED SERVICES GENERALLY</p> <p>Skilled services shall be provided in accordance with a plan of care, as outlined in section 3914.</p> <p>This Statute is not met as evidenced by: Based on record review and interview, it was determined that the SN failed to ensure that services were provided in accordance with the POC for one (1) of eight (8) active patients in the sample. (Patient #5)</p> <p>The finding includes:</p> <p>On May 31, 2017, at 9:30 a.m., review of Patient #5's POC, with a certification period of October 10, 2016, through October 9, 2017, revealed that Patient #5 had diagnoses that included Diabetes Mellitus. According to the POC, the SN was to conduct visits to the patient every thirty (30) to sixty-two (62) days to assess the patient's ability in managing diabetes, assess knowledge and compliance with blood glucose monitoring, and assess understanding of signs and symptoms of hyper/hypoglycemia.</p> <p>Review of nursing notes dated November 22, 2016, January 17, 2017, March 28, 2017 and April 26, 2017, failed to evidence that the skilled nurse assessed the patient's blood glucose or the patient's knowledge and understanding of the importance of blood glucose monitoring.</p> <p>On May 31, 2017, at 3:00 p.m., interview with the administrator and DON revealed that all nurses will be in-serviced on the importance of blood</p>	H 435	<p>Generally</p> <p>Patient #5 has a diagnosis of diabetes. Patient diabetes is well controlled. Patient #5 does not take any diabetic medications. Patient has knowledge and understanding of the importance of blood sugar monitoring and checks her blood sugars at home.</p> <p>-Patient #5 had a nurse monthly visit and assessment on May 24, 2017. The monthly nurse assessed and documented Patient #5's blood sugar level which was within normal limits at 91mg/dl. The nurse has also made monthly visit assessments to Patient #5 and documented patient blood sugars on June 13, 2017 – 98,mg/dl; July 13, 2017 -96mg/dl; and Patient #5's blood glucose has remained within Normal limits. The nurse will continue to visit Patient #5 for monthly visits.</p> <p>-All Nurses were in-serviced on the Importance of assessing, teaching and documenting Patient's Blood Glucose during monthly visits to reduce the complications of diabetes.</p>		

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H 435	Continued From page 3 glucose monitoring to reduce the complications of uncontrolled diabetes mellitus.	H 435	<p>-The QA Nurse or designated clinical staff will review weekly, all nurses notes submitted for patients who have diabetes to ensure that patients with diabetes have blood sugars documented on the nurses visit note and there is appropriate follow up for any blood sugars that are not within normal limits. The QA Nurse will notify the DON or designee immediately of any issues noted during the review.</p> <p>-PHS will conduct quarterly audits of clinical records to monitor compliance with documentation of blood glucose in the nurse's monthly visit note. The DON or designee will audit at least 10% of all diabetic patients' charts to determine compliance. The results of the audits will be discussed in the PAC meetings to ensure ongoing compliance is met.</p>	