

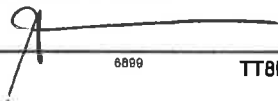
Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HCA-0058	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/10/2016
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NAME OF PROVIDER OR SUPPLIER TLC HEALTH CARE SERVICES SOUTHEAST,L	STREET ADDRESS, CITY, STATE, ZIP CODE 1100 H STREET NW SUITE 940 WASHINGTON, DC 20005
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(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
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H 000	<p>INITIAL COMMENTS</p> <p>An annual licensure survey was conducted from June 7, 2016, through June 10, 2016, to determine compliance with Title 22B DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home care services to one hundred (100) patients and employs twenty-two (22) staff. The findings of the survey were based on observations, record reviews and interviews with current patients and staff.</p> <p>The following are abbreviations used within the body of this report:</p> <p>HCA - Home Care Agency POC - Plan of Care CHF - Conjested Heart Failure</p>	H 000	<p><i>Received 6/28/16 cm</i></p>	
H 459	<p>3917.2(i) SKILLED NURSING SERVICES</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 interview and record review, the HCA's skilled nursing staff failed to provide documented evidence that the instructions given to patients were understood, for four (4) of eight (8) patients receiving skilled nursing visits in the sample. (Patients #3, #4, #7, and #8).</p> <p>The findings include:</p> <p>1. On June 7, 2016, at 10:30 a.m., Patient #3's</p>	H 459		<p>Response begins on page two.</p>

Health Regulation & Licensing Administration LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
	DOO/Administrator	6/28/2016

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H 459	<p>Continued From page 1</p> <p>POC for the certification period May 27, 2016, through July 25, 2016, revealed a physician order for skilled nurse visits one (1) time a week for one (1) week, two (2) times a week for two (2) weeks and one (1) time a week for one week. The skilled nurse was to provide teaching of disease management, medication teaching and monitoring of surgical wound. Review of the skilled nurse visit note dated June 6, 2016, revealed the skilled nurse assessed the surgical wound on the left side of the patient's chest and instructed the patient on the limitations of use of his left arm and use of the microwave but failed to document the specific level of the patient's understanding of the instructions.</p> <p>2. On June 8, 2016, at 9:30 a.m., Patient #4's POC for the certification period March 2, 2016, through April 30, 2016, revealed a physician order for skilled nurse visits two (2) times a week for nine (9) weeks to perform wound care to the patient's right heel ulcer, instruct patient/caregiver on wound care to include signs and symptoms of infection and when to report to the physician. Review of the skilled nurse visit note dated March 14, 2016, revealed the skilled nurse instructed the patient on the importance of frequent dressing changes to prevent biofilm build up on the wound but failed to document the specific level of the patient's understanding of the instructions.</p> <p>3. On June 8, 2016, at 1:00 p.m., Patient #7's POC for the certification period of April 13, 2016, through June 9, 2016, revealed a physician order for skilled nurse visits two (2) times a week for six (6) weeks and one (1) time a week for three (3) weeks to perform wound care to the patient's left leg surgical wound, instruct patient/caregiver on wound care and proper disposal of soiled dressings. Review of the skilled nurse visit note</p>	H 459	<p>Director of Operations will in-service clinicians on Policy TX-003, Patient/Caregiver Education. Review of assuring documentation of teaching includes patient/caregiver response to teaching, including specific understanding of the teaching/instruction.</p> <p>Director of Operations/Clinical Manager/Designee will audit six random charts per week, starting week of 6/27/16 to assure there is documentation with specific patient response/understanding of the teaching provided at each visit until 100% compliance is achieved. Any issues identified will be reviewed with the clinician and one-on-one counseling will be provided by the Director of Operations/Clinical Manager.</p>	<p>6/28/16</p> <p>7/31/16</p>
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H 459	<p>Continued From page 2</p> <p>dated May 9, 2016, revealed the skilled nurse instructed the patient on the importance of checking toes for adequate circulation, tissue perfusion, warmth and sensation but failed to document the specific level of the patient's understanding of the instructions.</p> <p>4. On June 8, 2016, at 2:30 p.m., Patient #8's POC for the certification period May 5, 2016, through July 3, 2016, revealed a physician order for skilled nurse visits one (1) time a week for one (1) week, two (2) times a week for two (2) weeks and one (1) time a week for two (2) weeks to instruct patient/caregiver on medication management and side effects and signs symptoms of exacerbation of CHF . Review of the skilled nurse visit note dated May 13, 2016, revealed the skilled nurse instructed the patient on "CHF teaching on diet and disease management, instruct client to limit pre-packaged food items and check sodium content on nutrition label." The skilled nurse failed to document the specific level of the patient's understanding of the instructions.</p> <p>During a face to face interview with the administrator and clinical manager on June 9, 2016 at 3:30 p.m., it was revealed that the nurses were already instructed on documentation of patient teaching and the level of patients understanding. Additionally, the clinical manager stated that he/she will host another inservice to re-instruct the nurses on documentation of patient teaching and the level of patients understanding.</p>	H 459	Continued monitoring will be on an on-going basis with our Performance Improvement Program quarterly chart audits by the Director of Operations/Clinical Manager for compliance with accurate and inclusive documentation of patient/caregiver teaching and specific response.	
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