

Amedisys Home Health Care
1100 H Street, NW
Suite 940
Washington, DC 20005
(202) 783-7892

March 18, 2014

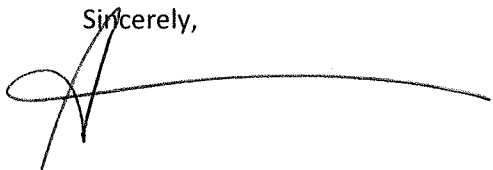
Department of Health & Human Resources
Health Regulation & Licensing Administration
899 North Capitol Street, NE
First Floor
Washington, DC 20002
Attn: Sharon Mebane
Program Manager

Dear Ms. Mebane:

Enclosed please find the Plan of Correction for our licensure survey, which was conducted in February, 2014.

Please contact me with any questions or issues at (202) 783-7892,

Sincerely,

A handwritten signature in black ink, appearing to be 'Amy Sullivan', with a long horizontal flourish extending to the right.

Amy Sullivan
Director of Operations

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 02/28/2014
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		
(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 was conducted from February 27, 2014, through February 28, 2014, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The Home Care Agency provides home care services to one hundred and two (102) patients and employs twenty (20) staff. The findings of the survey were based observations, record reviews, and interviews with current patients and staff.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>Skilled Nurse (SN) Plan Of Care (POC) Director of Nursing (DON) Home Care Agency (HCA) Signs and Symptoms (S/S) Hours (hrs) American Dietetic Association (ADA)</p>	H 000		
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 home care agency's (HCA) skilled nursing staff failed to provide documented evidence that specific instructions were afforded to patients related to their health conditions and that the instructions given were understood for two (2) of the ten (10)</p>	H 459	Response begins on page two.	

Health Regulation & Licensing Administration

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

[Signature]

TITLE

Director of Operations

(X6) DATE

3/18/14

Health Regulation & Licensing Administration

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H 459	<p>Continued From page 1</p> <p>patients in the sample (Patient #2 and #4).</p> <p>The findings include:</p> <p>1. Review of Patient #2's POC with a certification period of January 31, 2014, through March 31, 2014, on February 27, 2014, at approximately 10:30 a.m., revealed Patient #2 had the diagnoses of pressure ulcer to the buttock (stage 4) and end stage renal disease. The POC also contained physician orders for the skilled nurse to "instruct patient/caregiver in disease management and when to notify the physician, instruct patient/caregiver in proper nutrition/hydration to facilitate wound healing and instruct patient in all aspect of medication regimen including schedule dosage, side effects and drug/food interactions."</p> <p>Review of Patient #2's medical record on February 27, 2014, at 10:30 a.m., revealed a skilled nursing note dated February 4, 2014, that contained no documented evidence of teaching or evaluation of teaching was done with the patient or caregiver.</p> <p>Further review of Patient #2's clinical record revealed a skilled nursing note dated February 6, 2014. Within that note was a section titled "interventions/instructions" where the skilled nurse documented "sn [skilled nurse] teaching to increase protein in diet to aid in wound healing, teaching to caregiver to change patient position every 2 hrs [hours] to aid in wound healing." There is no documented evidence that the instructions were evaluated for a clear understanding by the patient or caregiver.</p> <p>Additionally, review of Patient #2's clinical record revealed a skilled nursing note dated February</p>	H 459	<p>Director of Operations/Clinical Manager will in-service clinicians regarding policy TX-003, Patient/Caregiver Education.</p> <p>Director of Operations/Clinical Manager/Designee will audit 5 random charts per week to assure patient teaching and the response by patient/caregiver is being documented at each patient visit until a 95% compliance is met. The results of the audits will be shared at the weekly Patient Care Conference by the Director of Operations/Clinical Manager.</p> <p>Monitoring will continue on an ongoing basis with Performance Improvement Program quarterly audits by Director of Operations/Designee.</p>	3/25/2014

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H 459	<p>Continued From page 2</p> <p>11, 2014, that contained no evidence that teaching or evaluation of teaching was done to the patient or caregiver.</p> <p>2. Review of Patient #4's POC with a certification period of January 6, 2014, through March 6, 2014, on February 27, 2014, at approximately 11:30 a.m., revealed Patient #4 had the diagnoses of pressure ulcer to the lower back, end stage renal disease and diabetes mellitus. The POC also contained physician orders for the skilled nurse to "instruct patient/caregiver in disease management and when to notify the physician, instruct patient/caregiver in ADA diet and exercise program, instruct in diabetic care to include blood glucose monitoring, instruct in s/s hypo/hyperglycemia and maintain blood glucose between 70 and 200, and instruct patient in all aspect of medication regimen including schedule dosage, side effects and drug/food interactions."</p> <p>Review of Patient #4's medical record on February 27, 2014, at 11:30 a.m., revealed a skilled nursing notes dated January 7, 2014, February 6 and 11, 2014, that contained no evidence of teaching or evaluation of teaching was done with the patient or caregiver.</p> <p>A face to face interview with the Clinical Manager at 1:30 p.m. and Administrator at 2:30 p.m. confirmed that the skilled nurses did not document teachings or evaluation of teachings to the patients or caregivers during their visits. The Clinical Manager stated that he/she will reinforce the need for proper documentation on his/her next nursing in-service.</p>	H 459			

From: (202) 783-7892
Amedisys Washington
Amedisys
1100 H ST NW
Suite 940
Washington, DC 20005

Origin ID: BZSA



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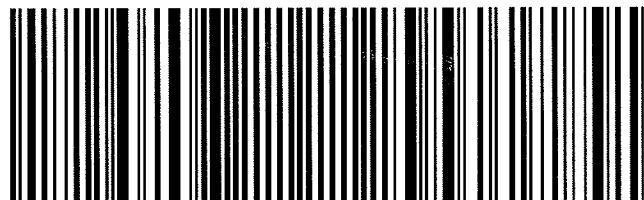
Sharon Mebane
Department of Health - HPLA
899 N CAPITOL ST NE
First Floor
Washington, DC 20002

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