

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 03/13/2015
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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
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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>On February 26, 2015 the Department of Health, Health Regulation and Licensing Administration received a complaint from the Office of the Health Care Ombudsman and Bill of Rights, on behalf of the complainant regarding the care and treatment he/she receives from Premier Health Services, Inc.</p> <p>Due to the nature of the information presented, on March 12, 2015, DOH/HRLA initiated an onsite investigation, to verify compliance with the basic standards of practice and Title 22, Chapter 39 (Home Care Agencies Regulations). The findings of the investigation were based on record reviews and interviews.</p> <p>Please Note: Listed below are abbreviations used in this report.</p> <p>Director of Nursing - DON Home Care Agency - HCA Home Health Aid - HHA Identification - ID Plan of Care - POC</p> <p>Allegation #1: The Patient's HHA's sit in the living room and do not provide assistance.</p> <p>Findings - On March 12, 2015 at approximately 12:45 p.m., review of HHA time sheets and interview with the DON failed to evidence that Patient #1 made the HCA aware that HHA's sit in the living room and do not provide assistance.</p> <p>Additionally, this surveyor was unsuccessful in contacting the complainant (Patient #1) on several occasions from March 13, 2015 through March 16, 2015.</p>	H 000		
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Health Regulation & Licensing Administration
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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H 000	<p>Continued From page 1</p> <p>Conclusion - This allegation could not be substantiated.</p> <p>Allegation #2: The Patient's HHA's prefer to stay in the kitchen and clean instead of helping him/her.</p> <p>Findings - On March 12, 2015 starting at approximately 12:45 p.m., review of HHA time sheets and interview with the DON failed to evidence that Patient #1 made the HCA aware that HHA's sit in the living room and do not provide assistance.</p> <p>Additionally, this surveyor was unsuccessful in contacting the complainant (Patient #1) on several occasions from March 13, 2015 through March 16, 2015.</p> <p>Conclusion - This allegation could not be substantiated.</p> <p>Allegation #3: The Patient's HHA's failed to lock his/her wheelchair during transfer.</p> <p>Findings - On March 12, 2015 at approximately 2:00 p.m., review of HHA time sheets and interview with the DON failed to evidence that Patient #1 made the HCA aware that HHA's failed to lock his/her wheelchair during transfer.</p> <p>Additionally, this surveyor was unsuccessful in contacting the complainant (Patient #1) on several occasions from March 13, 2015 through March 16, 2015.</p> <p>Conclusion - This allegation could not be substantiated.</p> <p>Allegation #4: The Patient's HCA did not ask</p>	H 000		

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H 000	<p>Continued From page 2</p> <p>Patient #1 if he/she would transfer services to another HCA before doing so.</p> <p>Findings - On March 12, 2015 at approximately 2:00 p.m., review of the HCA's communications log with Patient #1 and interview with the Assistant to the Administrator evidenced that Patient #1 was made aware that the HCA would use a contractor nursing agency to fulfill HHA services prior to its implementation.</p> <p>Additionally, this surveyor was unsuccessful in contacting the complainant (Patient #1) on several occasions from March 13, 2015 through March 16, 2015.</p> <p>Conclusion - This allegation could not be substantiated.</p> <p>Allegation #5: The Patient's HHA's are asking him/her to sign blank time sheets.</p> <p>Findings - On March 12, 2015 at approximately 12:45 p.m., review of the HCA's communications log with Patient #1 and interview with the DON failed to evidence that Patient #1 made the HCA aware that HHA's were asking Patient #1 to sign blank time sheets.</p> <p>Additionally, this surveyor was unsuccessful in contacting the complainant (Patient #1) on several occasions from March 13, 2015 through March 16, 2015.</p> <p>Conclusion - This allegation could not be substantiated.</p> <p>Allegation #6: The Patient's HHA's are not wearing ID badges.</p>	H 000		

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H 000	<p>Continued From page 3</p> <p>Findings - On March 12, 2015 at approximately 12:45 p.m., review of the HCA's communications log with Patient #1 and interview with the DON failed to evidence that Patient #1 made the HCA aware that HHA's were not wearing ID badges.</p> <p>Additionally, this surveyor was unsuccessful in contacting the complainant (Patient #1) on several occasions from March 13, 2015 through March 16, 2015.</p> <p>Conclusion - This allegation could not be substantiated.</p> <p>Allegation #7: The Patient's HHA's do not assist when he/she is in the bathroom.</p> <p>Findings - On March 12, 2015 at approximately 12:45 p.m., review of HHA time sheets and interview with the DON failed to evidence that Patient #1 made the HCA aware that HHA's do not assist when he/she is in the bathroom.</p> <p>Additionally, this surveyor was unsuccessful in contacting the complainant (Patient #1) on several occasions from March 13, 2015 through March 16, 2015.</p> <p>Conclusion - This allegation could not be substantiated.</p>	H 000		