

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:

(X2) MULTIPLE CONSTRUCTION

(X3) DATE SURVEY COMPLETED

HCA-0004

A. BUILDING \_\_\_\_\_  
B. WING \_\_\_\_\_

08/28/2012

NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

T & N RELIABLE NURSING CARE

3500 18TH STREET  
WASHINGTON, DC 20018

|                    |  |                 |   |                      |
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R000 INITIAL COMMENTS

R000

An annual survey was conducted at your agency from August 27, 2012, through August 28, 2012, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The findings of the survey were based on a random sample of fifteen (15) clinical records based on a census of six hundred and ten (610) patients, ten (15) personnel files based on a census of seven hundred and seventy-four (774) employees and three (3) home visits. The findings of the survey were based on observations in the home, interviews with agency staff and patient interviews as well as a review of patient and administrative records.

Department of Health  
Health Regulation & Licensing Administration  
Intermediate Care Facilities Division  
899 North Capitol St., N.E.  
Washington, D.C. 20002

R 125 4701.5 BACKGROUND CHECK REQUIREMENT

R125

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.

HHA #8 background check for Maryland has been done. See attachment #1. 08/28/12

This Statute is not met as evidenced by: Based on the interview and record review, the home care agency (HCA) failed to ensure criminal background checks for the previous seven (7) years, in all jurisdictions where staff had worked or resided within the seven (7) years prior to the check, for two (2) of fifteen (15) staff employed. (Home Health Aide #13 and #15)

The HR staff were in-serviced on 8/28/12 to check on work references and page 2 of the employment application to see the different jurisdictions an employee has lived and worked and to do background checks on all jurisdictions mentioned.

09/30/12

Also, all current employee files will be reviewed to sort out any files that have the same mistakes and will be corrected by 9/30/12.

The Quality Assurance person will check at least every quarter to ensure that all new hired employees' background checks are done in all states where the employee has worked or resided.

The findings include:

1. Review of the Home Health Aide #13's (HHA#13) employment application on August 27, 2012, at approximately 2:31 p.m., revealed HHA

Health Regulation & Licensing Administration

*Agnes N. Kelly*

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

TITLE

*Director*

(X6) DATE

*9/6/12*

STATE FORM

H5U611

If continuation sheet 1 of 2

Health Regulation & Licensing Administration

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R 125 Continued From page 1

#13 was hired by the Home Care Agency (HCA) on June 21, 2010. According to HHA#13's employment application, the employee worked and resided in the state of Maryland prior to her employment with the HCA. Although the HHA's personnel record revealed a criminal background check for the District of Columbia, there was no evidence that the background check was conducted for the state of Maryland.

2. Review of the Home Health Aide #15's (HHA#15) employment application on August 27, 2012, at approximately 2:15 p.m., revealed HHA #15 was hired by the Home Care Agency (HCA) on July 24, 2008. According to HHA#15's employment application, the employee worked in the state of New York prior to her employment with the HCA. Although the HHA's personnel record revealed a criminal background check, there was no evidence that the background check was conducted in the aforementioned jurisdiction prior to the date of hire.

During a face to face interview with the administrator of the HCA and the Human Resources Manager on August 27,2012, at approximately 3:30 p.m. revealed they were not aware that they needed to request a criminal background check from each jurisdiction that HHA #13 and HHA #15 worked.

R125

HHA #15 background check for Maryland has been done. See attachment #1.

08/28/12

The HR staff were in-serviced on 8/28/12 to check on work references and page 2 of the employment application to see the different jurisdictions an employee has lived and worked and to do background checks on all jurisdictions mentioned. Also, all current employee files will be reviewed to sort out any files that have the same mistakes and will be corrected by 9/30/12.

09/30/12

The Quality Assurance person will check at least every quarter to ensure that all new hired employees' background checks are done in all states where the employee has worked or resided.

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H000 INITIAL COMMENTS

An annual survey was conducted at your agency from August 27, 2012, through August 28, 2012, to determine compliance with Title 22 DCMR, Chapter 39 (Home Care Agencies Regulations). The findings of the survey were based on a random sample of fifteen (15) clinical records based on a census of six hundred and ten (610) patients, ten (15) personnel files based on a census of seven hundred and seventy-four (774) employees and three (3) home visits. The findings of the survey were based on observations in the home, interviews with agency staff and patient interviews as well as a review of patient and administrative records.

H000

H 149 3907.2(e) PERSONNEL

Each home care agency shall maintain accurate personnel records, which shall include the following information:

(e) Health certification as required by section 3907.6;

This Statute is not met as evidenced by: Based on a review of the Home Health Care Agency's (HCA) personnel records and interview, the HCA failed to ensure one (1) of fifteen (15) employees had a current health certification. (Home Health Aide #14 (HHA #14)

The finding includes:

Review of HHA#14's personnel record on August 27, 2012 at approximately 1:59 p.m., revealed a health certification dated August 17, 2011.

H149

The physical examination of HHA#14 has been received and filed .  
The HR staff were in-serviced on 8/28/12 to inform personnel to renew their documents at least one month prior to the expiration date.  
Also, to inform the staffing coordinators to stop patient assignment to any employee whose physical will expire in a week. They were told to hold the checks of office employees until their files are updated. The quality assurance person will audit each quarter to ensure that all employees have current nhsvicals

08/28/12

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H 149 Continued From page 1

During a face to face interview with the Human Resources Manager on August 27, 2012, at approximately 2:04 p.m., it was acknowledged HHA#14's aforementioned health certificate had expired and HHA #14 did not have a current health certificate on file in the personnel record.

At the time of survey, the HCA failed to maintain an accurate personnel record for HHA #14.

H149

H 355 3914.3(d) PATIENT PLAN OF CARE

The plan of care shall include the following:

(d) A description of the services to be provided, including: the frequency, amount, and expected duration; dietary requirements; medication administration, including dosage; equipment; and supplies;

This Statute is not met as evidenced by: Based on interview and record review, the facility failed to ensure the plan of care (POC) included the expected duration for nine (9) of fifteen (15) patient's that required services of a personal care aide (PCA) and the expected duration for nine (9) of fifteen (15) patient's that required a Registered Nurse (RN) to supervise the services provided by the PCA in the sample (Patient #7, #8, #9, #10, #11, #12, #13 and #15 )

The findings include:

1. Review of Patient #7, #8, #9, #10, #11, #12, #13 and #15's plan of care (POC) on August 27, 2012, between 10:35 a.m. and 3:30 p.m., did not include the duration of the personal care aide (PCA) services to be provided.

H355

The employee responsible for Care Planning was in-serviced on 8/28/12 to include the duration of RN and PCA services on the Plan of Care(POC) for all medical records during the next recertification .  
RN signing the POC after printing will ensure that the duration of services is included in the POC.

04/30/13

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H 355 Continued From page 2

H355

2. Review of Patient #7, #8, #9, #10, #11, #12, #13 and #15's plan of care (POC) on August 27, 2012, between 10:35 a.m. and 3:30 p.m., did not include the expected duration for patient's that required a Registered Nurse (RN) to supervise the services provided by the PCA.

During a face to face interview with the Administrator and Director of Nursing (DON) and on August 27, 2012, at approximately 3:35 p.m., it was acknowledged the expected duration were not on the POCs and the agency would add an addendum to include the expected duration for patients who were receiving services from the PCA and RN.

H450 3917.1 SKILLED NURSING SERVICES

H450

Skilled nursing services shall be provided by a registered nurse, or by a licensed practical nurse under the supervision of a registered nurse, and in accordance with the patient's plan of care.

This Statute is not met as evidenced by: Based on interview and record review, the Home Care Agency (HCA) failed to ensure skilled nursing services were provided in accordance with the patient's plan of care (POC) for two (2) of four (4) patients in the sample receiving wound care. (Patient #3 and # 6)

The findings include:

1. Review of Patient # 3's plan of care (POC) dated August 7, 2012 through October 5, 2012, on August 27, 2012, at approximately 11:30 a.m., revealed the patient had diagnoses that included a right thigh wound. Further review revealed the

The nurse visited the client as ordered, but had not yet submitted the notes to the office. Notes were submitted on 8/28/12.  
The LPN in question and supervising RN were in-serviced on 9/4/12 to ensure that skilled nursing notes are submitted weekly and if the LPN fails to do so , clients should be re-assigned to a new nurse. The Quality Assurance person will audit each quarter to make sure that LPN notes are submitted weekly.

09/04/12

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| H 450  | Continued From page 4<br><br>Administrator and DON on August 27, 2012, at approximately 3:25 p.m., it was acknowledged the skilled nurse had not documented any evidence of wound Vac care for Patient #6 as ordered by the POC during the week of August 12, 2012. Further interview revealed the agency would obtain the aforementioned documents from the skilled nurse and place the documents in the medical record. | H 450   |   |                    |   |