

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/08/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/22/2021
NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
(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) COMPLETION DATE
G 000	INITIAL COMMENTS The Department of Inspections and Appeals conducted a COVID-19 Focused Infection Control Survey in conjunction with with a complaint survey, incident #95177-I from 2/8/21 through 2/22/21. The complaint survey found the following: During the survey, the surveyors identified three Immediate Jeopardy situations. The agency failed to do the following: 1) ensure agency staff investigated complaints made by patients or family, ensure staff investigated complaints related to care that failed to be furnished, failed to document the existence and resolution of complaints and failed to protect patients from further violations related to lack of care (CFR 484.50 refer to G0478, G0480, G0484, G0486); 2) ensure agency staff followed the plan of care in the delivery of services and alerted the physician to changes in the plan of care, ensure the plan of care accurately reflected the care and services the patient received and ensure the coordination of the delivery of care to meet the needs of the patients (CFR 484.60 refer to G0572, G0574 and G0608); 3) ensure home health aide agency staff provided home health aide services according the care plan (CFR 484.80 refer to G0800). The three Immediate Jeopardy situations were abated on 2/22/21 at 2:15 PM. The survey found the agency was operating out	G 000	<i>POC accepted on 3/25/21 with date of correction 3/1/21. See attached word document — B. Rasmussen</i>		

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

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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G 000	Continued From page 1 of compliance with the following Conditions of Participation: 1) Condition of Participation 42 CFR 484.50: Patient Rights (see G0406, G0434, G0440, G0462, G0464, G0468, G0470, G0478, G0480, G0484 and G0486); 2) Condition of Participation 42 CFR 484.60: Care Planning, Coordination and Quality of Care (see G0570, G0572, G574 and G608); 3) Condition of Participation 42 CFR 484.80: Home Health Aide Services (see G0750 and G0800) 4) Condition of Participation 42 CFR 484.110: Clinical Records (see G1008, G1014 and G1024) The agency was found to be in compliance with CMS and Centers for Disease Control and Prevention (CDC) recommended practices to prepare for COVID-19. As a result of the agency's noncompliance with the Medicare Conditions of Participation for home health agencies, the home health agency and its registered nurses are prohibited from providing basic skills competency training, and prohibited from providing evaluation of home health aide written basic skills testing and evaluation of demonstrated competency of the hands on basic skills for the agency's home health aides for 2 years, beginning on 2/22/21 and ending on 2/21/23.	G 000			
G 406	Patient rights CFR(s): 484.50	G 406			

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G 406	Continued From page 2 Condition of participation: Patient rights. The patient and representative (if any), have the right to be informed of the patient's rights in a language and manner the individual understands. The HHA must protect and promote the exercise of these rights. This CONDITION is not met as evidenced by: Based on agency policy review, clinical record review, agency staff interview and patient/caregiver interview, the agency failed to do the following: 1) ensure patients had the right to be informed about changes in the plan of care and refuse care in advance of or during treatment with respect to the disciplines providing care and frequency of visits (G0434); 2) ensure agency staff informed patients of the extent of financial obligation for services (G0440); 3) ensure agency staff had just cause to discharge agency patients (G0462); 4) ensure agency staff advised the patient and physician the agency was considering cause for discharge (G0464); 5) ensure agency staff provided contact information for other resources and providers at discharge for cause (G0468); 6) ensure agency staff documented the problem associated with cause for discharge and attempts to resolve the problem (G0470); 7) ensure agency staff investigated complaints made by patients or family (G0478);	G 406			

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G 406	Continued From page 3 8) ensure staff investigated complaints related to care agency staff failed to furnish or furnished inappropriately (G0480); 9) ensure agency staff documented the existence and resolution of complaints (G0484); and, 10) ensure agency staff took action to prevent further potential violations (G0486). The systemic practice resulted in the failure to ensure the organizational framework of the agency promoted and protected the rights of the agency's 150 patients.	G 406			
G 434	Participate in care CFR(s): 484.50(c)(4)(i,ii,iii,iv,v,vi,vii,viii) Participate in, be informed about, and consent or refuse care in advance of and during treatment, where appropriate, with respect to-- (i) Completion of all assessments; (ii) The care to be furnished, based on the comprehensive assessment; (iii) Establishing and revising the plan of care; (iv) The disciplines that will furnish the care; (v) The frequency of visits; (vi) Expected outcomes of care, including patient-identified goals, and anticipated risks and benefits; (vii) Any factors that could impact treatment effectiveness; and (viii) Any changes in the care to be furnished. This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review, patient, family and staff interview, the agency failed to ensure patients had the right to be informed about changes in the plan of care and refuse care in advance of or during treatment	G 434			

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G 434	Continued From page 4 with respect to the disciplines providing care and frequency of visits for 13 of 24 patients sampled with home health aide services (Patients #1, #2, #4, #5, #9, #10, #11, #13, #14, #15, #17, #18 and #24). The agency reported 98 out of 150 patients received home health aide services at the time of the survey. Failure to ensure agency staff informed patients about changes in the plan of care and patients had the right to refuse care in advance of or during treatment with respect to disciplines providing care and frequency of visits resulted in agency patients not receiving care and services according to their plan of care and agreement for services. Findings include: Review of the agency's undated policy, titled Client Bill of Rights, identified the patient has the right to participate in, be informed about, and consent to or refuse care in advance of and during treatment with respect to care to be furnished based on comprehensive assessments, establishing and revising the Plan of Care, the disciplines that will furnish services, the frequency of visits, and any changes in care to be furnished. Review of the agency's undated policy, titled Missed Visit Policy, identified if the schedule is altered, agency staff shall provide information on alterations to the patient as soon as possible. In the event of an employee emergency or termination of employment, the agency will provide alternate, qualified staff to complete the required visits. If there is a missed visit, agency	G 434			

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G 434	Continued From page 5 staff shall provide services as agreed upon by the patient and agency. Agency staff will coordinate with the patient or patient's authorized representative to reschedule a missed visit whenever possible. Review of the agency's undated policy, titled Implementing Care and Treatment, identified agency staff will notify the patient and/or caregiver prior to the scheduled visit if there is a change in the schedule of care. 1. Patient #1 had a start of care date of 3/5/2020. Review of the clinical record revealed the following: The Plan of Care (POC), dated 10/31/2020 to 12/29/2020, included orders for skilled nursing services 2 times per week and home health aide services 3 times per week. The clinical record included documentation of 3 missed home health aide visits the week of 12/20/2020, dated 12/21, 12/23 and 12/25/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. On 2/9/21 at 11:38 AM, during an interview, the patient reported he/she did not refuse any services the week of 12/20/2020. The patient reported the agency did not call or offer any services that week. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant explained they had one home health aide staff already on medical leave	G 434			

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G 434	Continued From page 6 (Staff N, Home Health Aide) and then Staff I, home health aide, no longer worked for the agency effective 12/22/2020. Staff I worked with Patient #1. She reported having trouble scheduling home health aide services for Patient #1 and other patients also receiving home health aide services from Staff I. The Administrative Assistant reported the agency was short-staffed and they were unable to meet the needs of the patients. She explained the other home health aides were already "jamming visits" in and were unable to pick up extra visits. On 2/16/21 at 3:20 PM, during an interview, the Administrator/Clinical Manager reported the Administrative Assistant does the scheduling, but she was aware they had staffing issues for home health aide services. The Administrator explained for patients she completed missed visit notes on, "patient/family uncooperative" was just one of the choices and she realizes this was not the right choice for the reason for the missed visit. On 2/17/21 at 8:34 AM, during an interview, the Administrative Assistant reported she did notify the patients, that Staff I had provided services for, they would not be receiving home health aide services for a week. She explained she was not able to get a hold of some of the patients and not able to leave a message. She did not have any documentation of who she contacted and who she did not. The Administrative Assistant reported she did not know the staffing issues were going to last longer than a week and did not call any of the patients to notify them of this. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the week of	G 434			

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G 434	Continued From page 7 12/20/2020. 2. Patient #2 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: The POC, dated 10/30/2020 to 12/28/2020 and 12/29 to 2/26/2020, included orders for skilled nursing services 1 time per week and home health aide services 2 times per week. The clinical record included documentation of 2 missed home health aide visits the week of 12/27/2020, dated 12/28 and 12/31, and 2 missed home health visits the week of 1/3/21, dated 1/4 and 1/7/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. On 2/9/21 at 9:25 AM, during an interview, the patient reported no one called or showed up to provide services the 2 weeks after Christmas. The patient reported he/she called the office to find out why he/she was not getting services. The patient explained he/she was told at this time the home health aide quit and they would be sending out a new girl. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant confirmed the patient did call about not having a home health aide after Staff I wasn't employed by the agency and requested another home health aide that had worked with the patient previously. The clinical record lacked documentation agency	G 434			

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G 434	Continued From page 8 staff notified the patient of the inability to provide home health aide services during the week of 12/27/2020 and 1/3/21. 3. Patient #4 had a start of care date of 9/21/2020. Review of the clinical record revealed the following: The POC, dated 11/20/2020 to 1/18/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. The clinical record included documentation of 1 missed home health aide visit the week of 12/20/2020, dated 12/24, and one missed home health aide visit the week of 12/27/2020, dated 12/31. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. On 2/9/21 at 10:03 AM, during an interview, the patient reported he/she did not refuse home health aide visits the weeks of Christmas and New Years. The patient reported staff were supposed to come and no one showed. The patient reported calling the office, because of no one showing up and was told about Staff I, at that time. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the weeks of 12/20 and 12/27/2020. 4. Patient #5 had a start of care date of	G 434			

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G 434	Continued From page 9 11/9/2020. Review of the clinical record revealed the following: The POC, dated 11/9/2020 to 1/7/2021, included physician orders for skilled nursing and home health aide services 1 time per week. The clinical record included documentation of 1 missed home health aide visit the week of 12/20/2020, dated 12/25. The missed visit note included the following reason: cancellation of care by Staff J. On 2/9/21 at 10:56 AM, during an interview, the patient reported he/she was not offered services on Christmas or the week of 12/20/2020, and did not refuse a visit. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the week of 12/20/2020. 5. Patient #9 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. A patient signed consent form for care and services, signed by the patient and agency staff on 11/9/2020, identified the agency planned to provide skilled nursing, home health aide and physical therapy services. b. The POC, dated 11/9/2020 to 1/7/2021 included orders for skilled nursing 1 time per	G 434			

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G 434	Continued From page 10 week, home health aide services 2 times per week and physical therapy services 1 time the first week and then 2 times for 3 weeks. c. The home health aide care plan, dated 11/10/2020, included RN instructions to the home health aide to complete the following tasks: chair bath, tub bath, shower with chair, assist with dressing, lotion, shampoo hair, assist to toilet and incontinence care. d. The home health aide visit note completed by Staff L, Home Health Aide, dated 11/9/2020, included documentation the patient refused all personal cares. e. A home health aide missed visit note completed by Staff L dated 11/12/2020, included the following documentation: "client was very rude and upset because she does not want a CNA" (certified nursing assistant or home health aide). f. The clinical record included documentation Staff I provided home health aide visits, dated 11/19 through 12/16/2020. g. The clinical record included documentation of missed home health aide visits, dated 11/12, 11/16 (patient refused/uncooperative), 12/21, 12/24, 12/28 and 12/31/2020, 1/4 and 1/7/21. h. Home Health Aide Supervisory visit notes, dated 11/30, 12/14 and 12/28/2020, included documentation Staff H, RN, had supervised the home health aide and documented the home health aide was following the care plan, arriving for assigned visits as scheduled, maintaining open communication with the patient and honoring patient rights.	G 434			

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G 434	Continued From page 11 On 2/10/21 at 2:09 PM, during an interview, the patient reported she had not wanted home health aide or homemaker services. She reported she had been able to meet her own needs including showering independently. The patient told the nurse Staff H, RN, he/she did not want anyone else coming into the home. The patient denied receiving services from any agency staff person with the exception of Staff H, RN. On 2/16/21 at 12:17 PM, during an interview, Staff H, RN, reported the patient was confusing. The patient agreed to home health aide services at first due to lower back pain and safety concerns, but refused visits after the first 1 to 2 times. Staff H, RN, reported the patient agreed to accept the service, when asked again. Staff H, RN, was not sure if the patient had let anyone provide home health aide services. Staff H, RN, reported she supervises the home health aides by asking the patient if the home health aide is following the care plan, reviews the tasks on the care plan with the patient to ensure the home health aide is following the plan, ask if the patient is satisfied, and, on occasion if the home health aide is new, review the home health aide's documentation. The patient repeatedly refused home health aide services and told agency staff the patient did not want the service. Agency staff failed to allow the patient the right to refuse care after originally agreeing to the service and continued to try to provide the service against the patient's wishes. 6. Patient #10 had a start of care date of 7/21/2020.	G 434			

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G 434	Continued From page 12 Review of the clinical record revealed the following: a. The POCs, dated 9/19/2020 to 11/17/2020 and 11/18/2020 to 1/16/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. A home health aide missed visit note, dated 12/24/2020, included documentation Staff J completed the form and documented the reason as "cancellation of care". c. A home health aide missed visit note, dated 12/29/2020, included documentation Staff J, Home Health Aide completed the form and documented the reason as "family/caregiver able to assist". d. The clinical record included documentation of 2 missed home health aide visits the week of 1/3/21, dated 1/5 and 1/7/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. On 2/10/21 at 9:02 AM, during an interview, the patient reported not having refused a home health aide visit unless it was for bad weather or a medical appointment. The patient denies having refused visits over the holidays or in early January 2021. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the weeks of 12/20 and 12/27/2020 and 1/3/21.	G 434			

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G 434	Continued From page 13 7. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the following: The POC, dated 10/9/2020 to 12/7/2020, included orders for home health aide services 2 times per week and skilled nursing services weekly. The POC, dated 12/8/2020 to 2/5/2021, included orders for skilled nursing and home health aide services 1 time per week. a. A patient signed consent form for care and services, signed by the patient and agency staff on 8/10/2020, identified the agency planned to provide skilled nursing, home health aide 2 times per week, occupational and physical therapy services. 1) A home health aide missed visit note, dated 10/9/2020, included documentation Staff I reported the reason for the missed visit as follows: "refused. client stated (the patient) wishes to cut down to one visit per week on Tuesdays as (the patient) doesn't have enough for us to do twice a week". 2) The clinical record included documentation of missed home health aide visits on Fridays, dated 10/16, 10/23, 10/30, 11/20, 11/27 and 12/4/2020, and documentation of 3 Fridays visits occurred, dated 11/6, 11/13 and 12/18/2020. On 2/10/21 at 11:30 AM, during an interview, the patient reported the patient told Staff O, Home Health Aide, the patient only wanted home health aide services one time per week.	G 434			

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G 434	Continued From page 14 Agency staff ignored the patient's request to decrease home health aides services from 10/9 until 12/8/2020. The clinical record included documentation by Staff J of a missed home health aide visit the week of 12/20/2020, dated 12/25, due to a visit cancellation, and a missed home health aide visit the week of 12/27/2020, dated 1/1/21, due to a "hurt back". On 2/10/21 at 11:30 AM, during an interview, the patient reported he/she remembered Staff I. The patient was not sure if he/she refused any services over the Christmas and New Year's holiday, but did remember no one showing and up and calling the office with the concern of not receiving home health aide services. The patient reported when the he/she called the office to complain, the patient was told Staff I had quit and the agency would be sending someone else out. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the weeks of 12/20 and 12/27/2020. 8. Patient #13 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POCs, dated 10/30/2020 to 12/28/2020 and 12/29/2020 to 2/26/2021, included physician orders for skilled nursing one time per week and home health aide services 2 times per week.	G 434			

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G 434	Continued From page 15 b. The clinical record included documentation Staff I, provided home health aide visits, dated 10/9 to 11/27/2020, and then documented missed home health aide visits, dated 11/30, 12/2, 12/4, 12/7 and 12/9/2020. c. The clinical record included documentation Staff J, provided home health aide visits, dated 12/11 to 12/21/2020, and then documented missed visits, dated 12/23 and 12/25/2020 (cancellation of care), 12/28 and 12/30/2020 (doctor appointment) and 1/1/21 (black ice, staff couldn't leave house). The patient received one home health aide visit the week of 12/20 and no home health aide visits the week of 12/27/2020. On 2/10/21 at 12:48 PM, during an interview, the patient reported he/she had not refused or canceled any services the weeks of Christmas and New Year's (12/20 and 12/27/2020), and the patient denied agency staff had notified him/her that the agency would not be providing services as scheduled the weeks of Christmas and New Year's. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the weeks of 12/20 and 12/27/2020. 9. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following: The POCs, dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health	G 434			

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G 434	Continued From page 16 aide services 2 times per week. The home health aide care plan, dated 12/21/2020, included RN instructions to the home health aide to complete the following task: record the patient's last bowel movement. The week of 12/20/2020 included of 1 home health aide visit, dated 12/21, and one missed home health aide visit, dated 12/25 (reason-missed, other), completed by Staff J. On 2/10/21 at 3:15 PM, during an interview, the patient reported he/she was not notified the agency staff would not be providing services for as scheduled during the week of 12/20/2020. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the week of 12/20/2020. 10. Patient #15 had a start of care date of 9/17/2020. Review of the clinical record revealed the following: a. The POC, dated 11/16/2020 to 1/14/2021, included physician orders for skilled nursing and home health aide services 2 times per week. b. The clinical record included documentation the Administrator/Clinical Manager completed 2 missed home health aide visit notes the week of 12/20/2020, dated 12/22 and 12/25, due to the patient being uncooperative, and 2 missed home health aide visit notes the week of 12/27/2020, dated 12/29/2020 (no reason given) and 1/1/21.	G 434			

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G 434	Continued From page 17 The Administrator/Clinical Manager documented the patient was uncooperative for a visit on 1/1/21. On 2/10/21 at 3:45 PM, during an interview, the patient reported he/she did not refuse home health aide services the weeks of Christmas (12/20/2020) and New Year's (12/27/2020), and the patient did not know why he/she did not get services those weeks. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the weeks of 12/20 and 12/27/2020. 11. Patient #17 had a start of care date of 11/30/2020 and transferred from agency services on 1/14/21. Review of the clinical record revealed the following: a. The POC, dated 11/30/2020 to 1/28/2021, included orders for skilled nursing services 2 times the first week and then 1 time per week for 8 weeks and an order for home health aide services 2 times per week. b. The week of 12/20/2020 included of 1 home health aide visit, dated 12/23, and one missed home health aide visit, dated 12/25 (reason-canceled), completed by Staff J. The week of 12/27/2020 included documentation of 1 home health aide visit, dated 12/30, and one missed home health aide visit, dated 1/1/21 (reason-canceled). The clinical record lacked documentation agency	G 434			

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G 434	Continued From page 18 staff notified the patient of the inability to provide home health aide services as scheduled during the weeks of 12/20 and 12/27/2020. 12. Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following: a. The POC, dated 12/15/2020 to 2/12/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The week of 12/20/2020 included of 2 missed home health aide visits, dated 12/23 and 12/25 (reason- canceled), completed by Staff J. The week of 12/27/2020 included documentation of 1 home health aide visit, dated 12/30, and one missed home health aide visit, dated 1/1/21 (reason-"complications with my back"). The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the weeks of 12/20 and 12/27/2020. 13. Patient #24 had a start of care date of 12/7/2020 and transferred from agency services on 12/29/2020. Review of the clinical record revealed the following: a. The POC, dated 12/7/2020 to 2/4/2021, included physician orders for skilled nursing 2 times per week and home health aide services 3	G 434			

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G 434	Continued From page 19 times per week for 8 weeks. b. The week of 12/20/2020 included documentation of 2 missed home health aide visits, dated 12/23 and 12/25. The missed home health aide visit note, dated 12/23, included documentation the Administrator/Clinical Manager completed the form and documented the reason for the missed visit as "patient/family uncooperative". The missed home health aide visit note, dated 12/25, included documentation Staff J completed the missed visit form and documented the reason as "canceled". The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the week of 12/20/2020. The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey.	G 434			
G 440	Payment from federally funded programs CFR(s): 484.50(c)(7)(i, ii, iii, iv) Be advised, orally and in writing, of- (i) The extent to which payment for HHA services may be expected from Medicare, Medicaid, or any other federally-funded or federal aid program known to the HHA, (ii) The charges for services that may not be covered by Medicare, Medicaid, or any other federally-funded or federal aid program known to the HHA, (iii) The charges the individual may have to pay before care is initiated; and (iv) Any changes in the information provided in	G 440			

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G 440	Continued From page 20 accordance with paragraph (c)(7) of this section when they occur. The HHA must advise the patient and representative (if any), of these changes as soon as possible, in advance of the next home health visit. The HHA must comply with the patient notice requirements at 42 CFR 411.408(d)(2) and 42 CFR 411.408(f). This ELEMENT is not met as evidenced by: Based on clinical record review and agency policy review, the agency failed to ensure agency staff advised the patient of the extent to which payment for agency services may be expected and the charges for services that may not be covered from Medicare, Medicaid, or any other federally-funded or federal aide program known to the agency and the charges the individual may have to pay before the agency initiated care for 2 of 26 sampled patients (Patients #17 and #24). At the time of the survey, the agency reported a current census of 150 patients. Failure to ensure agency staff advised the patient the extent to which payment for agency services may be expected and the charges for services that may not be covered from Medicare, Medicaid, or any other federally-funded or federal aide program known to the agency and the charges the individual may have to pay before the agency initiated care placed agency patients at risk for the patient's rights being violated and the patient being unexpectedly charged for services. Findings include: Review of the agency's undated policy, titled Client Bill of Rights, revealed the patient has the right to be advised of the extent to which payment for agency services may be expected and the	G 440			

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G 440	Continued From page 21 charges for services that may not be covered from Medicare, Medicaid, or any other federally-funded or federal aide program known to the agency and the charges the individual may have to pay before care is initiated and any changes in the information provided to the patient or patient representative, when they occur as soon as possible, in advance of the next home health visit. 1. Patient #17 had a start of care date of 11/30/2020 and transferred from agency services on 1/14/21. Review of the clinical record revealed the following: a. The patient's clinical record included a written consent form signed by the patient and home health agency staff, dated 11/30/2020. The document included options for Medicare, Medicaid, other insurance or private pay as potential payers. The document failed to include identification of which federally funded program or other insurance would be payer for home health services, how much the patient could expect to pay out of pocket for services and which services the home health agency would be providing. b. The Plan of Care (POC), dated 11/30/2020 to 1/28/2021, included orders for skilled nursing services 2 times the first week and then 1 time per week for 8 weeks, home health aide services 2 times per week and occupational therapy 1 time the first week. 2. Patient #24 had a start of care date of 12/7/2020 and transferred from agency services on 12/29/2020.	G 440			

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G 440	Continued From page 22 Review of the clinical record revealed the following: a. The patient's clinical record included a written consent form signed by the patient's representative and home health agency staff, dated 12/7/2020. The document included options for Medicare, Medicaid, other insurance or private pay as potential payers. The document failed to include identification of which federally funded program or other insurance would be payer for home health services, how much the patient could expect to pay out of pocket for services and which services the home health agency would be providing. b. The POC, dated 12/7/2020 to 2/4/2021, included physician orders for skilled nursing 2 times per week, physical therapy 1 time the first week and then 2 times a week for 5 weeks and home health aide services 3 times per week for 8 weeks. The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey.	G 440			
G 462	Before discharge for cause HHA must: CFR(s): 484.50(d)(5) The HHA determines, under a policy set by the HHA for the purpose of addressing discharge for cause that meets the requirements of paragraphs (d)(5)(i) through (d)(5)(iii) of this section, that the patient's (or other persons in the patient's home) behavior is disruptive, abusive, or uncooperative to the extent that delivery of care to the patient or	G 462			

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G 462	Continued From page 23 the ability of the HHA to operate effectively is seriously impaired. The HHA must do the following before it discharges a patient for cause: This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review and staff interview, the agency failed to ensure agency staff discharged a patient with just cause and documented the behaviors and circumstances that warranted the discharge for 1 of 2 sampled discharged patients (Patient #18). The agency reported a current census of 150 patients at the time of survey. Failure to ensure agency staff have just cause and documented the behaviors and circumstances that warranted the discharge place agency patients at risk for being discharged with unmet needs and against the rights of the patient. Findings include: Review of the agency's undated policy, titled Patient Transfer/Agency Dissolution, identified agency staff will speak with the patient by telephone or in person to the ensure the patient's knowledge of discharge before the date of discharge at least 5 days in advance. Agency staff will assess each patient's discharge planning and/or continuing care needs on an ongoing basis and will involve the physician and patient in the planning process. Agency staff will notify the physician of intended discharges. Agency staff will discharge the patient when the patient meets discharge criteria and will provide appropriate discharge planning and notification per regulations. Agency staff may discharge the patient without 5 days notice upon the patient's request, if patient's medical needs require	G 462			

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G 462	Continued From page 24 transfer, according to physician orders, if the patient fails to pay for services, for the protection of staff or a patient after the agency has made a documented reasonable effort to notify the patient, patient's family and physician of the agency's concern for staff or patient safety. Agency staff will educate the patient on aspects of post discharge continuity of care arrangements. Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following: a. The Plans of Care (POCs), dated 10/16/2020 to 12/14/2020 and 12/15/2020 to 2/12/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. The POCs included orders for the skilled nurse to do a complete physical assessment every visit with focus on high blood pressure, assess co-morbidities and other conditions, provide instruction on management of chronic obstructive pulmonary disease and on disease process related to cardiovascular function. b. The clinical record included documentation of skilled nursing visits, dated 10/5, 10/12, 10/19, 10/26, 11/2, 11/9, 11/16, 11/23, 12/11, 12/14, 12/21 and 12/28/2020. The clinical record included documentation of 1 missed skilled nursing visit, dated 11/30/2020. The clinical record lacked documentation of any difficulty agency nursing staff had with completing nursing visits.	G 462			

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G 462	Continued From page 25 c. The update to the comprehensive assessment completed at discharge by the Administrator/Clinical Manager, dated 1/4/21, included documentation the patient's physician and the patient were in agreement to discharge the patient due to the patient's refusal of services. The discharge assessment also documented the agency was discharging the patient due to non-compliance with skilled nursing visits, the patient was able to verbalize who to follow up with post discharge, agency staff notified the patient's physician of the discharge and the discharge would be sent to the physician within 5 days. d. A physician order, dated 1/4/21 and time of 3:45 PM and effective 1/4/21, including the following order: please discharge patient from the agency due to the patient's non-compliance. The Administrative Assistant (who is not a nurse or clinician) signed the clinician section of the order on 1/21/21. The physician signed the order on 1/25/21. e. A Discharge Summary included documentation of a signature of completion by the Administrator/Clinical Manager, dated 1/22/21. f. The clinical record lacked any documentation with the physician or patient prior to the completion of the discharge assessment in regards to the agency planning on discharging the patient for cause related to non-compliance with skilled nursing visits. The clinical record lacked documentation the agency made efforts to resolve the problem with non-compliance and provided the patient with contact numbers for other community resources or providers that may be able to provide services to the patient.	G 462			

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G 462	Continued From page 26 On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, reported sometimes the patient would not answer the door and staff would have to go back several times in order to get the visit done. On 2/16/21 at 3:40 PM, during an interview, the Administrative Assistant reported for discharges prior to the end of the certification, the agency's usual process is to send notification to the physician and the physician signs the order and sends the order back. She reported sometimes she calls the physician. She thought there probably was not any documentation to show she had a discussion with the physician in regards to Patient #18 prior to the patient's discharge. On 2/17/21 at 8:34 AM, during an interview, the Administrative Assistant reported an inability to find documentation in the clinical record of contact made the physician prior to discharging the patient. On 2/17/21 at 8:43 AM, during an interview, the Administrator/Clinical Manager reported for discharges prior to the end of the certification, staff will send an order and discharge summary to the patient's physician. The physician will call if the physician disagrees with the discharge. Agency staff failed to establish just cause to discharge a patient for being uncooperative with accepting services and to document behaviors associated with the agency's reason for discharge. The Administrator/Clinical Manager and Administrative Assistant received the above	G 462			

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G 462	Continued From page 27	G 462			
G 464	findings and agency staff provided no further information prior to the end of the survey. Advise the patient of discharge for cause CFR(s): 484.50(d)(5)(i) (i) Advise the patient, representative (if any), the physician(s) or allowed practitioner(s), issuing orders for the home health plan of care, and the patient's primary care practitioner or other health care professional who will be responsible for providing care and services to the patient after discharge from the HHA (if any) that a discharge for cause is being considered; This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review and staff interview, the agency failed to ensure agency staff advised the patient and the patient's physician that agency staff were considering discharging the patient for cause prior to discharging the patient for 1 of 2 discharge patients sampled (Patient #18). The agency reported a current census of 150 patients at the time of survey. Failure to ensure agency staff advised the patient and the patient's physician that agency staff were considering discharging the patient for cause prior to discharging the patient placed agency patients at risk for being discharged with unmet needs and against the rights of the patient. Findings include: See G0462 Agency staff failed to advise the patient and patient's physician prior to discharging the patient	G 464			

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G 464	Continued From page 28 that the agency was considering discharging the patient for cause related to non-compliance.	G 464			
G 468	The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey. Provide contact info other services CFR(s): 484.50(d)(5)(iii) (iii) Provide the patient and representative (if any), with contact information for other agencies or providers who may be able to provide care; and This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review and staff interview, the agency failed to show evidence of providing the patient with contact information for other resources or providers or may have been able to provide care for 1 of 2 discharge patients sampled (Patient #18). The agency reported a current census of 150 patients at the time of survey. Failure to ensure agency staff to provide the patient with contact information for other resources or providers or may have been able to provide care placed agency patients at risk for being discharged with unmet needs. Findings include: See G0462 Agency staff failed to show any evidence of providing the patient with contact information for other resources or providers or may have been	G 468			

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G 468	Continued From page 29 able to provide care.	G 468			
G 470	The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey. Document efforts to resolve problems CFR(s): 484.50(d)(5)(iv) (iv) Document the problem(s) and efforts made to resolve the problem(s), and enter this documentation into its clinical records; This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review and staff interview, the agency failed to ensure agency staff documented problems and efforts to resolve problems related to the agency determining to discharge the patient for cause for 1 of 2 discharge patients sampled (Patient #18). The agency reported a current census of 150 patients at the time of survey. Failure to ensure agency staff documented problems and efforts to resolve problems related to the agency determining to discharge the patient for cause placed agency patients at risk for being discharged with unmet needs. Findings include: See G0462 Agency staff failed to document the existence of any problems with the patient being uncooperative or unwilling to except skilled nursing services. The agency failed to document any attempts at resolution of the problem.	G 470			

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G 470	Continued From page 30	G 470			
G 478	The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey. Investigate complaints made by patient CFR(s): 484.50(e)(1)(i) (i) Investigate complaints made by a patient, the patient's representative (if any), and the patient's caregivers and family, including, but not limited to, the following topics: This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review, review of the agency complaint log, patient, family/patient representative and staff interview, the agency failed to ensure the investigation complaints made by agency patients or the representative of the patient for 13 of 24 sampled patients (Patients #1, #2, #4, #5, #8, #11, #12, #13, #14, #16, #20, #23 and #25) who received home health aide services. The agency reported a census of 150 at the time of the survey including 98 patients receiving home health aide services. The agency had a total of 4 complaints documented since January 2020. Failure to investigate complaints made by agency patients or their representatives allows the problems to persist without being addressed and prevents the home health agency from critically evaluating the nature of the complaints, the investigation, and the resolution of the complaints. This allows problems to continue and worsen over time because patterns are not identified and addressed to improve patient care.	G 478			

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G 478	Continued From page 31 Findings include: Review of the agency's undated policy, titled Client Bill of Rights, revealed the patient had a right to voice and report grievances or complaints regarding treatment or care that is delivered or fails to be delivered. Review of the agency's undated and untitled policy related to complaints revealed agency staff will investigate complaints made by a patient, family or guardian or a patient's health care provider. Agency staff will complete the investigation and documentation within 30 days of receipt of the complaint. Review of the agency's complaint log on 2/8/2020 revealed the following: Patient #1 complained on 10/19/2020 and 12/22/2020 that Staff I, Home Health Aide, was not showing up for visits. The complaint log lacked any documentation of investigation into the patient's complaints. The complaint log lacked documentation of complaints made by any other patients since 5/18/2020. 1. Patient #1 had a start of care date of 3/5/2020. Review of the clinical record revealed the following: a. The Plans of Care (POCs), dated 9/1/2020 to 10/30/2020 and 10/31/2020 to 12/29/2020, included physician orders for skilled nursing services 2 times per week and home health aide services 3 times per week. b. The Home Health Aide Supervisory Visit	G 478			

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G 478	Continued From page 32 notes, dated 10/26, 11/9, 11/23, 12/7 and 12/21/2020, included a signature of completion by Staff C, Licensed Practical Nurse (LPN), and all identified the home health aide was not arriving for visits as scheduled. On 2/8/21 at 9:10 AM, during an interview, the Administrative Assistant reported Patient #1 called and complained on 10/19/2020 about Staff I, Home Health Aide, not showing up. The Administrative Assistant explained she talked with Staff I about the concern. She reported the next complaint she received was from Patient #1 on 12/22/2020. The patient reported receiving a billing statement which identified the patient had been receiving home health aide services. The patient complained Staff I, Home Health Aide, had not been showing up and providing services. Effective 12/22/20, Staff I no longer worked for the agency. The Administrative Assistant denied receiving any complaints from the other 23 patients receiving home health aide services from Staff I. The Administrative Assistant reported Patient #1 was cognitively able to determine whether or not Home Health Aide staff provided home health aide services as scheduled. She reported Staff C, LPN, Staff D, RN, and Staff I were the only staff going into the patient's home while Staff I, Home Health Aide, had been assigned to provide home health aide services to the patient. On 2/8/21 at 12:05 PM, during an interview, the Administrator/Clinical Manager explained the Administrative Assistant reported to her about the missed home health aide visits for Patient #1 by Staff I, Home Health Aide. The Administrative Assistant did most of the investigation and called other patients who received services from Staff I,	G 478			

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G 478	Continued From page 33 Home Health Aide. She did not know which patients the Administrative Assistant contacted, but did know they found out Patient #25 also reported not receiving home health aide services. She reported Patient #25 was now deceased. On 2/8/21 at 1:46 PM, during an interview, the Administrative Assistant confirmed the complaint log only included documentation of the date, patient, complaint and staff person involved in the complaint, not information on the investigation or resolution of the complaint. She explained they just started doing a complaint log in January of 2020 due to rarely getting complaints. She does not have any documentation of the investigations of any of the complaints. She did not have any documentation of which patients she called about Staff I, Home Health Aide. She explained most of the patients who received services from Staff I were not reliable or cognitively able to state whether or not Staff I provided services. On 2/9/21 at 11:38 AM, during an interview, the patient reported he/she called and spoke with the Administrative Assistant about Staff I, Home Health Aide, not showing up to provide care. The patient explained he/she told Staff C, LPN, several times Staff I was not showing up. The patient reported no one followed up with the patient on the complaints. On 2/9/21 at 1:27 PM, during an interview, Staff C, LPN, explained when she supervises home health aide services she asks if the home health aide is showing up as scheduled and if they are doing a good job; she does not review home health aide documentation. She reported all of the information in the Home Health Aide Supervisory visit notes came from interviews with	G 478			

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G 478	Continued From page 34 Patient#1 and the patient complained every time of Staff I, Home Health Aide not showing to provide services. Staff C, LPN, reported she told Staff D, Registered Nurse (RN) one time and told the Administrative Assistant a couple times. She clarified and explained she had reported each time the patient complained. Agency staff failed to investigate multiple complaints made by Patient #1 between 10/19 and 12/22/2020. 2. Patient #2 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POC, dated 10/30/2020 to 12/28/2020 and 12/29 to 2/26/2020, included orders for skilled nursing services 1 time per week and home health aide services 2 times per week. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/26 through 12/21/2020. c. The clinical record included documentation of 2 missed home health aide visits the week of 12/27/2020, dated 12/28 and 12/31, and 2 missed home health visits the week of 1/3/21, dated 1/4 and 1/7/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. d. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the	G 478			

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G 478	Continued From page 35 week of 12/27/2020 and 1/3/21. See G434 Interview on 2/9/21 at 9:25 AM with Patient #2. See G434 Interview on 2/16/21 at 3:00 PM with Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home health aide services. 3. Patient #4 had a start of care date of 9/21/2020. Review of the clinical record revealed the following: a. The POC, dated 11/20/2020 to 1/18/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 11/17 to 12/22/2020. c. The clinical record included documentation of 1 missed home health aide visit the week of 12/20/2020, dated 12/24, and one missed home health aide visit the week of 12/27/2020, dated 12/31. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. See G434 Interview on 2/9/21 at 10:03 AM with patient #4.	G 478			

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G 478	Continued From page 36 The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home health aide services. 4. Patient #5 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. The POC, dated 11/9/2020 to 1/7/2021, included physician orders for skilled nursing and home health aide services 1 time per week. b. The clinical record included documentation of home health aide visits 1 time per week provided by Staff I, Home Health Aide, dated 11/13 to 12/18/2020. On 2/9/21 at 10:56 AM, during an interview, the patient reported Staff I, Home Health Aide, only showed up 1 time and never came back. The patient explained he/she called the office to complain, but the patient was not sure who the patient talked to about the complaint. The patient denied telling Staff E, RN, about any concerns with the home health aide. On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, reported the patient never complained to her about the home health aide not showing up and the office never told her about any concerns. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported the patient never called the office to complain during the time	G 478			

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G 478	Continued From page 37 the Staff I, Home Health Aide was providing services in the home. The Administrative Assistant explained the first time Staff K, Home Health Aide, showed up at the patient's home sometime after the Staff I no longer worked for the agency, the patient called into the office with concerns of not knowing what to do with Staff K, Home Health Aide. The patient told her that he/she had never had a home health aide before and did not know what to do with Staff K. The Administrative Assistant reported she did not realize at that time that the patient meant Staff I, Home Health Aide, had not been providing services. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home health aide services. 5. Patient #8 had a start of care date of 8/27/2020. Review of the clinical record revealed the following: a. The POC, dated 8/27/2020 to 10/25/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week. b. The POC, dated 10/26/2020 to 12/24/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week for 5 weeks, 1 time per week for 1 week, and no home health aide services the last 3 weeks of the certification period. c. The clinical record included documentation of	G 478			

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G 478	Continued From page 38 completed and missed home health aide visits by Staff I, Home Health Aide, dated 10/14 to 11/30/2020. On 2/9/21 at 1:40 PM, during an interview, the patient reported Staff I, Home Health Aide, only showed up 2 times between October and the end of November 2020. The patient reported the 2 times Staff I, Home Health Aide, did show up, she only sat on the patient's couch and did not do anything. The patient explained after the first time the home health aide did not do anything, the patient told Staff D, RN. The patient reported telling Staff D, RN, again after Staff I, Home Health Aide, showed up the second time and did not do anything. The patient was not sure on the dates, but reported the patient knew he/she had told Staff D, RN, sometime prior to stopping home health aide services. d. An interim physician order, dated 12/2/2020, included orders to discontinue home health aide services per the patient's request. On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, reported she remembered the patient complaining Staff I, Home Health Aide, was not showing up and asked to discontinue services. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home health aide services. 6. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the	G 478			

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G 478	Continued From page 39 following: a. The POC, dated 12/8/2020 to 2/5/2021, included orders for skilled nursing and home health aide services 1 time per week. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9 to 12/18/2020. c. The clinical record included documentation by Staff J, Home Health Aide, of a missed home health aide visit the week of 12/20/2020, dated 12/25, due to a visit cancellation, and a missed home health aide visit the week of 12/27/2020, dated 1/1/21, due to a "hurt back". On 2/10/21 at 11:30 AM, during an interview, the patient reported the patient remembered Staff I, Home Health Aide. The patient was not sure if he/she refused any services over the Christmas and New Year's holiday, but did remember no one showing and up and calling the office with the concern of not receiving home health aide services. The patient reported when he/she called the office to complain, the patient was told Staff I, Home Health Aide, had quit and the agency would be sending someone else out. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant described the patient as forgetful, and reported the patient did call the office about not getting services, but not until after Staff I, Home Health Aide, no longer worked for the agency. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home	G 478			

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G 478	Continued From page 40 health aide services. 7. Patient #12 had a start of care date of 11/18/2020. Review of the clinical record revealed the following: a. The POC, dated 11/18/2020 to 1/16/2020, included orders for skilled nursing services 1 time per week and home health aide services 3 times per week. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 12/7 to 12/18/2020. On 2/11/21 at 8:58 AM, during an interview, the patient reported he/she did not remember Staff I, Home Health Aide, and did not remember if the patient had refused or missed services over the Christmas and New Year's holidays and the 2 weeks following. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported the patient did complain about staff not showing up a couple times or not finishing assigned tasks, but the patient was confused and not reliable in the patient's ability to report information. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home health aide services. 8. Patient #13 had a start of care date of 8/31/2020.	G 478			

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G 478	Continued From page 41 Review of the clinical record revealed the following: a. The POCs, dated 10/30/2020 to 12/28/2020 and 12/29/2020 to 2/26/2021, included physician orders for skilled nursing one time per week and home health aide services 2 times per week. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9 to 11/27/2020, and then documented missed home health aide visits, dated 11/30, 12/2, 12/4, 12/7 and 12/9/2020. On 2/10/21 at 12:48 PM, interview with patient #13, reported he/she had not refused or canceled any services the end of November through 12/9/2020. The patient reported Staff I, Home Health Aide, would come to the patient's home, do one task and then get on her phone. The patient reported Staff I, Home Health Aide, never offered to assist the patient with bathing, dressing or applying lotion, and she never reminded the patient to take medications. The patient reported he/she told Staff I, Home Health Aide, to not come back after 4 weeks due to mishandling and haphazardly storing some glass Halloween decorations and almost ruining the patient's carpet. The patient reported he/she called the agency and complained about Staff I, Home Health Aide. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported the patient had complained to her about Staff I, Home Health Aide, not doing assigned tasks. The complaint log and clinical record lacked any documentation of an existence or investigation of	G 478			

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G 478	Continued From page 42 the patient's complaint of not receiving home health aide services. 9. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following: a. The POCs, dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The home health aide care plan, dated 12/21/2020, included RN instructions to the home health aide to complete the following task: record the patient's last bowel movement. c. The clinical record included documentation Staff I, former Home Health Aide, provided home health aide visits, dated 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23, 12/7 and 12/11/2020, and with missed visits documented on 10/30, 11/27, 11/30 and 12/4/2020. On 2/10/21 at 3:15 PM, during an interview, the patient reported he/she remembered Staff I, Home Health Aide. The patient did not write down dates, but reported Staff I, Home Health Aide, came on Mondays and Fridays the times she did show up. The patient reported Staff I, Home Health Aide, never asked the patient about the patient's bowel movements. The patient reported none of the current staff have ever done this either. On 2/16/21 at 12:56 PM, during an interview,	G 478			

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G 478	Continued From page 43 Staff E, RN, reported the patient had complained to her several times about Staff I, Home Health Aide, not showing or not doing tasks. Staff E reported she let the Administrative Assistant know when the patient complained and also sent a text to Staff I, Home Health Aide. Staff E, RN, reported the patient was cognitive and able to state the home health aide had not been coming to provide services. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported she was aware of Patient #14 complaining about Staff I, Home Health Aide, not coming to provide home health aide services, but explained the patient often falls asleep and does not answer the door. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home health aide services. 10. Patient #16 had a start of care date of 2/10/2020. Review of the clinical record revealed the following: a. The POC, dated 12/2/2020 to 1/30/2021, included physician orders for skilled nursing and home health aide services 2 times per week. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 12/4 to 12/21/2020. On 2/11/21 at 10:21 AM, during an interview, the patient reported Staff I, Home Health Aide, would say she was going to show up and then would not	G 478			

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G 478	Continued From page 44 come. The patient clarified Staff I, Home Health Aide, did show up some of the times. The patient complained Staff I, Home Health Aide, would not do a good job when she did show up. The patient reported he/she complained to the office staff and requested a new home health aide some time around Christmas, but the patient was not sure of the exact date. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported the patient complained about the home health aide, but the patient was confused. The complaint log and patient clinical record lacked documentation of the existence and investigation of any complaint made by the patient. 11. Patient #20 had a start of care date of 10/16/2020 and discharged from agency services on 12/7/2020. Review of the clinical record revealed the following: a. The POC, dated 10/16/2020 to 12/14/2020, included physician orders for home health aide services 2 times per week and skilled nursing services 1 time the first week, 2 times per week for 2 weeks and 1 time per week for 6 weeks. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/20 to 12/5/2020. c. The Home Health Aide Supervisory visit notes, dated 10/29, 11/12 and 11/26/2020, included documentation Staff C, LPN, supervised the	G 478			

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G 478	Continued From page 45 home health aide and documented the home health aide maintained open communication with the patient, family, caregiver, representative, arrived for assigned visits as scheduled, followed the patient's care plan and demonstrated competency with assigned tasks. On 2/11/21 at 11:29 AM, during an interview, a family member/caregiver reported not being the patient's primary caregiver, but frequently stayed with the patient during the day. The family member/caregiver explained the patient could not be left alone. The family member/caregiver reported problems with miscommunication with agency staff, no coordination of care delivery, missed home health aide visits. On 2/11/21 at 2:08 PM, during an interview, the patient's representative/family member, reported having documentation in a communication book made by the family of Staff I, Home Health Aide, showing up only 3 times, dated 10/20, 10/23 and 10/26/2020, and then not showing back up. The patient's representative/family member reported Staff C, LPN, never asked how home health aide services were going. On 2/16/21 at 12:03 PM, during an interview, Staff G, RN, reported she supervises home health aides either during a routine skilled nursing visit or during the update to the comprehensive assessment at the time of recertification. She explained sometimes the home health aide is present and she will ask the patient about concerns. She will check home health aide documentation at times, but usually the Administrator reviews the documentation. Staff G, RN, explained she went out on 12/7/2020 to do a "Recert" (update to the comprehensive	G 478			

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G 478	Continued From page 46 assessment at the time of recertification), but ended up doing a discharge. She reported the family complained Staff I, Home Health Aide, had not been showing up to provide services at that time. Staff G, RN, explained Staff C, LPN, was the patient's primary nurse, so she passed the complaint onto Staff C, LPN, and the Administrative Assistant. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported she never received any complaints about Staff I, Home Health Aide. When asked how she supervised the home health aide, she reported she asked the patient or another family member. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported being unaware of any complaints made by the patient's family about Staff I, Home Health Aide. The complaint log and patient clinical record lacked documentation of the existence and investigation of any complaint made by the patient representative's. 12. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21. Review of the clinical record revealed the following: a. The POC, dated 10/13/2020 to 12/11/2020, included physician orders for skilled nursing and home health aide services 1 time per week. b. The POC, dated 12/12/2020 to 2/9/2021, included physician orders for skilled nursing 1	G 478			

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NAME OF PROVIDER OR SUPPLIER

NURSE AT HOME

STREET ADDRESS, CITY, STATE, ZIP CODE

**1700 MT PLEASANT ST
BURLINGTON, IA 52601**

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G 478	Continued From page 47 time per week and home health aide services 2 times per week. c. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 10/20 to 12/21/2020. On 2/16/21 at 11:15 AM, during an interview, the patient reported Staff I, Home Health Aide, only sat on the patient's couch and visited with the patient when she came. The patient reported Staff I, Home Health Aide, only showed up 2 times when she actually came into the patient's home. When she did come, she told the patient she was too busy to do any of the tasks. The patient reported there were a few times when Staff I, Home Health Aide, came to the door and told the patient she could not do services that day. The patient reported he/she complained about Staff I, Home Health Aide, to Staff E, RN, "all the time" and also called the agency's office to complain throughout the time Staff I, Home Health Aide, was supposed to be providing services. On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, confirmed the patient was accurate and the patient had complained to her several times about Staff I, Home Health Aide. Staff E, RN, reported patient #23 would wait for Staff I, Home Health Aide, to show for scheduled visits and Staff I would never show up. Staff E, RN, reported she spoke with the Administrative Assistant about the patient's concerns, and the Administrative Assistant told Staff E, RN, she had other complaints about Staff I, Home Health Aide, and she would talk with Staff I. Staff E, RN, reported she followed up again with the Administrative Assistant, because the patient	G 478		

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G 478	Continued From page 48 continued to complain. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported she knew the patient had been frustrated. She reported it had been hard to schedule the home health aide with the patient due to the patient's sleep schedule. The complaint log and patient clinical record lacked documentation of the existence and investigation of any complaint made by the patient. 13. Patient #25 had a start of care date of 8/26/2020 and transferred from agency services on 1/20/21. Review of the clinical record revealed the following: a. The POC, dated 10/25/2020 to 12/23/2020, included physician orders for skilled nursing and home health aide services 1 time per week. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 11/5 to 12/3/2020. c. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion by Staff C, LPN, dated 12/11/2020. Staff C, LPN, documented she supervised Staff I, Home Health Aide, and Staff I failed to maintain open communication with the patient, failed to arrive for assigned visits as scheduled, failed to follow the care plan for completion of assigned tasks, failed to competently complete assigned tasks and failed to honor patient rights.	G 478			

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G 478	Continued From page 49 On 2/16/21 at 12:03 PM, during an interview, Staff G, RN, reported Staff C, LPN, did not pass on any concerns to her regarding Staff I, Home Health Aide. She explained that she was not the supervising RN, so Staff C, LPN, would have passed on any concerns to the supervising RN, identified as Staff D, RN. On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, explained the office staff does the scheduling of the home health aides and she did not know anything about missed home health aide visits. She denied Staff C, LPN, reported any concerns regarding Staff I, Home Health Aide. Staff D, RN, explained Staff C, LPN, does report everything to the Administrative Assistant and then the Administrative Assistant will pass on concerns to Staff D, RN. The Administrative Assistant did tell Staff D, RN, about concerns the patient reported in regards to Staff I, Home Health Aide, not showing or doing assigned tasks around the same time as Staff I's leaving employment with the agency. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported the patient told her that Staff I, Home Health Aide, had not been coming to provide home health aide services. Staff C, LPN, reported the patient complained prior to 12/17/2020, but she was unsure of dates. Staff C, LPN, reported the patient was unable to personal cares independently. The complaint log and patient clinical record lacked documentation of the existence and investigation of any complaint made by the patient.	G 478			

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G 478	Continued From page 50	G 478			
G 480	The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey. Treatment or care CFR(s): 484.50(e)(1)(i)(A) (i)(A) Treatment or care that is (or fails to be) furnished, is furnished inconsistently, or is furnished inappropriately; and This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review, review of the agency's complaint log, patient, family and representative and staff interviews, the agency failed to ensure agency staff investigated complaints of care that failed to be furnished for 13 of 24 sampled patients (Patients #1, #2, #4, #5, #8, #11, #12, #13, #14, #16, #20, #23 and #25) who received home health aide services. The agency reported a census of 150 at the time of the survey including 98 patients receiving home health aide services. The agency had a total of 4 complaints documented since January 2020. Failure to ensure agency staff investigated complaints of care that failed to be furnished placed agency patients resulted in agency patient's not receiving care and services to meet the needs of the patients. Findings include: Review of the agency's undated policy, titled Client Bill of Rights, revealed the patient had a right to voice and report grievances or complaints	G 480			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/22/2021
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NAME OF PROVIDER OR SUPPLIER

NURSE AT HOME

STREET ADDRESS, CITY, STATE, ZIP CODE

**1700 MT PLEASANT ST
BURLINGTON, IA 52601**

(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) COMPLETION DATE
G 480	Continued From page 51 regarding treatment or care that is delivered or fails to be delivered. Review of the agency's undated and untitled policy related to complaints revealed agency staff will investigate complaints made by a patient, family or guardian pr a patient's health care provider regarding treatment or care that was furnished or failed to be furnished. Agency staff will complete the investigation and documentation within 30 days of receipt of the complaint. Review of the agency's complaint log on 2/8/2020 revealed the following: Patient #1 complained on 10/19/2020 and 12/22/2020 that Staff I, former Home Health Aide, was not showing up for visits. The complaint log lacked any documentation of investigation into the patient's complaints of not receiving care. The complaint log lacked documentation of complaints made by any other patients since 5/18/2020. 1. Patient #1 had a start of care date of 3/5/2020. Review of the clinical record revealed the following: a. The Plans of Care (POCs), dated 9/1/2020 to 10/30/2020 and 10/31/2020 to 12/29/2020. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The home health aide care plans, dated 9/1 and 10/31/2020, included registered nurse (RN) instructions to the home health aide to complete the following tasks: provide bed bath, assist with	G 480		

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 480	Continued From page 52 dressing, apply lotion to the skin, comb hair, oral care, clean/file nails, incontinence care, record last bowel movement, encourage fluids, turn and reposition and remind the patient to take medications every visit and then shampoo hair weekly. c. The update to the comprehensive assessment completed at the time of recertification, dated 10/29/2020, identified the patient had difficulty breathing with minimal exertion, was incontinent of bowel and bladder, limited range of motion in the lower extremities, was totally dependent on someone to assist with dressing and bathing and was bedfast. d. The Home Health Aide Supervisory Visit notes, dated 10/26, 11/9, 11/23, 12/7 and 12/21/2020, included a signature of completion by Staff C, Licensed Practical Nurse (LPN), and all identified the home health aide was not arriving for visits as scheduled. In addition, the notes, dated 11/23, 12/7 and 12/21, identified the home health aide was not providing care according to the care plan, not performing tasks competently and not honoring the patient's rights. See G478 Interview on 2/8/21 at 9:10 AM, with the Administrative Assistant. See G478 interview on 2/8/21 at 12:05 PM, with the Administrator/Clinical Manager. See G478 interview on 2/8/21 at 1:46 PM with the Administrative Assistant. See interview on 2/9/21 at 11:38 AM with Patient #1.	G 480			

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G 480	Continued From page 53 See interview on 2/9/21 at 1:27 PM with Staff C, LPN. On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, explained she supervised home health aides by asking the Patients if the home health aide is showing up and following the care plan. She reported Staff C, LPN, never notified her of Patient #1's complaints. Staff D, RN, explained Staff C, LPN usually does not notify her, only the Administrative Assistant. She reported the Administrative Assistant did notify her about problems with Staff I, Home Health Aide, and Staff D, RN, spoke with Staff I about concerns just right before Staff I no longer worked for the agency. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported during the time period the agency scheduled Staff I, Home Health Aide, to provide cares to the patient, the patient's hygiene went downhill. The patient could not shower, and needed assistance with a bed bath. Staff C, LPN, reported the patient was obese and developed rashes in the skin folds. Agency staff failed to investigate multiple complaints of lack of care provided by Staff I, Home Health Aide, made by Patient #1 between 10/19 and 12/22/2020. 2. Patient #2 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POC, dated 10/30/2020 to 12/28/2020 and 12/29 to 2/26/2020, included orders for the	G 480			

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G 480	Continued From page 54 home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The update to the comprehensive assessment completed at the time of recertification, dated 12/25/2020, identified the patient was a fall risk, had difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, oriented to person and place, required prompting if in stressful or new situations, required set-up assistance for grooming, toilet hygiene and dressing, but required assistance or supervision to bathe. c. The home health aide care plan, dated 12/25/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, encourage fluids and remind the patient to take medications. d. The clinical record included documentation of 2 missed home health aide visits the week of 12/27/2020, dated 12/28 and 12/31, and 2 missed home health visits the week of 1/3/21, dated 1/4 and 1/7/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. e. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the week of 12/27/2020 and 1/3/21. See G478 Interview on 2/9/21 at 9:25 AM with patient #2.	G 480			

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G 480	Continued From page 55 See G478 Interview on 2/16/21 at 3:00 PM with the Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 3. Patient #4 had a start of care date of 9/21/2020. Review of the clinical record revealed the following: a. The POC, dated 11/20/2020 to 1/18/2021, included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The home health aide care plan, dated 11/16/2020, included RN instructions to the home health aide to complete the following tasks: tub bath, assist with dressing, encourage fluids, and remind the patient to take medications. c. The update to the comprehensive assessment completed at the time of recertification, dated 11/17/2020, identified the patient did not have a capable caregiver, the patient was blind, a fall risk, had difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, poor balance, required set up assistance for grooming and dressing and intermittent assistance with bathing (for supervision, encouragement, reminders, getting in and out of the shower and/or washing difficult to reach	G 480			

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G 480	Continued From page 56 areas). d. The clinical record included documentation of 1 missed home health aide visit the week of 12/20/2020, dated 12/24, and one missed home health aide visit the week of 12/27/2020, dated 12/31. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. See G478 Interview on 2/9/21 at 10:03 AM with patient #4. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 4. Patient #5 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. The POC, dated 11/9/2020 to 1/7/2021, included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The home health aide care plan, dated 11/16/2020, included RN instructions to the home health aide to remind the patient to take medications. c. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the	G 480			

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G 480	Continued From page 57 patient was a fall risk, had dyspnea with moderate exertion, activity intolerance, incontinent of urine, oriented to person only, requires prompting under stressful or unfamiliar conditions, confused during day and evening but not constantly, poor balance, weakness, shuffling gait, required set up assistance for grooming, dressing and toilet hygiene and intermittent assistance with showering. On 2/9/21 at 10:56 AM, during an interview, the patient reported Staff I, Home Health Aide, only showed up 1 time and never came back. The patient explained he/she called the office to complain, but the patient was not sure who the patient talked to about the complaint. The patient was not sure when he/she called the office to complain, just some time after the home health aide did not show up. The patient denied telling Staff E, RN, about any concerns with the home health aide. See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 5. Patient #8 had a start of care date of 8/27/2020. Review of the clinical record revealed the following:	G 480			

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G 480	Continued From page 58 a. The POC, dated 8/27/2020 to 10/25/2020, included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The POC, dated 10/26/2020 to 12/24/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week for 5 weeks, 1 time per week for 1 week, and no home health aide services the last 3 weeks of the certification period. c. The comprehensive assessment completed at the start of care, dated 8/27/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 10/21/2020, identified the patient did not have a capable caregiver, was a fall risk, had difficulty breathing with minimal exertion, used 4 liters of oxygen per minute per nasal cannula, required prompts or became confused if new or stressful situations, forgetful, muscle weakness, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. d. The home health aide care plans, dated 8/28 and 10/23/2020, included RN instructions to the home health aide to complete the following tasks: shower, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. e. The clinical record included documentation of completed and missed home health aide visits by	G 480			

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G 480	Continued From page 59 Staff I, Home Health Aide, dated 10/14 to 11/30/2020. Staff I, Home Health Aide, documented providing home health aide visits, dated 10/14, 10/19, 10/21, 11/2, 11/9, 11/11, 11/16, 11/18, 11/23, 11/25 and 11/30/2020, and she documented missed visits, dated 10/16 (due to only seeing patient on Mondays), 10/26, 10/28 and 11/4/2020. On 2/9/21 at 1:40 PM, during an interview, the patient reported Staff I, Home Health Aide, only showed up 2 times between October and the end of November 2020. The patient reported the 2 times Staff I, Home Health Aide, did show up, she only sat on the patient's couch and did not do anything. The patient explained after the first time the home health aide did not do anything, the patient told Staff D, RN. The patient reported telling Staff D, RN, again after Staff I, Home Health Aide, showed up the second time and did not do anything. The patient was not sure on the dates, but reported the patient knew he/she had told Staff D, RN, sometime prior to stopping home health aide services. f. An interim physician order, dated 12/2/2020, included orders to discontinue home health aide services per the patient's request. On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, reported she remembered the patient complaining Staff I, Home Health Aide, was not showing up and asked to discontinue services. g. The Home Health Aide Supervisory visit notes, dated 10/28, 11/11, 11/25 and 12/2/2020, included documentation Staff D, RN, completed the note and documented the home health aide followed	G 480			

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G 480	Continued From page 60 the patient's care plan, arrived for visits as scheduled, maintains open communication with the patient and honored the patient's rights. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 6. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the following: a. The POC, dated 12/8/2020 to 2/5/2021, included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The updates to the comprehensive assessment completed at the time of recertification, dated 10/5 and 12/7/2020, identified the following: a primary diagnosis of Parkinson's Disease, absence of a capable caregiver, fall risk, difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, oriented to person and place, forgetful, poor balance, muscle weakness, unsteady gait, required set up assistance with dressing, grooming and toilet hygiene and needed intermittent assistance with showering. c. The home health aide care plans, dated 10/6 and 12/8/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, lotion,	G 480			

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G 480	Continued From page 61 comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The clinical record included documentation by Staff J, Home Health Aide, of a missed home health aide visit the week of 12/20/2020, dated 12/25, due to a visit cancellation, and a missed home health aide visit the week of 12/27/2020, dated 1/1/21, due to a "hurt back". See G478 Interview on 2/10/21 at 11:30 AM with patient #11. See G478 on 2/16/21 at 3:00 PM, with the Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 7. Patient #12 had a start of care date of 11/18/2020. Review of the clinical record revealed the following: a. The POC, dated 11/18/2020 to 1/16/2020, included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at	G 480			

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G 480	Continued From page 62 the start of care, dated 11/18/2020, identified the patient did not have a capable caregiver, was a fall risk, oriented times three (person, place and time), but forgetful, required set up assistance for dressing, grooming and toilet hygiene and required intermittent assistance with bathing. c. The home health aide care plan, dated 11/23/2020, included RN instructions to the home health aide to complete the task of reminding the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 12/7 to 12/18/2020. See G478 interview on 2/11/21 at 8:58 AM with patient reported the patient #12. See G478 interview on 2/16/21 at 2:25 PM with Staff C, LPN. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving home health aide services. 8. Patient #13 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POCs, dated 10/30/2020 to 12/28/2020 and 12/29/2020 to 2/26/2021, included physician orders for skilled nursing one time per week and home health aide services 2 times per week. b. The update to the comprehensive assessment	G 480			

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G 480	Continued From page 63 completed at the time of recertification, dated 12/28/2020, identified the patient had a diagnosis of chronic obstructive pulmonary disease, was a fall risk, caregiver burnout, oriented to person and place, forgetful, difficulty breathing with minimal exertion, activity intolerance, urinary incontinence, poor balance, muscle weakness, required set up assistance with grooming and dressing and intermittent assistance with bathing. c. The home health aide care plans, dated 9/8 and 10/29/2020, included RN instructions to the home health aide to complete the following tasks: tub bath, assist with dressing, lotion and remind the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9 to 11/27/2020, and then documented missed home health aide visits, dated 11/30, 12/2, 12/4, 12/7 and 12/9/2020. See G478 Interview on 2/10/21 at 12:48 PM with patient #13. See G478 Interview on 2/16/21 at 2:25 PM with Staff C, LPN. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 9. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following:	G 480			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/22/2021
NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
(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) COMPLETION DATE	
G 480	Continued From page 64 a. The POCs, dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The updates to the comprehensive assessment completed at the time of recertification, dated 10/20 and 12/21/2020, identified the patient was at risk for falls, activity intolerance, poor balance, muscle weakness, unsteady gait, difficulty breathing with moderate exertion, bladder incontinence, oriented to person and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. c. The home health aide care plans, dated 8/24, 10/21 and 12/21/2020, included RN instructions to the home health aide to complete the following task: record the patient's last bowel movement. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23, 12/7 and 12/11/2020, and with missed visits documented on 10/30, 11/27, 11/30 and 12/4/2020. e. The Home Health Aide Supervisory visit note, dated 10/30/2020, completed by Staff Q LPN, included documentation she had supervised the home health aide and documented the home health aide was not maintaining open communication, not arriving for visits as scheduled, not following the care plan and not demonstrating competency in completing tasks. Staff Q documented this as an issue with how the patient wanted the house cleaned.	G 480			

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G 480	Continued From page 65 f. The Home Health Aide Supervisory visit notes, dated 11/10, 12/8 and 12/21/2020, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication, arrived for visits as scheduled, followed the care plan and completed tasks competently. See G478 Interview on 2/10/21 at 3:15 PM with patient #14. See G478 Interview on 2/16/21 at 12:56 PM with Staff E, RN. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 10. Patient #16 had a start of care date of 2/10/2020. Review of the clinical record revealed the following: a. The POC, dated 12/2/2020 to 1/30/2021, included physician orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The update to the comprehensive assessment, dated 10/1/2020, identified the patient had alcoholic cirrhosis of the liver, muscle	G 480			

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G 480	Continued From page 66 weakness and chronic obstructive pulmonary disease, was a fall risk, lack of caregiver/family support, difficulty breathing with minimal exertion, activity intolerance, incontinent of urine, oriented to person and place, forgetful, required assistance with grooming and bathing and set up assistance with dressing. c. The home health aide care plan, dated 12/1/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 12/4 to 12/21/2020. See G478 interview on 2/11/21 at 10:21 AM with patient #16. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 11. Patient #20 had a start of care date of 10/16/2020 and discharged from agency services on 12/7/2020. Review of the clinical record revealed the	G 480			

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G 480	Continued From page 67 following: a. The POC, dated 10/16/2020 to 12/14/2020, included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care, dated 10/16/2020, identified the patient required 24 hour supervision, had difficulty breathing with moderate exertion, activity intolerance, fatigue/weakness, oriented to person and place, forgetful, with increased episodes of severe confusion, impaired decision making, verbally disruptive, at risk for falls, poor balance, unsteady gait, required assistance for grooming, dressing, toilet hygiene and bathing. c. The home health aide care plan, dated 10/16/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, clean dentures, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/20 to 12/5/2020. e. The Home Health Aide Supervisory visit notes, dated 10/29, 11/12 and 11/26/2020, included documentation Staff C, LPN, supervised the home health aide and documented the home	G 480			

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G 480	Continued From page 68 health aide maintained open communication with the patient, family, caregiver, representative, arrived for assigned visits as scheduled, followed the patient's care plan and demonstrated competency with assigned tasks. See G478 interview on 2/11/21 at 11:29 AM, with a family member/caregiver. See G478 interview on 2/11/21 at 2:08 PM, with the patient's representative/family member. See G478 interview on 2/16/21 at 12:03 PM with Staff G, RN. . See G478 interview on 2/16/21 at 2:25 PM with Staff C, LPN. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient representative's complaint of not receiving care and services to meet the needs of the patient. 12. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21. Review of the clinical record revealed the following: a. The POC, dated 10/13/2020 to 12/11/2020, included physician orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical	G 480			

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G 480	Continued From page 69 status impeding self-care. b. The POC, dated 12/12/2020 to 2/9/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. c. The update to the comprehensive assessment completed at the time of recertification, dated 12/9/2020, identified the patient had diabetes, high blood pressure, heart failure, was a fall risk, absence of a capable caregiver, difficulty breathing with minimal exertion, oriented to person and place, forgetful, poor balance, muscle weakness, required set up assistance for grooming and dressing and intermittent assistance for bathing. d. The home health aide care plans, dated 10/13 and 12/9/2020, included RN instructions to the home health aide to complete the following personal care tasks: remind the patient to take medications. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 10/20 to 12/21/2020. f. The Home Health Aide Supervisory visit notes, dated 11/11, 11/25; 12/9 and 12/23, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication with the patient, arrived for assigned visits as scheduled, followed the care plan and demonstrated competency in assigned tasks. See G478 interview on 2/16/21 at 11:15 AM with patient #23.	G 480			

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G 480	Continued From page 70 See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. 13. Patient #25 had a start of care date of 8/26/2020 and transferred from agency services on 1/20/21. Review of the clinical record revealed the following: a. The POC, dated 10/25/2020 to 12/23/2020, included physician orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care by Staff G, RN, dated 8/26/2020, identified the patient had respiratory failure, absence of a capable caregiver, difficulty breathing and used oxygen, was incontinent of urine, oriented to person and place, forgetful, a fall risk with poor balance, unsteady gait and muscle weakness, required set up assistance with grooming and bathing and intermittent assistance with showering. c. The home health aide care plan (titled homemaker care plan in the electronic system),	G 480			

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G 480	Continued From page 71 dated 8/26 and 10/21/2020, included RN instructions to the home health aide to complete the following personal care tasks: record the patient's last bowel movement, meal set up, limit fluids, assist with ambulation, assist with transfer and remind the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 11/5 to 12/3/2020. e. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion by Staff C, LPN, dated 12/11/2020. Staff C, LPN, documented she supervised Staff I, Home Health Aide, and Staff I failed to maintain open communication with the patient, failed to arrive for assigned visits as scheduled, failed to follow the care plan for completion of assigned tasks, failed to competently complete assigned tasks and failed to honor patient rights. See G478 interview on 2/16/21 at 12:03 PM with Staff G, RN. See G478 interview on 2/16/21 at 12:32 PM with Staff D, RN. See G478 interview on 2/16/21 at 2:25 PM with Staff C, LPN. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. The Administrator/Clinical Manager and Administrative Assistant received the above	G 480			

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G 480	Continued From page 72	G 480		
G 484	findings and agency staff provided no further information prior to the end of the survey. Document complaint and resolution CFR(s): 484.50(e)(1)(ii) (ii) Document both the existence of the complaint and the resolution of the complaint; and This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review, review of the agency complaint log, patient, family, representative and staff interview, the agency failed to ensure the documentation of complaints and the resolution of a complaints made by agency patients for 13 of 24 sampled patients (Patients #1, #2, #4, #5, #8, #11, #12, #13, #14, #16, #20, #23 and #25) who received home health aide services. The agency reported a census of 150 at the time of the survey including 98 patients receiving home health aide services. The agency had a total of 4 complaints documented since January 2020. Failure to document and maintain evidence of complaints and the resolution of the complaints allows the problems to persist without being addressed and prevents the home health agency from critically evaluating the nature of the complaints, the investigation, and the resolution of the complaints. This allows problems to continue and worsen over time because patterns are not identified and addressed to improve patient care. Findings include: See G0478	G 484		

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NAME OF PROVIDER OR SUPPLIER

NURSE AT HOME

STREET ADDRESS, CITY, STATE, ZIP CODE

**1700 MT PLEASANT ST
BURLINGTON, IA 52601**

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G 484	Continued From page 73	G 484		
G 486	The agency failed to document both the existence of the complaints and the resolution of the complaints. The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey. Protect patient during investigation CFR(s): 484.50(e)(1)(iii) (iii) Take action to prevent further potential violations, including retaliation, while the complaint is being investigated. This ELEMENT is not met as evidenced by: Based on clinical record review, review of the agency complaint log, agency policy review, patient, representative, family and staff interview, the agency failed to ensure staff took action to resolve complaints and prevent further violations for 6 of 24 sampled patients (Patients #1, #5, #8, #14, #23 and #25) receiving home health aide services. The agency reported a census of 150 at the time of the survey including 98 patients receiving home health aide services. The agency had a total of 4 complaints documented since January 2020. Failure to staff took action to resolve complaints placed agency patients at risk for not having identified complaints resolved in a satisfactory and timely manner and allowed for repeated offences to occur. Findings include:	G 486		

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G 486	Continued From page 74 Review of the agency's undated policy, titled Client Bill of Rights, revealed the patient had a right to voice and report grievances or complaints regarding treatment or care that is delivered or fails to be delivered. Review of the agency's undated and untitled policy related to complaints revealed agency staff will investigate complaints made by a patient, family or guardian or a patient's health care provider. Agency staff will complete the investigation and documentation within 30 days of receipt of the complaint. Agency staff will involve the patient/caregiver and/or the patient's physician as appropriate to reach a resolution. Agency staff will document all actions taken and follow up performed on the complaint form, as well as report to management staff. Agency staff will communicate resolution and outcome information to the complainant. Review of the agency's complaint log on 2/8/2020 revealed the following: Patient #1 complained on 10/19/2020 and 12/22/2020 that Staff I, Home Health Aide, was not showing up for visits. The complaint log lacked any documentation of investigation into the patient's complaints of not receiving care. The complaint log lacked documentation of complaints made by any other patients since 5/18/2020. 1. Patient #1 had a start of care date of 3/5/2020. Review of the clinical record revealed the following: a. The Plans of Care (POCs), dated 9/1/2020 to 10/30/2020 and 10/31/2020 to 12/29/2020,			G 486			

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G 486	Continued From page 75 included physician orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. b. The update to the comprehensive assessment completed at the time of recertification, dated 10/29/2020, identified the patient had difficulty breathing with minimal exertion, was incontinent of bowel and bladder, limited range of motion in the lower extremities, was totally dependent on someone to assist with dressing and bathing and was bedfast. c. The Home Health Aide Supervisory Visit notes, dated 10/26, 11/9, 11/23, 12/7 and 12/21/2020, included a signature of completion by Staff C, Licensed Practical Nurse (LPN), and all identified the home health aide was not arriving for visits as scheduled. In addition, the notes, dated 11/23, 12/7 and 12/21, identified the home health aide was not providing care according to the care plan, not performing tasks competently and not honoring the patient's rights. See G478 interview on 2/8/21 at 9:10 AM with the Administrative Assistant. See G478 interview on 2/8/21 at 12:05 PM with the Administrator/Clinical Manager. See G478 interview on 2/8/21 at 1:46 PM with the Administrative Assistant. See G478 interview on 2/9/21 at 11:38 AM with patient #1. See G478 interview on 2/9/21 at 1:27 PM with	G 486			

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G 486	Continued From page 76 Staff C, LPN. On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, explained she supervised home health aides by asking the Patients if the home health aide is showing up and following the care plan. She reported Staff C, LPN, never notified her of Patient #1's complaints. She reported the Administrative Assistant did notify her about problems with Staff I, Home Health Aide, and Staff D, RN, spoke with Staff I about concerns just right before Staff I was no longer employed by the agency. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported during the time period the agency scheduled Staff I, Home Health Aide, to provide cares to the patient, the patient's hygiene went downhill. The patient could not shower, and needed assistance with a bed bath. Staff C, LPN, reported the patient was obese and developed rashes in the skin folds. Agency staff failed to take action to prevent further violations of lack of furnished care after the patient complained multiple times. 2. Patient #5 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. The POC, dated 11/9/2020 to 1/7/2021, included physician orders for skilled nursing and home health aide services 1 time per week. b. The home health aide care plan, dated 11/16/2020, included RN instructions to the home	G 486			

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G 486	Continued From page 77 health aide to remind the patient to take medications. c. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the patient was a fall risk, had dyspnea with moderate exertion, activity intolerance, incontinent of urine, oriented to person only, requires prompting under stressful or unfamiliar conditions, confused during day and evening but not constantly, poor balance, weakness, shuffling gait, required set up assistance for grooming, dressing and toilet hygiene and intermittent assistance with showering (for supervision, encouragement, reminders, getting in and out of the shower and/or washing difficult to reach areas). d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits 1 time per week, dated 11/13 to 12/18/2020. See G478 interview on 2/9/21 at 10:56 AM with patient #5. See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. Agency staff failed to take action to prevent further violations of lack of furnished care after the patient complained to staff about lack of home health aide services. 3. Patient #8 had a start of care date of 8/27/2020.	G 486			

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G 486	Continued From page 78 Review of the clinical record revealed the following: a. The POC, dated 8/27/2020 to 10/25/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week. b. The POC, dated 10/26/2020 to 12/24/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week for 5 weeks, 1 time per week for 1 week, and no home health aide services the last 3 weeks of the certification period. c. The comprehensive assessment completed at the start of care, dated 8/27/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 10/21/2020, identified the patient did not have a capable caregiver, was a fall risk, had difficulty breathing with minimal exertion, used 4 liters of oxygen per minute per nasal cannula, required prompts or became confused if new or stressful situations, forgetful, muscle weakness, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. d. The home health aide care plans, dated 8/28 and 10/23/2020, included RN instructions to the home health aide to complete the following tasks: shower, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly.	G 486			

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G 486	Continued From page 79 e. The clinical record included documentation of completed and missed home health aide visits by Staff I, Home Health Aide, dated 10/14 to 11/30/2020. Staff I, Home Health Aide, documented providing home health aide visits, dated 10/14, 10/19, 10/21, 11/2, 11/9, 11/11, 11/16, 11/18, 11/23, 11/25 and 11/30/2020, and she documented missed visits, dated 10/16 (due to only seeing patient on Mondays), 10/26, 10/28 and 11/4/2020. See G478 interview on 2/9/21 at 1:40 PM patient #8. f. An interim physician order, dated 12/2/2020, included orders to discontinue home health aide services per the patient's request. See G478 interview on 2/16/21 at 12:32 PM with Staff D, RN. g. The Home Health Aide Supervisory visit notes, dated 10/28, 11/11, 11/25 and 12/2/2020, included documentation Staff D, RN, completed the note and documented the home health aide followed the patient's care plan, arrived for visits as scheduled, maintains open communication with the patient and honored the patient's rights. Agency staff failed to take action to prevent further violations of lack of furnished care after the patient complained to staff about lack of home health aide services. 4. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following:	G 486			

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G 486	Continued From page 80 a. The POCs, dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The updates to the comprehensive assessment completed at the time of recertification, dated 10/20 and 12/21/2020, identified the patient was at risk for falls, activity intolerance, poor balance, muscle weakness, unsteady gait, difficulty breathing with moderate exertion, bladder incontinence, oriented to person and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. c. The home health aide care plans, dated 8/24, 10/21 and 12/21/2020, included RN instructions to the home health aide to complete the following task: record the patient's last bowel movement. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23, 12/7 and 12/11/2020, and with missed visits documented on 10/30, 11/27, 11/30 and 12/4/2020. e. The Home Health Aide Supervisory visit note, dated 10/30/2020, completed by Staff Q, LPN, included documentation she had supervised the home health aide and documented the home health aide was not maintaining open communication, not arriving for visits as scheduled, not following the care plan and not demonstrating competency in completing tasks. Staff Q documented this as an issue with how the	G 486			

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G 486	Continued From page 81 patient wanted the house cleaned. f. The Home Health Aide Supervisory visit notes, dated 11/10, 12/8 and 12/21/2020, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication, arrived for visits as scheduled, followed the care plan and completed tasks competently. See G478 interview on 2/10/21 at 3:15 PM with patient #14. See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. Agency staff failed to take action to prevent further violations of lack of furnished care after the patient complained to staff multiple times about lack of home health aide services. 5. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21. Review of the clinical record revealed the following: a. The POC, dated 10/13/2020 to 12/11/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care.	G 486			

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G 486	Continued From page 82 b. The POC, dated 12/12/2020 to 2/9/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. c. The update to the comprehensive assessment completed at the time of recertification, dated 12/9/2020, identified the patient had diabetes, high blood pressure, heart failure, was a fall risk, absence of a capable caregiver, difficulty breathing with minimal exertion, oriented to person and place, forgetful, poor balance, muscle weakness, required set up assistance for grooming and dressing and intermittent assistance for bathing. d. The home health aide care plans, dated 10/13 and 12/9/2020, included RN instructions to the home health aide to complete the following personal care tasks: remind the patient to take medications. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 10/20 to 12/21/2020. f. The Home Health Aide Supervisory visit notes, dated 11/11, 11/25, 12/9 and 12/23, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication with the patient, arrived for assigned visits as scheduled, followed the care plan and demonstrated competency in assigned tasks. See G478 interview on 2/16/21 at 11:15 AM with patient # 23.	G 486			

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G 486	Continued From page 83 See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. Agency staff failed to take action to prevent further violations of lack of furnished care after the patient complained to staff multiple times about lack of home health aide services. 6. Patient #25 had a start of care date of 8/26/2020 and transferred from agency services on 1/20/21. Review of the clinical record revealed the following: a. The POCs, dated 8/26/2020 to 10/24/2020 and 10/25/2020 to 12/23/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care by Staff G, RN, dated 8/26/2020, identified the patient had respiratory failure, absence of a capable caregiver, difficulty breathing and used oxygen, was incontinent of urine, oriented to person and place, forgetful, a fall risk with poor balance, unsteady gait and muscle weakness, required set up assistance with grooming and bathing and intermittent assistance with showering.	G 486			

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G 486	Continued From page 84 c. The home health aide care plan (titled homemaker care plan in the electronic system), dated 8/26 and 10/21/2020, included RN instructions to the home health aide to complete the following personal care tasks: record the patient's last bowel movement, meal set up, limit fluids, assist with ambulation, assist with transfer and remind the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 11/5 to 12/3/2020. Staff M, Home Health Aide, had provided home health aide services after Staff I, Home Health Aide, starting on 12/10/2020. e. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion by Staff C, LPN, dated 12/11/2020. Staff C, LPN, documented she supervised Staff I, Home Health Aide, and Staff I failed to maintain open communication with the patient, failed to arrive for assigned visits as scheduled, failed to follow the care plan for completion of assigned tasks, failed to competently complete assigned tasks and failed to honor patient rights. See G478 interview on 2/16/21 at 12:03 PM with Staff G, RN. See G478 interview on 2/16/21 at 12:32 PM with Staff D, RN. See G478 interview on 2/16/21 at 2:25 PM with Staff C, LPN. The complaint log and clinical record lacked any documentation of an existence, investigation or	G 486			

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NAME OF PROVIDER OR SUPPLIER

NURSE AT HOME

STREET ADDRESS, CITY, STATE, ZIP CODE

**1700 MT PLEASANT ST
BURLINGTON, IA 52601**

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G 486	Continued From page 85 resolution of the patient's complaints of not receiving care and services to meet the needs of the patient. Agency staff were aware of the patient's complaints for an indeterminate amount of time and placed the patient in a position to suffer further violations of lack of care. The patient died prior to this survey.	G 486		
G 570	The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey. Care planning, coordination, quality of care CFR(s): 484.60 Condition of participation: Care planning, coordination of services, and quality of care. Patients are accepted for treatment on the reasonable expectation that an HHA can meet the patient's medical, nursing, rehabilitative, and social needs in his or her place of residence. Each patient must receive an individualized written plan of care, including any revisions or additions. The individualized plan of care must specify the care and services necessary to meet the patient-specific needs as identified in the comprehensive assessment, including identification of the responsible discipline(s), and the measurable outcomes that the HHA anticipates will occur as a result of implementing and coordinating the plan of care. The individualized plan of care must also specify the patient and caregiver education and training. Services must be furnished in accordance with accepted standards of practice. This CONDITION is not met as evidenced by: Based on clinical record review, agency policy review, patient and family interview and agency	G 570		

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G 570	Continued From page 86 staff interview, the agency: 1) failed to ensure agency staff followed the plan of care in the delivery of services and alerted the physician to changes in the plan of care (G0572); 2) failed to ensure the Plan of Care accurately reflected care, treatment and services provided to the patient (G0574); and, 3) failed to ensure agency staff provided coordination in the delivery of care to meet the needs of the patients (G0608). The cumulative systemic practices resulted in the failure to ensure the organizational framework of the agency promoted and supported the coordination of safe and effective delivery of care to the agency's 150 patients.	G 570			
G 572	Plan of care CFR(s): 484.60(a)(1) Each patient must receive the home health services that are written in an individualized plan of care that identifies patient-specific measurable outcomes and goals, and which is established, periodically reviewed, and signed by a doctor of medicine, osteopathy, or podiatry acting within the scope of his or her state license, certification, or registration. If a physician or allowed practitioner refers a patient under a plan of care that cannot be completed until after an evaluation visit, the physician or allowed practitioner is consulted to approve additions or modifications to the original plan. This STANDARD is not met as evidenced by: Based on clinical record review, agency policy review and agency staff interview, the agency	G 572			

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G 572	Continued From page 87 failed to follow a Plan of Care established and periodically reviewed by a doctor of medicine, osteopathy or podiatry or notify the physician of the need to vary from the physician ordered Plan for Care for 9 of 24 sampled patients with home health aide services (Patients #7, #8, #9, #11, #13, #14, #16, #18 and #23). The agency reported 98 out of 150 patients received home health aide services at the time of the survey. Failure to follow a Plan of Care established by a physician placed patients at risk of not receiving safe, individualized and consistent care designed to meet each patient's health care needs. Findings include: Review of the agency's undated policy, titled Plan of Care, revealed agency staff develop the Plan of Care (POC) in consultation with staff, the patient, the physician and other providers involved in the patient's care based on patient assessment information. Modifications to the POC are indicated by changes in orders. Review of the agency's undated policy, titled Implementing Care and Treatment, identified agency staff will provide care and treatment within the frequency parameters established on the POC. Agency staff will notify the physician when the provision of care/treatment can not be implemented as established on the POC. Review of the agency's undated policy, titled Missed Visit Policy, identified if the schedule is altered, agency staff shall provide information on alterations to the patient as soon as possible. In	G 572			

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G 572	Continued From page 88 the event of an employee emergency or termination of employment, the agency will provide alternate, qualified staff to complete the required visits. If there is a missed visit, agency staff shall provide services as agreed upon by the patient and agency. Agency staff will coordinate with the patient or patient's authorized representative to reschedule a missed visit whenever possible. 1. Patient #7 had a start of care date of 9/28/2020. Review of the clinical record revealed the following: a. The POC, dated 9/28/2020 to 11/26/2020, included orders for home health aide services 2 times per week. b. The comprehensive assessment completed at the start of care, dated 9/28/2020, identified the patient was a fall risk, had a lack of caregiver/family support, a fall risk, incontinent of urine, poor balance, muscle weakness, difficulty breathing with moderate exertion, required set up assistance with grooming and intermittent assistance with bathing. c. The home health aide care plan, dated 9/30/2020, included RN instructions to the home health aide to complete the following tasks personal care tasks: shower, assist with dressing, apply lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfers, remind the patient to take medications every visit, and then clean/file nails and shave weekly.	G 572			

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G 572	Continued From page 89 d. The home health aide visit notes, dated 10/8 and 10/22/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks. Due to agency staff only providing homemaker services on 10/8 and 10/22/2020, agency staff did not provide a home health aide service, making both of these visits missed home health aide visits. The week of 10/4/2020 had 2 home health aide missed visits, dated 10/6 and 10/8, with no physician notification of the second missed visit on 10/8. The week of 10/18/2020 included documentation of one home health aide visit, dated 10/21, and one missed visit, dated 10/22. Agency staff failed to notify the physician of the missed home health aide visit on 10/22/2020. 2. Patient #8 had a start of care date of 8/27/2020. Review of the clinical record revealed the following: a. The POC, dated 8/27/2020 to 10/25/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week. b. The comprehensive assessment completed at the start of care, dated 8/27/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 10/21/2020, identified the patient did not have a capable caregiver, was a fall risk, had difficulty breathing with minimal exertion, used 4 liters of oxygen per	G 572			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
(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) COMPLETION DATE
G 572	Continued From page 90 minute per nasal cannula, required prompts or became confused if new or stressful situations, forgetful, muscle weakness, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. c. The home health aide care plan, dated 8/28/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The home health aide visit notes, dated 10/19 and 10/21/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks. Due to agency staff only providing homemaker services on 10/19 and 10/21/2020, agency staff did not provide a home health aide service, making both of these visits missed home health aide visits. The week of 10/18/2020, included documentation of 2 missed home health aide visits, dated 10/19 and and 10/21. Agency staff failed to notify the physician of the missed home health aide visits. 3. Patient #9 had a start of care date of 11/9/2020. Review of the clinical record revealed the following:	G 572			

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G 572	Continued From page 91 a. A patient signed consent form for care and services, signed by the patient and agency staff on 11/9/2020, identified the agency planned to provide skilled nursing, home health aide and physical therapy services. b. The POC, dated 11/9/2020 to 1/7/2021, identified a diagnosis of fracture of the first lumbar vertebra and included orders for skilled nursing 1 time per week, home health aide services 2 times per week and physical therapy services 1 time the first week and then 2 times for 3 weeks. c. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the patient suffered from lower back pain with an intensity of 3 to 10 (with 10 the worst) all the time, occasional incontinence, at risk for falls, oriented to person and place, forgetful, but lacked a memory deficit, confused in new or complex situations, required assistance with set up for grooming and upper body dressing, dependent on assistance for lower body dressing, unable to shower without assistance, unable to maintain toilet hygiene and transfer without assistance and chairfast, but able to wheel self independently. d. The home health aide care plan, dated 11/10/2020, included RN instructions to the home health aide to complete the following tasks: chair bath, tub bath, shower with chair, assist with dressing, lotion, shampoo hair, assist to toilet and incontinence care. e. The home health aide visit notes, dated 11/9, 11/19, 11/23, 11/25, 11/30, 12/3, 12/7, 12/10 (documented on two different days and 2 different notes for the same day) and 12/16/2020, included	G 572			

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G 572	Continued From page 92 documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks. Due to agency staff providing only homemaker services, agency staff missed providing home health aide service on the above dates. f. The week of 11/9/2020 included documentation of 1 missed home health aide visit notification to the physician, dated 11/12, but lacked a missed home health aide visit notification to the physician for the visit on 11/9. g. The week of 11/15/2020 included documentation of 1 missed home health aide visit notification to the physician, dated 11/16, but lacked a missed home health aide visit notification to the physician for the visit on 11/19. h. The weeks of 11/22, 11/29, 12/6 and 12/13/2020 failed to include documentation of missed visit notification to the physician for home health aide visit notes, dated 11/23, 11/25, 11/30, 12/3, 12/7, 12/10 and 12/16. 4. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the following: a. The POC, dated 10/9/2020 to 12/7/2020, included orders for home health aide services 2 times per week and skilled nursing services weekly. b. The update to the comprehensive assessment completed at the time of recertification, dated	G 572			

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G 572	Continued From page 93 10/5/2020, identified the following: a primary diagnosis of Parkinson's Disease, absence of a capable caregiver, fall risk, difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, oriented to person and place, forgetful, poor balance, muscle weakness, unsteady gait, required set up assistance with dressing, grooming and toilet hygiene and needed intermittent assistance with showering. c. The home health aide care plan, dated 10/6/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The home health aide visit note, dated 10/20/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks. Due to agency staff only providing homemaker services on 10/20/2020, agency staff did not provide a home health aide service, making this a missed home health aide visit. The clinical record included documentation of physician notification of 1 missed home health aide visit the week of 10/18/2020, dated 10/23, but lacked documentation of a second missed visit note and physician notification for the same week. 5. Patient #13 had a start of care date of	G 572			

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G 572	Continued From page 94 8/31/2020. Review of the clinical record revealed the following: a. The POC, dated 8/31/2020 to 10/29/2020, included physician orders for skilled nursing one time per week and home health aide services 2 times per week. b. An interim physician order, dated 9/21/2020, included an order to increase home health aide services to 3 times per week. c. The POC, dated 10/30/2020 to 12/28/2020, included an order for home health aide services 1 time the first week and then 2 times per week. d. The update to the comprehensive assessment completed at the time of recertification, dated 12/28/2020, identified the patient had a diagnosis of chronic obstructive pulmonary disease, was a fall risk, caregiver burnout, oriented to person and place, forgetful, difficulty breathing with minimal exertion, activity intolerance, urinary incontinence, poor balance, muscle weakness, required set up assistance with grooming and dressing and intermittent assistance with bathing. e. The home health aide care plans, dated 9/8 and 10/29/2020, included RN instructions to the home health aide to complete the following personal care tasks: tub bath, assist with dressing, lotion and remind the patient to take medications. f. The home health aide visit notes, dated 10/9, 10/12, 10/14, 10/19, 10/21, 10/23, 10/26 and 10/30/2020, included documentation the home	G 572			

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G 572	Continued From page 95 health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks which made these all missed home health aide visits. g. The week of 10/4/2020, included documentation of a home health visit, dated 10/5, a missed home health aide visit with physician notification on 10/7, and a missed home home health aide visit with no physician notification, dated 10/9. The week of 10/11/2020, included documentation of 2 missed home health aide visits with no physician notification, dated 10/12 and 10/14. The week of 10/18/2020 included documentation of 3 missed home health aide visits with no physician notification, dated 10/19, 10/21 and 10/23. The week of 10/25, included documentation of 2 missed home health aide visits with no physician notification, dated 10/26 and 10/30. h. The week of 11/22/2020, included documentation of 3 home health aide visits, dated 11/23, 11/25 and 11/27. The POC included orders for only 2 home health aide visits per week. The clinical record lacked documentation of an order for an extra home health aide visit the week of 11/22. i. The week of 12/13/2020, included documentation of 3 home health aide visits, dated 12/14, 12/16 and 12/18. The POC included orders for only 2 home health aide visits per week. The clinical record lacked documentation of an order for an extra home health aide visit the week of 12/13. On 2/22/21 at 3:30 PM, during an interview, the	G 572			

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G 572	Continued From page 96 Administrative Assistant reported she checked the computer and hard copy of the medical chart and confirmed the home health aide provided an extra home health aide visit without an order the weeks of 11/22 and 12/13/2020. 6. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following: a. The POCs, dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The updates to the comprehensive assessment completed at the time of recertification, dated 10/20 and 12/21/2020, identified the patient was at risk for falls, activity intolerance, poor balance, muscle weakness, unsteady gait, difficulty breathing with moderate exertion, bladder incontinence, oriented to person and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. c. The home health aide care plans, dated 8/24, 10/21 and 12/21/2020, included RN instructions to the home health aide to complete the following personal care task: record the patient's last bowel movement. d. The home health aide visits, dated 10/9, 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23, 12/11, 12/14 and 12/21/2020, included documentation the home health aide completed homemaker tasks, but	G 572			

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G 572	Continued From page 97 lacked documentation the home health aide completed the assigned personal care task. All of these visits were missed home health aide visits since the home health aides failed to provide any personal care. e. The home health aide visits the weeks of 10/4, 10/25, 11/22, 12/13 and 12/20/2020, included documentation of one missed home health aide visit with physician notification and 1 missed home health aide visit without physician notification, dated 10/9, 10/26, 11/23, 12/14 and 12/21/2020. f. The home health aide visits the weeks of 10/11, 10/18, 11/1, 11/8 and 11/15/2020, included documentation of 2 missed home health aide visits with no physician notification, dated 10/12, 10/16, 10/19, 10/23, 11/2, 11/6, 11/9, 11/13, 11/16 and 11/20/2020. g. The home health aide visits the week of 12/6/2020, included documentation of signed visit, dated 12/7, but the visit note lacked documentation of the completion of any tasks. A second visit note for the week, dated 12/11, included documentation of the completion of only homemaker tasks. The clinical record lacked documentation of physician notification of the 2 missed home health aide visits for the week of 12/6. 7. Patient #16 had a start of care date of 2/10/2020. Review of the clinical record revealed the following: a. The POC, dated 10/3/2020 to 12/1/2020,	G 572			

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G 572	Continued From page 98 included a physician order for skilled nursing services 2 times the first week and then 1 time a week for 8 weeks. b. The week of 10/11/2020 included documentation of 2 skilled nursing visits, dated 10/13 and 10/15. The clinical record lacked documentation of a physician order for the extra skilled nursing visit. On 2/22/21 at 3:41 PM, during an interview, the Administrative Assistant explained the electronic system did not automatically schedule visits; a staff person has to manually enter in the schedule. She looked in the clinical record and confirmed agency staff did not have an order for the extra skilled nursing visit. She thought it was a scheduler problem. 8. Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following: a. The POC, dated 8/17/2020 to 10/15/2020, included physician orders for home health aide services 2 times per week. b. The update to the comprehensive assessment completed at the time of recertification, dated 12/14/2020, identified the patient had chronic kidney failure, atrial fibrillation, did not have a capable caregiver, was short of breath with moderate exertion, had fatigue and weakness, incontinent of urine, at risk for falls, poor balance, unsteady gait, oriented to person and place, forgetful, required set up assistance with	G 572			

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G 572	Continued From page 99 grooming and dressing and intermittent assistance with bathing. c. The home health aide care plan, dated 8/17/2020, included RN instructions to the home health aide to complete the following personal care tasks: limit fluids and remind the patient to take medications. d. The home health aide visit note, dated 10/9/2020, included documentation the home health aide completed homemaker tasks, but none of the assigned personal care tasks. Due to a lack of completion of personal cares, the visit was a missed home health aide visit. e. The week of 10/4/2020, included documentation of 1 missed home health aide visit with physician notification, dated 10/7, and 1 missed home health aide visit without physician notification, dated 10/9. 9. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21. Review of the clinical record revealed the following: a. The POC, dated 10/13/2020 to 12/11/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care, b. The update to the comprehensive assessment	G 572			

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G 572	Continued From page 100 completed at the time of recertification, dated 12/9/2020, identified the patient had diabetes, high blood pressure, heart failure, was a fall risk, absence of a capable caregiver, difficulty breathing with minimal exertion, oriented to person and place, forgetful, poor balance, muscle weakness, required set up assistance for grooming and dressing and intermittent assistance for bathing. c. The home health aide care plans, dated 10/13/2020, included RN instructions to the home health aide to complete the following personal care tasks: remind the patient to take medications. d. The clinical record included documentation of 2 home health aide visits the week of 11/1/2020, dated 11/3 and 11/6, the week of 11/15/2020, dated 11/18 and 11/20, the week of 11/29/2020, dated 11/30 and 12/2, and the week of 12/6/2020, dated 12/7 and 12/9. The clinical record lacked documentation of a physician order for the extra home health aide visit the agency staff provided the weeks of 11/1, 11/15, 11/29 and 12/6/2020. e. The week of 11/8/2020 included documentation of 3 home health aide visits, dated 11/9, 11/11 and 11/13. The clinical record lacked documentation of a physician order for the 2 extra home health aide visits. On 2/22/21 at 3:47 PM, during an interview, the Administrative Assistant explained she did not know if the extra home health aide visits occurred. The Administrator/Clinical Manager and Administrative Assistant received the above	G 572			

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G 572	Continued From page 101	G 572			
G 574	findings and agency staff provided no further information prior to the end of the survey. Plan of care must include the following CFR(s): 484.60(a)(2)(i-xvi) The individualized plan of care must include the following: (i) All pertinent diagnoses; (ii) The patient's mental, psychosocial, and cognitive status; (iii) The types of services, supplies, and equipment required; (iv) The frequency and duration of visits to be made; (v) Prognosis; (vi) Rehabilitation potential; (vii) Functional limitations; (viii) Activities permitted; (ix) Nutritional requirements; (x) All medications and treatments; (xi) Safety measures to protect against injury; (xii) A description of the patient's risk for emergency department visits and hospital re-admission, and all necessary interventions to address the underlying risk factors. (xiii) Patient and caregiver education and training to facilitate timely discharge; (xiv) Patient-specific interventions and education; measurable outcomes and goals identified by the HHA and the patient; (xv) Information related to any advanced directives; and (xvi) Any additional items the HHA or physician or allowed practitioner may choose to include. This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review and agency staff interview, the agency failed to ensure the accurate completion of all	G 574			

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G 574	Continued From page 102 components comprising the Plan of Care for 5 of 16 sampled patients (Patients #3, #6, #17, 24 and #26). The agency reported a current census of 150 patients at the time of the survey. Failure to maintain complete and accurate Plans of Care with current orders placed the patients at risk to not receive services, medications and/or treatments according to assessed needs and physician orders. Findings include: Review of the agency's undated policy, titled Plan of Care, revealed agency staff develop the Plan of Care (POC) in consultation with staff, the patient, the physician and other providers involved in the patient's care based on patient assessment information. The POC will include specific procedures and treatments to be performed including amount, frequency and duration. 1. Patient #3 had a start of care date of 7/1/19. Review of the clinical record revealed the following: a. The Plans of Care (POCs), dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included physician orders for home health aide services one time per week to assist with personal cares and activities of daily living as indicated on functional and physical status impeding self-care. b. The home health aide care plans, dated 10/21	G 574			

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PRINTED: 03/08/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/22/2021
NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 574	Continued From page 103 and 12/22/2020, included registered nurse (RN) instructions for the home health aide to complete the following tasks: make bed, change linen, tidy bathroom, tidy bedroom, tidy kitchen, tidy patient's area, vacuum and take out trash. None of the assigned tasks related to performing personal cares which are a requirement for home health aide services. The assigned tasks were related to homemaker services. The POCs inaccurately identified the patient needed and would receive home health aide services. 2. Patient #6 had a start of care date of 8/4/2020. Review of the clinical record revealed the following: a. The Plans of Care (POCs), dated 8/4/2020 to 10/2/2020, 10/3/2020 to 12/1/2020, 12/2/2020 to 1/30/2021, 1/31/2021 to 3/31/2021, included physician orders for home health aide services two times per week to assist with personal cares and activities of daily living as indicated on functional and physical status impeding self-care. b. The home health aide care plans, dated 8/6, 10/4 and 12/3/2020 and 1/28/21, included registered nurse (RN) instructions for the home health aide to complete the following tasks: make bed, change linen, tidy bathroom, tidy bedroom, tidy kitchen, tidy patient's area, vacuum, shopping and take out trash. None of the assigned tasks related to performing personal cares which are a requirement for home health aide services. The assigned tasks were related to homemaker services. The POCs inaccurately identified the patient needed and	G 574			

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G 574	Continued From page 104 would receive home health aide services. 3. Patient #17 had a start of care date of 11/30/2020 and transferred from agency services on 1/14/21. Review of the clinical record revealed the following: a. The POC, dated 11/30/2020 to 1/28/2021, included orders for skilled nursing services 2 times the first week and then 1 time per week for 8 weeks, home health aide services 2 times per week and occupational therapy 1 time the first week. The POC also included the following order: physical therapy (PT) to assess functional status, home environment to eliminate structural barriers, improve safety and functional independence. PT to assess rehabilitation potential and determine need for gait training, safety precautions, pain management, strengthening/conditioning exercise, balance/coordination and transfers. PT to establish home exercise program and plan of care as approved by physician. The POC lacked a scope and frequency for PT services. b. The clinical record lacked documentation the patient received PT services. On 2/22/21 at 1:15 PM, during an interview, the Administrative Assistant reported it was a mistake on the POC, and the patient was never supposed to receive PT services. 4. Patient #24 had a start of care date of 12/7/2020 and transferred from agency services on 12/29/2020.	G 574			

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G 574	Continued From page 105 Review of the clinical record revealed the following: a. The POC, dated 12/7/2020 to 2/4/2021, included physician orders for skilled nursing 2 times per week, physical therapy 1 time the first week and then 2 times a week for 5 weeks and home health aide services 3 times per week for 8 weeks. The POC also included the following order: occupational therapy (OT) to assess functional status, home environment to eliminate structural barriers, improve safety, need for home modifications to promote functional independence. OT to assess rehabilitation potential and determine need for activities of daily living (ADL) training, safety precautions, pain management, strengthening/conditioning exercise. OT to establish home exercise program and plan of care as approved by physician. The POC lacked a scope and frequency for OT services. b. The clinical record lacked documentation the patient received OT services. On 2/22/21 at 1:15 PM, during an interview, the Administrative Assistant reported it was a mistake on the POC, and the patient was never supposed to receive OT services. 5. Patient #26 had a start of care date of 10/1/2020 and transferred from agency services on 10/16/2020. Review of the clinical record revealed the following: a. The patient's paper clinical record included a copy of discharge wound care instructions from a	G 574			

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G 574	Continued From page 106 wound clinic, dated 9/23/2020, which included the following wound care orders for all three wounds: apply Mupirocin 2 percent and Mepitel/Adaptic non adherent to wound bed, cover with ABD (abdominal wound pad) and rolled gauze, 50-50 mix of Mupirocin and Mometasone to both legs daily, apply Tubigrip daily. b. The POC, dated 10/1/2020 to 11/29/2020, included orders for the skilled nursing services and for the nurse to perform wound care and to cleanse/irrigate the wound using aseptic technique. The POC included orders to apply Mometasone 0.1 percent topical cream 1 application, apply 1 even parts with Mupirocin to bilateral legs and Mupirocin 2 percent topical cream 1 application, apply 1 even parts with Mupirocin to bilateral legs. c. The comprehensive assessment completed at the start of care, dated 10/1/2020, included an assessment of 3 wounds, 1 left calf wound, 1 right leg calf wound and 1 right anterior diabetic ulcer. The nurse documented she cleaned the wounds and applied ointment per physician orders and redressed the wounds. d. The skilled nursing visit notes, dated 10/5 and 10/12/2020, included documentation the nurse provided wound care per the wound clinic orders. The patient's POC lacked complete wound care orders. The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey.	G 574			

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NAME OF PROVIDER OR SUPPLIER

NURSE AT HOME

STREET ADDRESS, CITY, STATE, ZIP CODE

**1700 MT PLEASANT ST
BURLINGTON, IA 52601**

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G 608 G 608	Continued From page 107 Coordinate care delivery CFR(s): 484.60(d)(4) Coordinate care delivery to meet the patient's needs, and involve the patient, representative (if any), and caregiver(s), as appropriate, in the coordination of care activities. This ELEMENT is not met as evidenced by: Based on review of the patient clinical record review, agency complaint log, agency policy review, patient, family, patient representative and staff interview, the agency failed to ensure agency staff coordinated the delivery of care in a way to meet patient individualized needs for 20 of 24 sampled patients (Patients #1, #2, #4, #5, #7, #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #20, #23, #24 and #25) receiving home health aide services. The agency reported a current census of 150 patients at the time of the survey including 98 receiving home health aide services. Failure to ensure agency staff effectively coordinated the delivery of care resulted in the patients not receiving care to meet individualized patient needs. Findings include: Review of the agency's undated policy, titled Plan of Care (POC), revealed a registered nurse (RN) is responsible for coordinating the POC when multiple disciplines are involved. Review of the agency's undated policy, titled Implementing Care and Treatment, identified the RN will oversee the assignment of the home health aide in particular. Agency staff will notify	G 608 G 608		

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G 608	Continued From page 108 the patient and/or caregiver prior to the scheduled visit if there is a change in the schedule of care. Review of the agency's undated policy, titled Client Bill of Rights, identified the patient has the right to participate in, be informed about, and consent to or refuse care in advance of and during treatment with respect to care to be furnished based on comprehensive assessments, establishing and revising the Plan of Care, the disciplines that will furnish services, the frequency of visits, and any changes in care to be furnished. Review of the agency's undated policy, titled Missed Visit Policy, identified if the schedule is altered, agency staff shall provide information on alterations to the patient as soon as possible. In the event of an employee emergency or termination of employment, the agency will provide alternate, qualified staff to complete the required visits. If there is a missed visit, agency staff shall provide services as agreed upon by the patient and agency. Agency staff will coordinate with the patient or patient's authorized representative to reschedule a missed visit whenever possible. Review of the agency's complaint log on 2/8/2020 revealed the following: Patient #1 complained on 10/19/2020 and 12/22/2020 that Staff I, former Home Health Aide, was not showing up for visits. The complaint log lacked any documentation of investigation into the patient's complaints. The complaint log lacked documentation of complaints made by any other patients since 5/18/2020. 1. Patient #1 had a start of care date of 3/5/2020.	G 608			

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G 608	Continued From page 109 Review of the clinical record revealed the following: The Plans of Care (POCs), dated 9/1/2020 to 10/30/2020 and 10/31/2020 to 12/29/2020, identified diagnoses of chronic obstructive pulmonary disease, diabetes, multiple sclerosis and heart failure. The POCs included physician orders for skilled nursing services 2 times per week and home health aide services 3 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. The home health aide care plans, dated 9/1 and 10/31/2020, included registered nurse (RN) instructions to the home health aide to complete the following tasks: provide bed bath, assist with dressing, apply lotion to the skin, comb hair, oral care, clean/file nails, incontinence care, record last bowel movement, encourage fluids, turn and reposition and remind the patient to take medications every visit and then shampoo hair weekly. The update to the comprehensive assessment completed at the time of recertification, dated 10/29/2020, identified the patient had difficulty breathing with minimal exertion, was incontinent of bowel and bladder, limited range of motion in the lower extremities, was totally dependent on someone to assist with dressing and bathing and was bedfast. a. The clinical record included documentation of missed home health aide visits notes completed by Staff I, Home Health Aide, dated 10/9, 10/12,	G 608			

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G 608	Continued From page 110 10/15, 10/23, 10/26, 10/30, 11/4, 11/6, 11/11, 11/13, 12/16 and 12/18/2020, for reasons of either no one answering the phone, door or the patient/family being uncooperative. 1) The home health aide visit notes, dated 10/16, 10/19, 10/21, 11/2, 11/9, 11/16, 11/18, 11/20, 11/23, 11/25, 11/27, 11/30, 12/2, 12/4, 12/7, 12/9, 12/11 and 12/14/2020, included documentation by Staff I, Home Health Aide, that she provided personal cares to the patient. Each of the visit notes lacked documentation of completion of all the assigned tasks (See G0800). 2) The Home Health Aide Supervisory Visit notes, dated 10/26, 11/9, 11/23, 12/7 and 12/21/2020, included a signature of completion by Staff C, Licensed Practical Nurse (LPN), and all identified the home health aide was not arriving for visits as scheduled. In addition, the notes, dated 11/23, 12/7 and 12/21, identified the home health aide was not providing care according to the care plan, not performing tasks competently and not honoring the patient's rights. 3) See G478 interview on 2/8/21 at 9:10 AM with the Administrative Assistant. 4) On 2/8/21 at 12:05 PM, during an interview, the Administrator/Clinical Manager explained the Administrative Assistant reported to her about the missed home health aide visits for Patient#1 by Staff I, Home health aide. 5) On 2/8/21 at 3:49 PM, during an interview, Staff I, Home Health Aide, explained the Administrative Assistant called her into the office on 12/22/2020 and told her Patient #1 complained about her not coming to provide	G 608			

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G 608	Continued From page 111 home health aide services. She denied falsifying documentation and reported every time she documented she was at the patient's home, she was there. She explained Patient #1 was bed ridden and could not answer the door unless the live-in family member was present. She reported she let people know at the office when she missed a visit due to no one answering the door. She did not notify the nurse. Staff I explained she was told to notify the Administrative Assistant of missed visits and the nurse only if there was a medical issue. She reported her proof that she did the visits was in the visit note, because the patient had to sign the visit note at the end of the visit. She confirmed Patient #1 was cognitively able to say whether or not the home health came to the home and provided cares. 6) See G478 interview on 2/9/21 at 11:38 AM, with patient #1. 7) See G478 interview on 2/9/21 at 1:27 PM with Staff C, LPN. 8) See G486 interview on 2/16/21 at 12:32 PM with Staff D, RN. 9) See G486 interview on 2/16/21 at 2:25 PM with Staff C, LPN. b. The clinical record included documentation of 3 missed home health aide visits the week of 12/20/2020, dated 12/21, 12/23 and 12/25/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. 1) On 2/9/21 at 11:38 AM, during an interview, the	G 608			

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G 608	Continued From page 112 patient reported the patient did not refuse any services the week of 12/20/2020. The patient reported the agency did not call or offer any services that week. 2) See G434 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. 3) See G434 interview on 2/16/21 at 3:20 PM with Administrator/Clinical Manager. 4) See G434 interview on 2/17/21 at 8:34 AM, with Administrative Assistant. Agency staff failed to investigate and resolve the patient's complaints regarding lack of care, prevent further violations, and notify the patient of an inability to meet personal care needs during the week of 12/20/2020 resulting in an overall lack in coordination of care delivery. 2. Patient #2 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: The POC, dated 10/30/2020 to 12/28/2020 and 12/29 to 2/26/2020, identified diagnoses of hypertension, diabetes, orthostatic hypotension (drop in blood pressure with position change, usually lying or sitting to standing and can cause dizziness or lightheadedness) and Parkinson's Disease and included orders for skilled nursing services 1 time per week and home health aide services 2 times per week. The update to the comprehensive assessment completed at the time of recertification, dated	G 608			

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G 608	Continued From page 113 12/25/2020, identified the patient was a fall risk, had difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, oriented to person and place, required prompting if in stressful or new situations, required set-up assistance for grooming, toilet hygiene and dressing, but required assistance or supervision to bathe. The home health aide care plans, dated 9/3, 10/28 and 12/25/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, encourage fluids and remind the patient to take medications. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/26 through 12/21/2020. a. The home health aide visit notes, dated 10/26, 10/30, 11/3, 11/6, 11/10, 11/12, 11/16, 11/19, 11/23, 11/26, 11/30, 12/5, 12/8, 12/10, 12/14, 12/17 and 12/21/2020, included documentation the home health aide encouraged the patient drink fluids and reminded the patient to take medications. The home health aide failed to document if she completed the tasks of showering with a chair and assisting the patient with dressing, or a reason why the home health aide failed to complete the assigned tasks. 1) The Home Health Aide Supervisory visit notes, dated 11/4, 11/19, 12/3 and 12/17/2020, included documentation by Staff E, RN, which identified the home health was following the aide care plan and completing the assigned tasks. 2) On 2/9/21 at 9:25 AM, during an interview, the	G 608			

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G 608	Continued From page 114 patient reported Staff I, Home Health Aide, told the patient she did not have time to help the patient with a shower. The patient reported he/she needed help with a shower and did not get the help and services the he/she needed. The patient reported he/she did not tell anybody about not getting help with showering. 3) On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, explained she interviews the patient when supervising the home health aide. She will ask the patient about communication, if the home health aide is providing services as scheduled and following the care plan. She denied Patient #2 ever complained about home health aide services provided by Staff I, Home Health Aide. She does not review home health aide documentation when supervising the home health aide. b. The clinical record included documentation of 2 missed home health aide visits the week of 12/27/2020, dated 12/28 and 12/31, and 2 missed home health visits the week of 1/3/21, dated 1/4 and 1/7/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. 1) See G434 interview on 2/9/21 at 9:25 AM with patient #2. 2) See G434 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. 3) The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the week of 12/27/2020 and 1/3/21.	G 608			

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G 608	Continued From page 115 Agency staff failed to ensure the coordination of the delivery of home health aides services to meet the needs of the patient. 3. Patient #4 had a start of care date of 9/21/2020. Review of the clinical record revealed the following: a. The POC, dated 11/20/2020 to 1/18/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The home health aide care plan, dated 11/16/2020, included RN instructions to the home health aide to complete the following tasks: tub bath, assist with dressing, encourage fluids, and remind the patient to take medications. c. The update to the comprehensive assessment completed at the time of recertification, dated 11/17/2020, identified the patient did not have a capable caregiver, the patient was blind, a fall risk, had difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, poor balance, required set up assistance for grooming and dressing and intermittent assistance with bathing (for supervision, encouragement, reminders, getting in and out of the shower and/or washing difficult to reach areas). d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 11/17 to 12/22/2020.	G 608			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 608	Continued From page 116 e. The clinical record included documentation of 1 missed home health aide visit the week of 12/20/2020, dated 12/24, and one missed home health aide visit the week of 12/27/2020, dated 12/31. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. On 2/9/21 at 10:03 AM, during an interview, the patient reported he/she did not refuse home health aide visits the weeks of Christmas and New Years. The patient reported staff were supposed come and no one showed. The patient reported calling the office, because of no one showing up and was told about Staff I, Home Health Aide, at that time. Agency staff failed to ensure the delivery of the coordination of care in regards to home health aide services for the patient. 4. Patient #5 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: The POC, dated 11/9/2020 to 1/7/2021, included physician orders for skilled nursing and home health aide services 1 time per week. The home health aide care plan, dated 11/16/2020, included RN instructions to the home health aide to remind the patient to take medications. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the	G 608			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 608	Continued From page 117 patient was a fall risk, had dyspnea with moderate exertion, activity intolerance, incontinent of urine, oriented to person only, requires prompting under stressful or unfamiliar conditions, confused during day and evening but not constantly, poor balance, weakness, shuffling gait, required set up assistance for grooming, dressing and toilet hygiene and intermittent assistance with showering. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits 1 time per week, dated 11/13, 11/20, 11/27, 12/4, 12/12 and 12/18/2020. a. The clinical record included documentation of 1 missed home health aide visit the week of 12/20/2020, dated 12/25. The missed visit note included the following reason: cancellation of care by Staff J, Home Health Aide. 1) See G478 interview on 2/9/21 at 10:56 AM patient #5. 2) The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the week of 12/20/2020. b. See G478 interview on 2/9/21 at 10:56 AM with patient #5. 1) See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. 2) See G478 interview on 2/16/21 at 3:00 PM with the Administrative Assistant. Agency staff failed to document, investigate and	G 608			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME				STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601			
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G 608	Continued From page 118 resolve the patient's complaint regarding lack of care, prevent further violations, and notify the patient of an inability to meet personal care needs during the week of 12/20/2020 resulting in an overall lack in coordination of care delivery. 5. Patient #7 had a start of care date of 9/28/2020. Review of the clinical record revealed the following: a. The POCs, dated 9/28/2020 to 11/26/2020 and 11/27/2020 to 1/25/2020, included orders for skilled nursing and home health aide services. b. The comprehensive assessment completed at the start of care, dated 9/28/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 11/23/2020, identified the patient was a fall risk, had a lack of caregiver/family support, a fall risk, incontinent of urine, poor balance, muscle weakness, difficulty breathing with moderate exertion, required set up assistance with grooming and intermittent assistance with bathing. c. The home health aide care plans, dated 9/30, 11/23 and 11/27/2020, included RN instructions to the home health aide to complete the following tasks: shower, assist with dressing, apply lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfers, remind the patient to take medications every visit, and then clean/file nails and shave weekly. d. The home health aide visit notes, dated 10/8,			G 608			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601
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G 608	Continued From page 119 10/15, 10/21, 10/22, 10/27, 10/30, 11/3, 11/6, 11/10, 11/17, 11/20, 11/24, 11/28, 12/1, 12/5, 12/8, 12/11, 12/15 and 12/17/2020, included documentation Staff I, Home Health Aide, went to the patient's home to provide a service. Each visit lacked documentation Staff I, Home Health Aide, provided services and completed tasks according to the home health aide care plan (See G0800). e. The Home Health Aide Supervisory visit notes, dated 10/13, 10/26 and 11/19/2020, included documentation Staff G, RN, supervised Staff L, Home Health Aide, and determined the home health aide had followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. The clinical record lacked documentation Staff L had provided any home health aide services in the home. f. The Home Health Aide Supervisory visit note, dated 11/24/2020, included documentation Staff C, LPN, had supervised a home health aide (did not designate a specific home health aide) and determined the home health aide followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. g. The Home Health Aide Supervisory visit notes, dated 12/1 and 12/15/2020, included documentation Staff C, LPN, supervised Staff M, Home Health Aide, and determined the home health aide had followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. The clinical record lacked documentation Staff M had provided any home health aide services in the	G 608		

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G 608	Continued From page 120 home. On 2/16/21 at 12:03 PM, during an interview, Staff G, RN, reported she supervises home health aides at either a visit or update to the comprehensive assessment at recertification by asking the patient how the home health aide is doing and if there are any concerns. She reported sometimes the home health aide is present. She reported she occasionally reviews home health aide documentation, but this is usually the Administrator/Clinical Manager's job. She denied the patient every complained of issues with cares. Agency staff failed to coordinate care and ensure the patient received home health aide services as ordered to meet the needs of the patient. 6. Patient #8 had a start of care date of 8/27/2020. Review of the clinical record revealed the following: a. The POC, dated 8/27/2020 to 10/25/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week. b. The POC, dated 10/26/2020 to 12/24/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week for 5 weeks, 1 time per week for 1 week, and no home health aide services the last 3 weeks of the certification period. c. The comprehensive assessment completed at the start of care, dated 8/27/2020, and the update	G 608			

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G 608	Continued From page 121 to the comprehensive assessment completed at the time of recertification, dated 10/21/2020, identified the patient did not have a capable caregiver, was a fall risk, had difficulty breathing with minimal exertion, used 4 liters of oxygen per minute per nasal cannula, required prompts or became confused if new or stressful situations, forgetful, muscle weakness, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. d. The home health aide care plans, dated 8/28 and 10/23/2020, included RN instructions to the home health aide to complete the following tasks: shower, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. e. The clinical record included documentation of completed and missed home health aide visits by Staff I, former Home Health Aide, dated 10/14 to 11/30/2020. The home health aide visits, dated 10/14, 10/19, 10/21, 11/2, 11/9, 11/11, 11/16, 11/18, 11/23, 11/25 and 11/30/2020, included documentation by Staff I, Home Health Aide, that she provided personal cares to the patient. Each of the visit notes lacked documentation of completion of all the assigned tasks (See G0800). f. The clinical record included documentation of missed visits, dated 10/16 (due to only seeing patient on Mondays), 10/26, 10/28 and 11/4/2020. See G478 interview on 2/9/21 at 1:40 PM with patient #8.	G 608			

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G 608	Continued From page 122 g. An interim physician order, dated 12/2/2020, included orders to discontinue home health aide services per the patient's request. See G486 interview on 2/16/21 at 12:32 PM with Staff D, RN. h. The Home Health Aide Supervisory visit notes, dated 10/28, 11/11, 11/25 and 12/2/2020, included documentation Staff D, RN, completed the note and documented the home health aide followed the patient's care plan, arrived for visits as scheduled, maintains open communication with the patient and honored the patient's rights. Agency staff failed to document, investigate and resolve the patient's complaints regarding lack of care and prevent further violations resulting in an overall lack in coordination of care delivery. 7. Patient #9 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. A patient signed consent form for care and services, signed by the patient and agency staff on 11/9/2020, identified the agency planned to provide skilled nursing, home health aide and physical therapy services. b. The POC, dated 11/9/2020 to 1/7/2021, identified a diagnosis of fracture of the first lumbar vertebra and included orders for skilled nursing 1 time per week, home health aide services 2 times per week and physical therapy services 1 time the first week and then 2 times for	G 608			

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G 608	Continued From page 123 3 weeks. c. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the patient suffered from lower back pain with an intensity of 3 to 10 (with 10 the worst) all the time, occasional incontinence, at risk for falls, oriented to person and place, forgetful, but lacked a memory deficit, confused in new or complex situations, required assistance with set up for grooming and upper body dressing, dependent on assistance for lower body dressing, unable to shower without assistance, unable to maintain toilet hygiene and transfer without assistance and chairfast, but able to wheel self independently. d. The home health aide care plan, dated 11/10/2020, included RN instructions to the home health aide to complete the following tasks: chair bath, tub bath, shower with chair, assist with dressing, lotion, shampoo hair, assist to toilet and incontinence care. e. The home health aide visit notes, dated 11/19, 11/23, 11/25, 11/30, 12/3, 12/7, 12/10 (documented on two different days and 2 different notes for the same day) and 12/16/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks or a reason why the aide failed to complete the assigned tasks. See G434 interview on 2/10/21 at 2:09 PM with patient# 9. See G434 interview on 2/16/21 at 12:17 PM with Staff H, RN.	G 608			

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G 608	Continued From page 124 Agency staff failed to honor patient rights and provide coordination of care and services provided to the patient. 8. Patient #10 had a start of care date of 7/21/2020. Review of the clinical record revealed the following: a. The POCs, dated 9/19/2020 to 11/17/2020 and 11/18/2020 to 1/16/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The home health aide care plans, dated 9/19 and 11/18/2020, included RN instruction to the home health aide to complete the following tasks: chair bath, assist with dressing, lotion, comb hair, shampoo, oral care, clean dentures, assist to bedside commode, incontinence care, record last bowel movement, meal set up, assist with ambulation, assist with transfers and remind the patient to take medications every visit and clean/file nails and shave weekly. c. The update to the comprehensive assessments completed at the time of recertification, dated 9/17 and 11/17/2020, identified the patient had chronic respiratory failure, the patient's caregiver suffered from burnout incontinence of urine, activity intolerance, suffered from dizziness, oriented to person and place but forgetful, required set up assistance with dressing and toilet hygiene and required assistance for bathing. d. The clinical record included documentation Staff N, Home Health Aide provided home health	G 608			

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G 608	Continued From page 125 aide visits, dated 10/6, 11/3, 11/5, 11/10, 11/12, 12/1, 12/3, 12/8, 12/10, 12/15 and 12/17/2020. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9, 11/17, 11/19, 11/24 and 11/27/2020. Each of the visit notes lacked documentation of completion of all the assigned tasks (See G0800). f. The clinical record included documentation Staff L, Home Health Aide, provided home health aide visits, dated 10/13, 10/16, 10/20 and 10/22/2020. g. The clinical record included documentation Staff J, Home Health Aide, provided home health aide visits, dated 12/23 and 12/31/2020. h. A home health aide missed visit note, dated 12/24/2020, included documentation Staff J, Home Health Aide completed the form and documented the reason as "cancellation of care". i. A home health aide missed visit note, dated 12/29/2020, included documentation Staff J, Home Health Aide completed the form and documented the reason as "family/caregiver able to assist". j. The clinical record included documentation of 2 missed home health aide visits the week of 1/3/21, dated 1/5 and 1/7/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. k. The Home Health Aide Supervisory visit notes,	G 608			

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G 608	Continued From page 126 dated 10/19, 11/2, 11/16, 11/19, 12/3, 12/17, 12/31, included documentation Staff C, LPN, supervised only Staff N, Home Health Aide. See G434 interview on 2/10/21 at 9:02 AM with patient #10. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the weeks of 12/20 and 12/27/2020 and 1/3/21. Agency staff failed to ensure the patient received home health aide services according to the care plan and notify the patient of the agency's inability to provide home health aide services as scheduled resulting in an overall lack of coordination of care. 9. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the following: The POC, dated 10/9/2020 to 12/7/2020, included orders for home health aide services 2 times per week and skilled nursing services weekly. The POC, dated 12/8/2020 to 2/5/2021, included orders for skilled nursing and home health aide services 1 time per week. The update to the comprehensive assessment completed at the time of recertification, dated 10/5/2020, identified the following: a primary diagnosis of Parkinson's Disease, absence of a capable caregiver, fall risk, difficulty breathing with moderate exertion, activity intolerance,	G 608			

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G 608	Continued From page 127 incontinent of urine, oriented to person and place, forgetful, poor balance, muscle weakness, unsteady gait, required set up assistance with dressing, grooming and toilet hygiene and needed intermittent assistance with showering. The home health aide care plans, dated 10/6 and 12/8/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. a. The home health aide visit notes, dated 10/20, 11/6, 11/10, 11/13, 11/17, 11/24, 12/9 and 12/18/2020, included documentation by Staff I, Home Health Aide, that she provided home health aide services to the patient. Each of the visit notes lacked documentation of completion of all the assigned tasks (See G0800). The Home Health Aide Supervisory visit notes, dated 11/9, 11/23, 12/7 and 12/21/2020, included documentation Staff E, RN, supervised Staff I, Home Health Aide, and documented the home health aide followed the care plan to complete tasks. b. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9 to 12/18/2020. The clinical record included documentation by Staff J, Home Health Aide, of a missed home health aide visit the week of 12/20/2020, dated	G 608			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/22/2021
NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
(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) COMPLETION DATE	
G 608	Continued From page 128 12/25, due to a visit cancellation, and a missed home health aide visit the week of 12/27/2020, dated 1/1/21, due to a "hurt back". See G434 interview on 2/10/21 at 11:30 AM with patient #11. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant described the patient as forgetful, and reported the patient did call the office about not getting services, but not until after the termination of Staff I, Home Health Aide. Agency staff failed to ensure the patient received home health aide services according to the care plan, notify the patient of the agency's inability to provide home health aide services as scheduled, document the existence, investigation and resolution of a complaint related to lack of services resulting in an overall lack of coordination of care. 10. Patient #12 had a start of care date of 11/18/2020. Review of the clinical record revealed the following: a. The POC, dated 11/18/2020 to 1/16/2020, included orders for skilled nursing services 1 time per week and home health aide services 3 times per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care, dated 11/18/2020, identified the	G 608			

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G 608	Continued From page 129 patient did not have a capable caregiver, was a fall risk, oriented times three (person, place and time), but forgetful, required set up assistance for dressing, grooming and toilet hygiene and required intermittent assistance with bathing. c. The home health aide care plan, dated 11/23/2020, included RN instructions to the home health aide to complete the task of reminding the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 12/7 to 12/18/2020. See G478 interview on 2/11/21 at 8:58 AM with patient #12. See G478 interview on 2/16/21 at 2:25 PM with Staff C, LPN. Agency staff failed to document the existence, investigation and resolution of a complaint related to home health aide possible not providing services resulting in lack of coordination of care. 11. Patient #13 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: The POC, dated 8/31/2020 to 10/29/2020, included physician orders for skilled nursing one time per week and home health aide services 2 times per week. An interim physician order, dated 9/21/2020, included an order to increase home health aide	G 608			

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G 608	Continued From page 130 services to 3 times per week. The POCs, dated 10/30/2020 to 12/28/2020 and 12/29/2020 to 2/26/2021, included physician orders for skilled nursing one time per week and home health aide services 2 times per week. The update to the comprehensive assessment completed at the time of recertification, dated 12/28/2020, identified the patient had a diagnosis of chronic obstructive pulmonary disease, was a fall risk, caregiver burnout, oriented to person and place, forgetful, difficulty breathing with minimal exertion, activity intolerance, urinary incontinence, poor balance, muscle weakness, required set up assistance with grooming and dressing and intermittent assistance with bathing. The home health aide care plans, dated 9/8 and 10/29/2020, included RN instructions to the home health aide to complete the following tasks: tub bath, assist with dressing, lotion and remind the patient to take medications. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9 to 11/27/2020, and then documented missed home health aide visits, dated 11/30, 12/2, 12/4, 12/7 and 12/9/2020. a. The clinical record included documentation Staff J, Home Health Aide, provided home health aide visits, dated 12/11 to 12/21/2020, and then documented missed visits, dated 12/23 and 12/25/2020 (cancellation of care), 12/28 and 12/30/2020 (doctor appointment) and 1/1/21 (black ice, staff couldn't leave house). The patient received one home health aide visit the week of 12/20 and no home health aide visits the	G 608			

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G 608	Continued From page 131 week of 12/27/2020. See G434 interview on 2/10/21 at 12:48 PM with patient #13. b. The home health aide visit notes, dated 10/9, 10/12, 10/14, 10/19, 10/21, 10/23, 10/26, 10/30 and 11/16/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks (tub bath, assist with dressing, lotion and remind the patient to take medications), or a reason why the home health aide failed to complete the assigned tasks. 1) The home health aide visit notes, dated 10/16, 10/28, 11/2, 11/4, 11/9, 11/11, 11/23, 11/25 and 11/27/2020, included documentation the home health aide completed the task of reminding the patient to take medication, but lacked documentation the home health aide completed the other assigned tasks, or a reason why the home health aide failed to complete the rest of the assigned tasks. 2) The Home Health Aide Supervisory visit notes, dated 10/30, 11/13, 11/27 and 12/11/2020, included documentation Staff C, LPN, had supervised the home health aide and documented the home health aide followed the care plan, arrived for visits as scheduled, demonstrated competency and honored patient rights. See G478 interview on 2/10/21 at 12:48 PM with patient #13. See G478 interview on 2/16/21 at 2:25 PM with	G 608			

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G 608	Continued From page 132 Staff C, LPN. The complaint log and clinical record lacked any documentation of an existence or investigation of the patient's complaint of not receiving care and services to meet the needs of the patient. c. The week of 10/4/2020, included documentation of a home health visit, dated 10/5, a missed home health aide visit with physician notification on 10/7, and a missed home home health aide visit with no physician notification, dated 10/9. The week of 10/11/2020, included documentation of 2 missed home health aide visits with no physician notification, dated 10/12 and 10/14. The week of 10/18/2020 included documentation of 3 missed home health aide visits with no physician notification, dated 10/19, 10/21 and 10/23. The week of 10/25, included documentation of 2 missed home health aide visits with no physician notification, dated 10/26 and 10/30. 1) The week of 11/22/2020, included documentation of 3 home health aide visits, dated 11/23, 11/25 and 11/27. The POC included orders for only 2 home health aide visits per week. The clinical record lacked documentation of an order for an extra home health aide visit the week of 11/22. 2) The week of 12/13/2020, included documentation of 3 home health aide visits, dated 12/14, 12/16 and 12/18. The POC included orders for only 2 home health aide visits per week. The clinical record lacked documentation of an order for an extra home health aide visit the week of 12/13.	G 608			

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G 608	Continued From page 133 On 2/22/21 at 3:30 PM, during an interview, the Administrative Assistant reported she checked the computer and hard copy of the medical chart and confirmed the home health aide provided an extra home health aide visit without an order the weeks of 11/22 and 12/13/2020. Agency staff failed to investigate and resolve the patient's complaint regarding lack of care, notify the patient of an inability to meet personal care needs during the weeks of 12/20 and 12/27/2020 and ensure home health aide staff provided visits and services according to the POC resulting in an overall lack in coordination of care delivery. 12. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following: The POCs, dated 8/24/2020 to 10/22/2020, 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. The updates to the comprehensive assessment completed at the time of recertification, dated 10/20 and 12/21/2020, identified the patient was at risk for falls, activity intolerance, poor balance, muscle weakness, unsteady gait, difficulty breathing with moderate exertion, bladder incontinence, oriented to person and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. The home health aide care plan, dated 8/24,	G 608			

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G 608	Continued From page 134 10/21 and 12/21/2020, included RN instructions to the home health aide to complete the following task: record the patient's last bowel movement. The clinical record included documentation Staff J, Home Health Aide, provided home health aide visits, dated 12/14 to 12/28/2020. a. The week of 12/20/2020 included of 1 home health aide visit, dated 12/21, and one missed home health aide visit, dated 12/25 (reason-missed, other), completed by Staff J, Home Health Aide. On 2/10/21 at 3:15 PM, during an interview, the patient reported the patient was not notified the agency staff would not be providing services for as scheduled during the week of 12/20/2020. b. The Home Health Aide Supervisory visit note, dated 10/30/2020, completed by Staff Q, LPN, included documentation she had supervised the home health aide and documented the home health aide was not maintaining open communication, not arriving for visits as scheduled, not following the care plan and not demonstrating competency in completing tasks. Staff Q documented this as an issue with how the patient wanted the house cleaned. 1) The Home Health Aide Supervisory visit notes, dated 11/10, 12/8 and 12/21/2020, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication, arrived for visits as scheduled, followed the care plan and completed tasks competently. 2) See G478 interview on 2/10/21 at 3:15 PM with	G 608			

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G 608	Continued From page 135 patient #14. 3) See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. 4) See G478 interview on 2/16/21 at 3:00 PM with Administrative Assistant. c. The home health aide visits, dated 10/9, 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23, 12/11, 12/14 and 12/21/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed the assigned personal care task. All of these visits were missed home health aide visits since the home health aides failed to provide any personal care. 1) The home health aide visits the weeks of 10/4, 10/25, 11/22, 12/13 and 12/20/2020, included documentation of one missed home health aide visit with physician notification and 1 missed home health aide visit without physician notification, dated 10/9, 10/26, 11/23, 12/14 and 12/21/2020. 2) The home health aide visits the weeks of 10/11, 10/18, 11/1, 11/8 and 11/15/2020, included documentation of 2 missed home health aide visits with no physician notification, dated 10/12, 10/16, 10/19, 10/23, 11/2, 11/6, 11/9, 11/13, 11/16 and 11/20/2020. 3) The home health aide visits the week of 12/6/2020, included documentation of signed visit, dated 12/7, but the visit note lacked documentation of the completion of any tasks. A second visit note for the week, dated 12/11,	G 608			

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G 608	Continued From page 136 included documentation of the completion of only homemaker tasks. The clinical record lacked documentation of physician notification of the 2 missed home health aide visits for the week of 12/6. d. The home health aide visits, dated 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23 and 12/11/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed the assigned personal care task, or a reason why the home health aide failed to complete the assigned task. The home health aide visit, dated 12/7/2020, included documentation of a signature of completion, but lacked documentation of the completion of any tasks, or a reason why the home health aide failed to do any tasks. Agency staff failed to ensure the patient received home health aide services according to the care plan, notify the patient of the agency's inability to provide home health aide services as scheduled, document the existence, investigation and resolution of a complaint related to lack of services resulting in an overall lack of coordination of care. 13. Patient #15 had a start of care date of 9/17/2020. Review of the clinical record revealed the following: The POCs, dated 9/17/2020 to 11/15/2020 and 11/16/2020 to 1/14/2021, included physician	G 608			

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G 608	Continued From page 137 orders for skilled nursing and home health aide services 2 times per week. The comprehensive assessment completed at the start of care, dated 9/17/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 11/12/2020, identified the patient had chronic obstructive pulmonary disease, diabetes, was a fall risk, had difficulty breathing, used 3 liters of oxygen per minute, activity intolerance, poor balance, absence of a capable caregiver, incontinent of urine, oriented to person and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and required intermittent assistance with bathing. The home health aide care plans, dated 9/17, 11/3 and 11/16/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. 1) The clinical record included documentation the Administrator/Clinical Manager completed 2 missed home health aide visit notes the week of 12/20/2020, dated 12/22 and 12/25, due to the patient being uncooperative, and 2 missed home health aide visit notes the week of 12/27/2020, dated 12/29/2020 (no reason given) and 1/1/21. The Administrator/Clinical Manager documented the patient was uncooperative for a visit on 1/1/21.	G 608			

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G 608	Continued From page 138 2) On 2/10/21 at 3:45 PM, during an interview, the patient reported the patient did not refuse home health aide services the weeks of Christmas (12/20/2020) and New Year's (12/27/2020), and the patient did not know why the patient did not get services those weeks. 3) The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the weeks of 12/20 and 12/27/2020. b. The home health aide visit notes, dated 10/6, 10/9, 10/14, 10/16, 10/20, 10/27, 11/3, 11/6, 11/10, 11/13, 11/17, 11/20, 11/24, 11/27, 12/1, 12/4, 12/8, 12/11, 12/15 and 12/18/2020, lacked documentation or a reason why the home health aide failed to complete assigned tasks per the home health aide care plan (see G0800). 1) The Home Health Aide Supervisory visit notes, dated 10/13 and 10/27/2020, completed by Staff Q, LPN, included documentation she had supervised the home health aide and documented the home health aide followed the care plan. 2) The Home Health Aide Supervisory visit notes, dated 11/10, 11/24, 12/8 and 12/22/2020, included documentation Staff E, RN, supervised the home health aide and documented the home health aide followed the care plan. Agency staff failed to ensure the patient received home health aide services according to the care plan and notify the patient of the agency's inability to provide home health aide services as scheduled resulting in an overall lack of coordination of the delivery of care.	G 608			

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G 608	Continued From page 139 14. Patient #16 had a start of care date of 2/10/2020. Review of the clinical record revealed the following: The POC, dated 12/2/2020 to 1/30/2021, included physician orders for skilled nursing and home health aide services 2 times per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. The update to the comprehensive assessment, dated 10/1/2020, identified the patient had alcoholic cirrhosis of the liver, muscle weakness and chronic obstructive pulmonary disease, was a fall risk, lack of caregiver/family support, difficulty breathing with minimal exertion, activity intolerance, incontinent of urine, oriented to person and place, forgetful, required assistance with grooming and bathing and set up assistance with dressing. The home health aide care plan, dated 12/1/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. 1) See G478 interview on 2/11/21 at 10:21 AM	G 608			

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G 608	Continued From page 140 with patient #16. 2) See G478 interview on 2/16/21 at 3:00 PM with Administrative Assistant. 3) The complaint log and clinical record lacked any documentation of an existence, investigation or resolution of the patient's complaint of not receiving care and services to meet the needs of the patient. b. The home health aide visit notes, dated 12/1, 12/4, 12/7, 12/9, 12/14, 12/16 and 12/21/2020, lacked documentation or a reason why the home health aide failed to complete assigned tasks per the home health aide care plan (see G0800). The Home Health Aide Supervisory visit note, dated 12/15/2020, completed by Staff C, LPN, documented she supervised Staff I, Home Health Aide, and that Staff I maintained open communication with the patient, arrived for visits as scheduled, followed the care plan and demonstrated competency with tasks performed. c. The POC, dated 10/3/2020 to 12/1/2020, included a physician order for skilled nursing services 2 times the first week and then 1 time a week for 8 weeks. The week of 10/11/2020 included documentation of 2 skilled nursing visits, dated 10/13 and 10/15. The clinical record lacked documentation of a physician order for the extra skilled nursing visit. Agency staff failed to ensure staff followed the Plan of Care for the delivery of services, ensure home health aide staff followed the home health aide care plan and document the existence,	G 608			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 608	Continued From page 141 investigate and resolve the patient's complaint of not receiving home health aide services to meet the needs of the patient which resulted in an overall lack of coordination of the delivery of care. 15. Patient #17 had a start of care date of 11/30/2020 and transferred from agency services on 1/14/21. Review of the clinical record revealed the following: The POC, dated 11/30/2020 to 1/28/2021, included orders for skilled nursing services 2 times the first week and then 1 time per week for 8 weeks and an order for home health aide services 2 times per week. The comprehensive assessment completed at the start of care, dated 11/30/2020, identified the patient had heart failure and respiratory failure, absence of a capable caregiver, difficulty breathing with minimal exertion, incontinent of urine, oriented to person and place, forgetful, a fall risk, poor balance, muscle weakness, required set up assistance with upper body dressing and grooming, assistance with lower body dressing and intermittent assistance with bathing. The home health aide care plan, dated 11/30/2020, included RN instructions to the home health aide to complete the following tasks: provide bed bath, assist with dressing, apply lotion to the skin, comb hair, clean/file nails, incontinence care, record last bowel movement, encourage fluids, assist with ambulation and remind the patient to take medications.	G 608			

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G 608	Continued From page 142 1) The week of 12/20/2020 included of 1 home health aide visit, dated 12/23, and one missed home health aide visit, dated 12/25 (reason-canceled), completed by Staff J, Home Health Aide. The week of 12/27/2020 included documentation of 1 home health aide visit, dated 12/30, and one missed home health aide visit, dated 1/1/21 (reason-canceled). 2) The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the weeks of 12/20 and 12/27/2020. b. The home health aide visit notes, dated 12/2, 12/7 and 12/10/2020, lacked documentation or a reason why the home health aide failed to complete assigned tasks per the home health aide care plan (see G0800). The Home Health Aide Supervisory visit note, dated 12/9/2020, included documentation Staff E, RN, supervised the home health aide, and documented the home health aide followed the care plan. Agency staff failed to ensure the patient received home health aide services according to the care plan and notify the patient of the agency's inability to provide home health aide services as scheduled resulting in an overall lack of coordination of the delivery of care. 16. Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following:	G 608			

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G 608	Continued From page 143 Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following: The POCs, dated 8/17/2020 to 10/15/2020, 10/16/2020 to 12/14/2020 and 12/15/2020 to 2/12/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. The update to the comprehensive assessment completed at the time of recertification, dated 12/14/2020, identified the patient had chronic kidney failure, atrial fibrillation, did not have a capable caregiver, was short of breath with moderate exertion, had fatigue and weakness, incontinent of urine, at risk for falls, poor balance, unsteady gait, oriented to person and place, forgetful, required set up assistance with grooming and dressing and intermittent assistance with bathing. The home health aide care plans, dated 8/17, 10/14 and 12/14/2020, included RN instructions to the home health aide to complete the following personal care tasks: limit fluids and remind the patient to take medications. 1) The week of 12/20/2020 included of 2 missed home health aide visits, dated 12/23 and 12/25 (reason- canceled), completed by Staff J, Home Health Aide. The week of 12/27/2020 included	G 608			

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G 608	Continued From page 144 documentation of 1 home health aide visit, dated 12/30, and one missed home health aide visit, dated 1/1/21 (reason-"complications with my back"). 2) The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the weeks of 12/20 and 12/27/2020. b. The home health aide visit note, dated 10/9/2020, included documentation the home health aide completed homemaker tasks, but none of the assigned personal care tasks, or a reason why the home health aide failed to complete the assigned tasks. 1) The home health aide visit note, dated 10/14, 10/20, 10/28, 10/30, 11/4, 11/6, 11/10, 11/13, 11/17, 11/20, 11/25, 11/27, 12/1, 12/4, 12/8, 12/11, 12/16 and 12/18/2020, included documentation the home health aide completed the tasks of reminding the patient to take medications, but failed to include documentation of a reason why the home health aide failed to complete the assigned task of limiting fluids. 2) The Home Health Aide Supervisory visit notes, dated 10/20 and 11/3/2020, included documentation Staff C, LPN, supervised the home health aide, and documented the home health aide followed the care plan. 3) The Home Health Aide Supervisory visit notes, dated 11/17 and 12/1/2020, included documentation Staff E, RN, supervised the home health aide, and documented the home health aide followed the care plan.	G 608			

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G 608	Continued From page 145 c. The POCs included orders for the skilled nurse to do a complete physical assessment every visit with focus on high blood pressure, assess co-morbidities and other conditions, provide instruction on management of chronic obstructive pulmonary disease and on disease process related to cardiovascular function. 1) The clinical record included documentation of skilled nursing visits, dated 10/5, 10/12, 10/19, 10/26, 11/2, 11/9, 11/16, 11/23, 12/11, 12/14, 12/21 and 12/28/2020. The clinical record included documentation of 1 missed skilled nursing visit, dated 11/30/2020. The clinical record lacked documentation of any difficulty agency nursing staff had with completing nursing visits. 2) The update to the comprehensive assessment completed at discharge by the Administrator/Clinical Manager, dated 1/4/21, included documentation the patient's physician and the patient were in agreement to discharge the patient due to the patient's refusal of services. The discharge assessment also documented the agency was discharging the patient due to non-compliance with skilled nursing visits, the patient was able to verbalize who to follow up with post discharge, agency staff notified the patient's physician of the discharge and the discharge would be sent to the physician within 5 days. 3) A physician order, dated 1/4/21 and time of 3:45 PM and effective 1/4/21, including the following order: please discharge patient from the agency due to the patient's non-compliance. The Administrative Assistant (who is not a nurse or clinician) signed the clinician section of the order on 1/21/21. The physician signed the order on	G 608			

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G 608	Continued From page 146 1/25/21. 4) A Discharge Summary included documentation of a signature of completion by the Administrator/Clinical Manager, dated 1/22/21. 5) The clinical record lacked any documentation with the physician or patient prior to the completion of the discharge assessment in regards to the agency planning on discharging the patient for cause related to non-compliance with skilled nursing visits. The clinical record lacked documentation the agency made efforts to resolve the problem with non-compliance and provided the patient with contact numbers for other community resources or providers that may be able to provide services to the patient. 6) On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, reported sometimes the patient would not answer the door and staff would have to go back several times in order to get the visit done. 7) On 2/16/21 at 3:40 PM, during an interview, the Administrative Assistant reported for discharges prior to the end of the certification, the agency's usual process is to send notification to the physician and the physician signs the order and sends the order back. She reported sometimes she calls the physician. She thought there probably was not any documentation to show she had a discussion with the physician in regards to Patient #18 prior to the patient's discharge. 8) On 2/17/21 at 8:34 AM, during an interview, the Administrative Assistant reported an inability to find documentation in the clinical record of contact made the physician prior to discharging	G 608			

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G 608	Continued From page 147 the patient. 9) On 2/17/21 at 8:43 AM, during an interview, the Administrator/Clinical Manager reported for discharges prior to the end of the certification, staff will send an order and discharge summary to the patient's physician. The physician will call if the physician disagrees with the discharge. Agency staff failed to ensure the patient received home health aide services according to the POC, failed to ensure home health aides followed the home health aide care plan, failed to show just cause and coordinate associated discharge planning with the patient and the patient's physician resulting in an overall lack of the coordination in the delivery of care. 17. Patient #20 had a start of care date of 10/16/2020 and discharged from agency services on 12/7/2020. Review of the clinical record revealed the following: a. The POC, dated 10/16/2020 to 12/14/2020, identified diagnoses of urinary tract infection and dementia with behavioral disturbance and included physician orders for home health aide services 2 times per week and skilled nursing services 1 time the first week, 2 times per week for 2 weeks and 1 time per week for 6 weeks. b. The comprehensive assessment completed at the start of care, dated 10/16/2020, identified the patient required 24 hour supervision, had difficulty breathing with moderate exertion, activity intolerance, fatigue/weakness, oriented to person and place, forgetful, with increased episodes of	G 608			

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G 608	Continued From page 148 severe confusion, impaired decision making, verbally disruptive, at risk for falls, poor balance, unsteady gait, required assistance for grooming, dressing, toilet hygiene and bathing. c. The home health aide care plan, dated 10/16/2020, included RN instructions to the home health aide to complete the following tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, clean dentures, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/20, 10/22, 10/27, 10/29, 11/3, 11/5, 11/9, 11/12, 11/17, 11/19, 11/24, 12/1 and 12/5/2020, lacked documentation or a reason why the home health aide failed to complete assigned tasks per the home health aide care plan (see G0800). e. The Home Health Aide Supervisory visit notes, dated 10/29, 11/12 and 11/26/2020, included documentation Staff C, LPN, supervised the home health aide and documented the home health aide maintained open communication with the patient, family, caregiver, representative, arrived for assigned visits as scheduled, followed the patient's care plan and demonstrated competency with assigned tasks. See G478 interview on 2/11/21 at 11:29 AM with a family member/caregiver. See G478 interview on 2/11/21 at 2:08 PM with			G 608			

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G 608	Continued From page 149 the patient's representative/family member. See G478 interview on 2/16/21 at 12:03 PM with Staff G, RN. See G478 interview on 2/16/21 at 2:25 PM with Staff C, LPN. See G478 interview on 2/16/21 at 3:00 PM with Administrative Assistant. The complaint log and clinical record lacked any documentation of an existence, investigation or resolution of the patient representative's complaint of not receiving care and services to meet the needs of the patient. Agency staff failed to document the existence, investigate or resolve a complaint made by the patient's representative, ensure agency staff maintained open communication with the patient's representative and failed to ensure home health aides provided services according to the care plan resulting in an overall lack of coordination in the delivery of care. 18. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21. Review of the clinical record revealed the following: a. The POC, dated 10/13/2020 to 12/11/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations	G 608			

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G 608	Continued From page 150 on the patient's functional and physical status impeding self-care. b. The POC, dated 12/12/2020 to 2/9/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. c. The update to the comprehensive assessment completed at the time of recertification, dated 12/9/2020, identified the patient had diabetes, high blood pressure, heart failure, was a fall risk, absence of a capable caregiver, difficulty breathing with minimal exertion, oriented to person and place, forgetful, poor balance, muscle weakness, required set up assistance for grooming and dressing and intermittent assistance for bathing. d. The home health aide care plans, dated 10/13 and 12/9/2020, included RN instructions to the home health aide to complete the following personal care tasks: remind the patient to take medications. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 10/20 to 12/21/2020. f. The home health aide visit note, dated 10/23/2020, included documentation Staff I, Home Health Aide, completed homemaker tasks, but lacked documentation or a reason why the home health aide failed to complete the assigned personal care task of reminding the patient to take medications. g. The home health aide visit notes, dated 10/20, 10/30, 11/3, 11/6, 11/9, 11/11, 11/13, 11/18, 11/20,	G 608			

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G 608	Continued From page 151 11/23, 11/30, 12/2, 12/7, 12/9, 12/14, 12/18 and 12/21/2020, included documentation Staff I, Home Health Aide, completed the assigned personal task of reminding the patient to take medications. h. The Home Health Aide Supervisory visit notes, dated 11/11, 11/25, 12/9 and 12/23, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication with the patient, arrived for assigned visits as scheduled, followed the care plan and demonstrated competency in assigned tasks. See G478 interview on 2/16/21 at 11:15 AM with patient #23. See G478 interview on 2/16/21 at 12:56 PM with Staff E, RN. . See G478 interview on 2/16/21 at 3:00 PM with Administrative Assistant. Agency staff failed to document the existence, investigation and resolution of multiple complaints made by the patient in regards to not receiving home health aide services resulting in lack of coordination of the delivery of care. 19. Patient #24 had a start of care date of 12/7/2020 and transferred from agency services on 12/29/2020. Review of the clinical record revealed the following: a. The POC, dated 12/7/2020 to 2/4/2021, included physician orders for skilled nursing 2	G 608			

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G 608	Continued From page 152 times per week and home health aide services 3 times per week for 8 weeks. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care, dated 12/7/2020, identified the patient had diagnoses of schizoaffective disorder, Alzheimer's, diabetes and abnormalities of gait and mobility. The assessment identified the patient had a stage 4 pressure ulcer (deep pressure injury reaching into muscle and bone), was a fall risk with poor balance and muscle weakness, absence of capable caregiver, incontinent of urine, constantly confused, oriented to person, forgetful, activity intolerance, difficulty breathing with moderate exertion, required assistance with upper body dressing, set up assistance with grooming and lower body dressing and intermittent assistance with showering. c. The home health aide care plan, dated 12/9/2020, included RN instructions to the home health aide to complete the following personal care tasks: chair bath, shower, shower with chair, assist with dressing, lotion, oral care, encourage fluids and remind to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 12/9, 12/10, 12/14, 12/16 and 12/21/2020, lacked documentation or a reason why the home health aide failed to complete assigned tasks per the home health aide care plan (see G0800).			G 608			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 608	Continued From page 153 e. The week of 12/20/2020 included documentation of 2 missed home health aide visits, dated 12/23 and 12/25. The missed home health aide visit note, dated 12/23, included documentation the Administrator/Clinical Manager completed the form and documented the reason for the missed visit as "patient/family uncooperative". The missed home health aide visit note, dated 12/25, included documentation Staff J, Home Health Aide, completed the missed visit form and documented the reason as "canceled". f. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services as scheduled during the week of 12/20/2020. Agency staff failed to provide home health services according to the plan of care, failed to notify patients of the inability to provide services as ordered resulting in a lack of coordination in the delivery of care. 20. Patient #25 had a start of care date of 8/26/2020 and transferred from agency services on 1/20/21. Review of the clinical record revealed the following: a. The POCs, dated 8/26/2020 to 10/24/2020 and 10/25/2020 to 12/23/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the	G 608			

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G 608	Continued From page 154 patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care by Staff G, RN, dated 8/26/2020, identified the patient had respiratory failure, absence of a capable caregiver, difficulty breathing and used oxygen, was incontinent of urine, oriented to person and place, forgetful, a fall risk with poor balance, unsteady gait and muscle weakness, required set up assistance with grooming and bathing and intermittent assistance with showering. c. The home health aide care plan (titled homemaker care plan in the electronic system), dated 8/26 and 10/21/2020, included RN instructions to the home health aide to complete the following personal care tasks: record the patient's last bowel movement, meal set up, limit fluids, assist with ambulation, assist with transfer and remind the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services, dated 11/5, 11/12, 11/19, 11/25 and 12/3/2020, lacked documentation or a reason why the home health aide failed to complete assigned tasks per the home health aide care plan (see G0800). e. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion by Staff C, LPN, dated 12/11/2020. Staff C, LPN, documented she supervised Staff I, Home Health Aide, and Staff I failed to maintain open communication with the patient, failed to arrive for assigned visits as scheduled, failed to follow the care plan for	G 608			

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G 608	Continued From page 155 completion of assigned tasks, failed to competently complete assigned tasks and failed to honor patient rights. See G478 interview on 2/16/21 at 12:03 PM with Staff G, RN. See G478 interview on 2/16/21 at 12:32 PM with Staff D, RN. See G478 interview on 2/16/21 at 2:25 PM with Staff C, LPN. The complaint log and clinical record lacked any documentation of an existence, investigation or resolution of the patient's complaints of not receiving care and services to meet the needs of the patient. Agency staff were aware of the patient's complaints for an indeterminate amount of time and placed the patient in a position to suffer further violations of lack of care. Agency staff failed coordinate the delivery of care. The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey.	G 608			
G 750	Home health aide services CFR(s): 484.80 Condition of participation: Home health aide services. All home health aide services must be provided by individuals who meet the personnel requirements specified in paragraph (a) of this section. This CONDITION is not met as evidenced by: Based on clinical record review, agency policy	G 750			

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G 750	Continued From page 156 review, patient, family and staff interviews, the agency failed to ensure agency home health aides followed the care plan to meet the assessed needs of the patients (G0800)	G 750			
G 800	The systemic practice identified the agency's failure to have a process in place to ensure agency staff met the needs of the agency's 98 patients receiving home health aide service. Services provided by HH aide CFR(s): 484.80(g)(2) A home health aide provides services that are: (i) Ordered by the physician or allowed practitioner; (ii) Included in the plan of care; (iii) Permitted to be performed under state law; and (iv) Consistent with the home health aide training. This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review, patient, family and staff interview, the agency failed to ensure home health aides provided care to agency patients only as ordered by the physician in the Plan of Care and/or as directed by the skilled professional assigning the home health aide to the patient for 21 of 24 sampled patients receiving home health aide services (Patients #1, #2, #7, #8, #9, #10, #11, #13, #14, #15, #16, #17, #18, #19, #20, #21, #22, #23, #24, #25 and #26). The agency reported a current census of 150 patients at the time of the survey, including 98 who received care provided by a home health aide. Failure to ensure agency staff provided home	G 800			

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G 800	Continued From page 157 health aide services as ordered by the physician and according to the home health aide care plan increased resulted in patients' personal care needs not being adequately met. Findings include: Review of the agency's undated policy, titled Implementing Care and Treatment, identified the RN will oversee the assignment of the home health aide in particular and prepare written instructions for the home health aide to follow. 1. Patient #1 had a start of care date of 3/5/2020. Review of the clinical record revealed the following: a. The Plans of Care (POCs), dated 9/1/2020 to 10/30/2020 and 10/31/2020 to 12/29/2020, identified diagnoses of chronic obstructive pulmonary disease, diabetes, multiple sclerosis and heart failure. The POCs included physician orders for skilled nursing services 2 times per week and home health aide services 3 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. b. The home health aide care plans, dated 9/1 and 10/31/2020, included registered nurse (RN) instructions to the home health aide to complete the following personal care tasks: provide bed bath, assist with dressing, apply lotion to the skin, comb hair, oral care, clean/file nails, incontinence care, record last bowel movement, encourage fluids, turn and reposition and remind the patient	G 800			

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G 800	Continued From page 158 to take medications every visit and then shampoo hair weekly. c. The update to the comprehensive assessment completed at the time of recertification, dated 10/29/2020, identified the patient had difficulty breathing with minimal exertion, was incontinent of bowel and bladder, limited range of motion in the lower extremities, was totally dependent on someone to assist with dressing and bathing and was bedfast. d. The home health aide visit notes, dated 10/16, 11/2, 11/9, 11/20, 11/23 and 11/27/2020, included documentation the home health aide completed the tasks of encouraging fluids, turn and position and provide a medication reminder. The home health aide failed to document if she completed the tasks of bed bath, assist with dressing, apply lotion to the skin, comb hair, oral care, clean/file nails, incontinence care, record last bowel movement and shampoo hair, or a reason why the home health aide failed to complete the assigned tasks. e. The home health aide visit note, dated 10/19/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, apply lotion to the skin, comb hair, clean/file nails, encourage fluids, turn and reposition and shampoo hair. The home health aide failed to document if she completed the tasks of oral care, incontinence care, record last bowel movement and remind the patient to take medication, or a reason why the home health aide failed to complete the assigned tasks. f. The home health aide visit note, dated 10/21/2020, included documentation the home	G 800			

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G 800	Continued From page 159 health aide completed the tasks of bed bath, assist with dressing, apply lotion to the skin, comb hair, clean/file nails, encourage fluids, turn and reposition, oral care and shampoo hair. The home health aide failed to document if she completed the tasks of incontinence care and record last bowel movement, or a reason why the home health aide failed to complete the assigned tasks. g. The home health aide visit note, dated 11/16/2020, included documentation the home health aide completed the tasks of apply lotion, clean/file nails, encouraging fluids, turn and position and provide a medication reminder. The home health aide failed to document if she completed the tasks of bed bath, assist with dressing, comb hair, oral care, incontinence care, record last bowel movement and shampoo hair, or a reason why the home health aide failed to complete the assigned tasks. h. The home health aide visit note, dated 11/18/2020, included documentation the home health aide completed the tasks of bed bath, apply lotion, clean/file nails, encouraging fluids, turn and position and provide a medication reminder. The home health aide failed to document if she completed the tasks of assist with dressing, comb hair, oral care, incontinence care, record last bowel movement and shampoo hair, or a reason why the home health aide failed to complete the assigned tasks. i. The home health aide visit note, dated 11/25/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, apply lotion to the skin, clean/file nails, encourage fluids, turn and	G 800			

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G 800	Continued From page 160 reposition, record last bowel movement, remind to take medications. The home health aide failed to document if she completed the tasks of comb hair, oral care, shampoo hair and incontinence care, or a reason why the home health aide failed to complete the assigned tasks. j. The home health aide visit note, dated 11/30/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, apply lotion to the skin, shampoo, comb hair, oral care, clean/file nails, incontinence care, record last bowel movement, turn and reposition and remind the patient to take medications. The home health aide failed to document if she completed the task of encourage fluids and documented completing an additional unassigned task of range of motion on the patient. k. The home health aide visit note, dated 12/2 and 12/11/2020, included documentation the home health aide completed the tasks of record last bowel movement, encouraging fluids, turn and position and provide a medication reminder. The home health aide failed to document if she completed the tasks of bed bath, assist with dressing, comb hair, oral care, incontinence care, apply lotion, clean/file nails and shampoo hair, or a reason why the home health aide failed to complete the assigned tasks. l. The home health aide visit note, dated 12/4 and 12/9/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, apply lotion, encourage fluids, turn and reposition, record last bowel movement and remind to take medications. The home health aide failed to document if she	G 800			

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G 800	Continued From page 161 completed the tasks of comb hair, oral care, clean/file nails, shampoo hair and incontinence care, or a reason why the home health aide failed to complete the assigned tasks. m. The home health aide visit note, dated 12/7 and 12/14/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, apply lotion, shampoo hair, encourage fluids, turn and reposition, record last bowel movement and remind to take medications. The home health aide failed to document if she completed the tasks of comb hair, oral care, clean/file nails and incontinence care, or a reason why the home health aide failed to complete the assigned tasks. On 2/8/21 at 3:49 PM, during an interview, Staff I, Home Health Aide, reported she was told to put refuse if she was unable to complete an assigned task. On 2/9/11 at 11:38 AM, during a phone interview, the patient reported he/she and live-in family member were always home when agency scheduled the home health aide to come to the home to provide services, and the patient denied refusing any services. The patient reported the home health aide did not show up to provide cares. n. The Home Health Aide Supervisory Visit notes, dated 10/26, 11/9, 11/23, 12/7 and 12/21/2020, included a signature of completion by Staff C, Licensed Practical Nurse (LPN), and all identified the home health aide was not arriving for visits as scheduled. In addition, the notes, dated 11/23, 12/7 and 12/21, identified the home health aide was not providing care according to	G 800			

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G 800	Continued From page 162 the care plan, not performing tasks competently and not honoring the patient's rights. On 2/9/21 at 1:27 PM, during an interview, Staff C, LPN, explained when she supervises home health aide services, she asks if the home health aide is showing up as scheduled and if they are doing a good job; she does not review home health aide documentation. She reported all of the information in the Home Health Aide Supervisory visit notes came from interviews with Patient#1 and the patient complained every time of Staff I, Home Health Aide not showing to provide services. Staff C, LPN, reported she told Staff D, Registered Nurse (RN), one time and told the Administrative Assistant a couple times. She clarified and explained she reported each time the patient complained. The home health aide failed to provide patient cares according to the home health aide care plan. 2. Patient #2 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POC, dated 10/30/2020 to 12/28/2020 and 12/29 to 2/26/2020, identified diagnoses of hypertension, diabetes, orthostatic hypotension (drop in blood pressure with position change, usually lying or sitting to standing and can cause dizziness or lightheadedness) and Parkinson's Disease and included orders for skilled nursing services 1 time per week and home health aide services 2 times per week.	G 800			

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G 800	Continued From page 163 b. The update to the comprehensive assessment completed at the time of recertification, dated 12/25/2020, identified the patient was a fall risk, had difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, oriented to person and place, required prompting if in stressful or new situations, required set-up assistance for grooming, toilet hygiene and dressing, but required assistance or supervision to bathe. c. The home health aide care plans, dated 9/3, 10/28 and 12/25/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, encourage fluids and remind the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/26 through 12/21/2020. e. The home health aide visit notes, dated 10/26, 10/30, 11/3, 11/6, 11/10, 11/12, 11/16, 11/19, 11/23, 11/26, 11/30, 12/5, 12/8, 12/10, 12/14, 12/17 and 12/21/2020, included documentation the home health aide encouraged the patient drink fluids and reminded the patient to take medications. The home health aide failed to document if she completed the tasks of showering with a chair and assisting the patient with dressing, or a reason why the home health aide failed to complete the assigned tasks. f. The Home Health Aide Supervisory visit notes, dated 11/4, 11/19, 12/3 and 12/17/2020, included documentation by Staff E, RN, which identified the home health was following the aide care plan and completing the assigned tasks.	G 800			

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G 800	Continued From page 164 On 2/9/21 at 9:25 AM, during an interview, the patient reported Staff I, Home Health Aide, told the patient she did not have time to help the patient with a shower. The patient reported he/she needed help with a shower and did not get the help and services the patient needed. The patient reported the patient did not tell anybody about not getting help with showering. On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, explained she interviews the patient when supervising the home health aide. She will ask the patient about communication, if the home health aide is providing services as scheduled and following the care plan. She denied Patient #2 ever complained about home health aide services provided by Staff I, Home Health Aide. She does not review home health aide documentation when supervising the home health aide. The home health aide failed to provide services according to the care plan. 3. Patient #7 had a start of care date of 9/28/2020. Review of the clinical record revealed the following: a. The POCs, dated 9/28/2020 to 11/26/2020 and 11/27/2020 to 1/25/2020, included orders for skilled nursing and home health aide services. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status.	G 800			

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G 800	Continued From page 165 b. The comprehensive assessment completed at the start of care, dated 9/28/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 11/23/2020, identified the patient was a fall risk, had a lack of caregiver/family support, a fall risk, incontinent of urine, poor balance, muscle weakness, difficulty breathing with moderate exertion, required set up assistance with grooming and intermittent assistance with bathing. c. The home health aide care plans, dated 9/30, 11/23 and 11/27/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower, assist with dressing, apply lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfers, remind the patient to take medications every visit, and then clean/file nails and shave weekly. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/8 through 12/17/2020. e. The home health aide visit notes, dated 10/8 and 10/22/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation or a reason why the home health aide failed to complete the assigned personal care tasks (shower, assist with dressing, apply lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfers, remind the patient to take medications every visit, and then clean/file nails and shave weekly).	G 800			

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G 800	Continued From page 166 f. The home health aide visit notes, dated 10/15 and 10/21/2020, included documentation the home health aide completed the tasks of meal set up and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. g. The home health aide visit notes, dated 10/27, 10/30 and 11/3/2020, included documentation the home health aide completed the task of encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. h. The home health aide visit note, dated 11/6/2020, included documentation the home health aide completed the task of reminding the patient to take medications, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. i. The home health aide visit notes, dated 11/10, 11/17, 11/20 and 11/24/2020, included documentation the home health aide completed the tasks of reminding the patient to take medications and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. j. The home health aide visit notes, dated 11/28, 12/1, 12/5, 12/8, 12/11, 12/15 and 12/17/2020, included documentation the home health aide completed the tasks of reminding the patient to take medications, encourage fluids and recording the patient's last bowel movement, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks.	G 800			

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G 800	Continued From page 167 k. The Home Health Aide Supervisory visit notes, dated 10/13, 10/26 and 11/19/2020, included documentation Staff G, RN, supervised Staff L, Home Health Aide, and determined the home health aide had followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. The clinical record lacked documentation Staff L had provided any home health aide services in the home. l. The Home Health Aide Supervisory visit note, dated 11/24/2020, included documentation Staff C, LPN, had supervised a home health aide (did not designate a specific home health aide) and included documentation the home health aide followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. m. The Home Health Aide Supervisory visit notes, dated 12/1 and 12/15/2020, included documentation Staff C, LPN, supervised Staff M, Home Health Aide, and included documentation the home health aide had followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. The clinical record lacked documentation Staff M had provided any home health aide services in the home. The home health aide failed to provide services according to the care plan. 4. Patient #8 had a start of care date of 8/27/2020. Review of the clinical record revealed the following:	G 800			

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G 800	Continued From page 168 a. The POC, dated 8/27/2020 to 10/25/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. b. The POC, dated 10/26/2020 to 12/24/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week for 5 weeks, 1 time per week for 1 week, and no home health aide services the last 3 weeks of the certification period. c. The comprehensive assessment completed at the start of care, dated 8/27/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 10/21/2020, identified the patient did not have a capable caregiver, was a fall risk, had difficulty breathing with minimal exertion, used 4 liters of oxygen per minute per nasal cannula, required prompts or became confused if new or stressful situations, forgetful, muscle weakness, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. d. The home health aide care plans, dated 8/28 and 10/23/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly.	G 800			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601
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G 800	Continued From page 169 e. The clinical record included documentation of completed and missed home health aide visits by Staff I, former Home Health Aide, dated 10/14 to 11/30/2020. f. The home health aide visit notes, dated 10/14, 11/2, 11/16 and 11/23/2020, included documentation the home health aide completed the task of reminding the patient to take medications, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. g. The home health aide visit notes, dated 10/19 and 10/21/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation or a reason why the home health aide failed to complete the assigned personal care tasks (shower, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly). h. The home health aide visit notes, dated 11/9, 11/11, 11/18 and 11/25/2020, included documentation the home health aide completed the tasks of reminding the patient to take medications and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. i. The home health aide visit note, dated 11/30/2020, included documentation the home health aide completed the tasks of reminding the patient to take medications, encourage fluids and recording the patient's last bowel movement, but	G 800		

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G 800	Continued From page 170 lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. On 2/9/21 at 1:40 PM, during an interview, the patient reported Staff I, Home Health Aide, only showed up 2 times between October and the end of November 2020. The patient reported the 2 times Staff I, Home Health Aide, did show up, she only sat on the patient's couch and did not do anything. The patient explained after the first time the home health aide did not do anything, the patient told Staff D, RN. The patient reported telling Staff D, RN, again after Staff I, Home Health Aide, showed up the second time and did not do anything. The patient was not sure on the dates, but reported the patient knew the patient had told Staff D, RN, sometime prior to stopping home health aide services. j. An interim physician order, dated 12/2/2020, included orders to discontinue home health aide services per the patient's request. On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, reported she remembered the patient complaining Staff I, Home Health Aide, was not showing up and asked to discontinue services. k. The Home Health Aide Supervisory visit notes, dated 10/28, 11/11, 11/25 and 12/2/2020, included documentation Staff D, RN, completed the note and documented the home health aide followed the patient's care plan, arrived for visits as scheduled, maintains open communication with the patient and honored the patient's rights. 5. Patient #9 had a start of care date of	G 800			

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G 800	Continued From page 171 11/9/2020. Review of the clinical record revealed the following: a. A patient signed consent form for care and services, signed by the patient and agency staff on 11/9/2020, identified the agency planned to provide skilled nursing, home health aide and physical therapy services. b. The POC, dated 11/9/2020 to 1/7/2021, identified a diagnosis of fracture of the first lumbar vertebra and included orders for skilled nursing 1 time per week, home health aide services 2 times per week and physical therapy services 1 time the first week and then 2 times for 3 weeks. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. c. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the patient suffered from lower back pain with an intensity of 3 to 10 (with 10 the worst) all the time, occasional incontinence, at risk for falls, oriented to person and place, forgetful, but lacked a memory deficit, confused in new or complex situations, required assistance with set up for grooming and upper body dressing, dependent on assistance for lower body dressing, unable to shower without assistance, unable to maintain toilet hygiene and transfer without assistance and chairfast, but able to wheel self independently. d. The home health aide care plan, dated 11/10/2020, included RN instructions to the home	G 800			

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G 800	Continued From page 172 health aide to complete the following personal care tasks: chair bath, tub bath, shower with chair, assist with dressing, lotion, shampoo hair, assist to toilet and incontinence care. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 11/19 through 12/16/2020. f. The home health aide visit notes, dated 11/19, 11/23, 11/25, 11/30, 12/3, 12/7, 12/10 (documented on two different days and 2 different notes for the same day) and 12/16/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks or a reason why the aide failed to complete the assigned tasks. g. On 2/10/21 at 2:09 PM, during an interview, the patient reported she/he had not wanted home health aide or homemaker services. The patient reported she/he had been able to meet her own needs including showering independently. The patient told the nurse Staff H, RN, the patient did not want anyone else coming into the home. The patient denied receiving services from any agency staff person with the exception of Staff H, RN. On 2/16/21 at 12:17 PM, during an interview, Staff H, RN, reported the patient was confusing. The patient agreed to home health aide services at first due to lower back pain and safety concerns, but refused visits after the first 1 to 2 times. Staff H, RN, reported the patient agreed to accept the service when asked again. Staff H, RN, was not sure if the patient had let anyone provide home health aide services. Staff H, RN,	G 800			

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G 800	Continued From page 173 reported she supervises the home health aides by asking the patient if the home health aide is following the care plan, reviews the tasks on the care plan with the patient to ensure the home health aide is following the plan, ask if the patient is satisfied, and, on occasion if the home health aide is new, review the home health aide's documentation. 6. Patient #10 had a start of care date of 7/21/2020. Review of the clinical record revealed the following: a. The POCs, dated 9/19/2020 to 11/17/2020 and 11/18/2020 to 1/16/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. b. The home health aide care plans, dated 9/19 and 11/18/2020, included RN instruction to the home health aide to complete the following personal care tasks: chair bath, assist with dressing, lotion, comb hair, shampoo, oral care, clean dentures, assist to bedside commode, incontinence care, record last bowel movement, meal set up, assist with ambulation, assist with transfers and remind the patient to take medications every visit and clean/file nails and shave weekly. c. The update to the comprehensive assessments completed at the time of recertification, dated 9/17 and 11/17/2020,	G 800			

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G 800	Continued From page 174 identified the patient had chronic respiratory failure, the patient's caregiver suffered from burnout incontinence of urine, activity intolerance, suffered from dizziness, oriented to person and place but forgetful, required set up assistance with dressing and toilet hygiene and required assistance for bathing. d. The home health aide visit note, dated 10/9/2020, included documentation the home health aide completed the tasks of chair bath, assist with dressing, lotion, comb hair and shampoo hair, but lacked documentation or a reason why she failed to complete the assigned tasks of oral care, clean dentures, assist to bedside commode, incontinence care, record last bowel movement, meal set up, assist with ambulation, assist with transfers and remind the patient to take medications. e. The home health aide visit note, dated 11/17/2020, included documentation the home health aide completed the task of encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. f. The home health aide visit note, dated 11/19/2020, included documentation the home health aide completed the tasks of chair bath, assist with dressing, lotion, encourage fluids and remind the patient to take medications, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. g. The home health aide visit note, dated 11/24/2020, included documentation the home health aide completed the tasks of chair bath, assist with dressing, lotion, comb hair and	G 800			

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G 800	Continued From page 175 shampoo hair, record last bowel movement, encourage fluids and remind patient to take medications, but lacked documentation or a reason why she failed to complete the assigned tasks of oral care, clean dentures, assist to bedside commode, incontinence care, meal set up, assist with ambulation and assist with transfers. h. The home health aide visit note, dated 11/27/2020, included documentation the home health aide completed the tasks of chair bath, assist with dressing, lotion, record last bowel movement, encourage fluids and remind patient to take medications, but lacked documentation or a reason why she failed to complete the other assigned tasks. i. The Home Health Aide Supervisory visit notes, dated 10/19, 11/2, 11/16, 11/19, 12/3, 12/17, 12/31/2020, included documentation Staff C, LPN, supervised only Staff N, Home Health Aide. The home health aide failed to provide services according to the care plan. 7. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the following: a. The POC, dated 10/9/2020 to 12/7/2020, included orders for home health aide services 2 times per week and skilled nursing services weekly. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical	G 800			

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G 800	Continued From page 176 status. b. The POC, dated 12/8/2020 to 2/5/2021, included orders for skilled nursing and home health aide services 1 time per week. c. The update to the comprehensive assessment completed at the time of recertification, dated 10/5/2020, identified the following: a primary diagnosis of Parkinson's Disease, absence of a capable caregiver, fall risk, difficulty breathing with moderate exertion, activity intolerance, incontinent of urine, oriented to person and place, forgetful, poor balance, muscle weakness, unsteady gait, required set up assistance with dressing, grooming and toilet hygiene and needed intermittent assistance with showering. d. The home health aide care plans, dated 10/6 and 12/8/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/20 through 12/18/2020. f. The home health aide visit note, dated 10/20/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks(shower with chair, assist with dressing,	G 800			

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G 800	Continued From page 177 lotion, comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly). g. The home health aide visit note, dated 11/6 and 11/13/2020, included documentation the home health aide completed the task of encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. h. The home health aide visit note, dated 11/10, 11/17, 12/9 and 12/18/2020, included documentation the home health aide completed the tasks of encourage fluids and remind the patient to take medications, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. i. The home health aide visit note, dated 11/24/2020, included documentation the home health aide completed the tasks of reminding the patient to take medications, encourage fluids and recording the patient's last bowel movement, but lacked documentation or a reason why the home health aide failed to complete the other assigned tasks. j. The Home Health Aide Supervisory visit notes, dated 11/9, 11/23, 12/7 and 12/21/2020, included documentation Staff E, RN, supervised Staff I, Home Health Aide, and documented the home health aide followed the care plan to complete tasks. The home health aide failed to provide services	G 800			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/22/2021
NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
(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) COMPLETION DATE
G 800	Continued From page 178 according to the care plan. 8. Patient #13 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POC, dated 8/31/2020 to 10/29/2020, included physician orders for skilled nursing one time per week and home health aide services 2 times per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. b. An interim physician order, dated 9/21/2020, included an order to increase home health aide services to 3 times per week. c. The POC, dated 10/30/2020 to 12/28/2020, included an order for home health aide services 1 time the first week and then 2 times per week. d. The update to the comprehensive assessment completed at the time of recertification, dated 12/28/2020, identified the patient had a diagnosis of chronic obstructive pulmonary disease, was a fall risk, caregiver burnout, oriented to person and place, forgetful, difficulty breathing with minimal exertion, activity intolerance, urinary incontinence, poor balance, muscle weakness, required set up assistance with grooming and dressing and intermittent assistance with bathing. e. The home health aide care plans, dated 9/8 and 10/29/2020, included RN instructions to the home health aide to complete the following	G 800			

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G 800	Continued From page 179 personal care tasks: tub bath, assist with dressing, lotion and remind the patient to take medications. f. The home health aide visit notes, dated 10/9, 10/12, 10/14, 10/19, 10/21, 10/23, 10/26, 10/30 and 11/16/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks (tub bath, assist with dressing, lotion and remind the patient to take medications), or a reason why the home health aide failed to complete the assigned tasks. g. The home health aide visit notes, dated 10/16, 10/28, 11/2, 11/4, 11/9, 11/11, 11/23, 11/25 and 11/27/2020, included documentation the home health aide completed the task of reminding the patient to take medication, but lacked documentation the home health aide completed the other assigned tasks, or a reason why the home health aide failed to complete the rest of the assigned tasks. h. The Home Health Aide Supervisory visit notes, dated 10/30, 11/13, 11/27 and 12/11/2020, included documentation Staff C, LPN, had supervised the home health aide and documented the home health aide followed the care plan, arrived for visits as scheduled, demonstrated competency and honored patient rights. On 2/10/21 at 12:48 PM, during an interview, the patient reported he/she had not refused or canceled any services the end of November through 12/9/2020. The patient reported Staff I, Home Health Aide, would come to the patient's	G 800			

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G 800	Continued From page 180 home, do one task and then get on her phone. The patient reported Staff I, Home Health Aide, never offered to assist the patient with bathing, dressing or applying lotion, and she never reminded the patient to take medications. The patient reported he/she told Staff I, former Home Health Aide, to not come back after 4 weeks due to mishandling and haphazardly storing some glass Halloween decorations and almost ruining the patient's carpet. The patient reported the patient called the agency and complained about Staff I, Home Health Aide. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported the patient had complained to her about Staff I, former Home Health Aide, not doing assigned tasks. 9. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following: a. The POCs, dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. b. The updates to the comprehensive assessment completed at the time of recertification, dated 10/20 and 12/21/2020, identified the patient was at risk for falls, activity intolerance, poor balance, muscle weakness, unsteady gait, difficulty breathing with moderate	G 800			

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G 800	Continued From page 181 exertion, bladder incontinence, oriented to person and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. c. The home health aide care plans, dated 8/24, 10/21 and 12/21/2020, included RN instructions to the home health aide to complete the following personal care task: record the patient's last bowel movement. d. The home health aide visits, dated 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23 and 12/11/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed the assigned personal care task, or a reason why the home health aide failed to complete the assigned task. e. The home health aide visit, dated 12/7/2020, included documentation of a signature of completion, but lacked documentation of the completion of any tasks, or a reason why the home health aide failed to do any tasks. f. The Home Health Aide Supervisory visit note, dated 10/30/2020, completed by Staff Q, LPN, included documentation she had supervised the home health aide and documented the home health aide was not maintaining open communication, not arriving for visits as scheduled, not following the care plan and not demonstrating competency in completing tasks. Staff Q documented this as an issue with how the patient wanted the house cleaned. g. The Home Health Aide Supervisory visit notes,	G 800			

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G 800	Continued From page 182 dated 11/10, 12/8 and 12/21/2020, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication, arrived for visits as scheduled, followed the care plan and completed tasks competently. On 2/10/21 at 3:15 PM, during an interview, the patient reported he/she remembered Staff I, Home Health Aide. The patient did not write down dates, but reported Staff I, Home Health Aide, came on Mondays and Fridays the times she did show up. The patient reported Staff I, Home Health Aide, never asked the patient about the patient's bowel movements. The patient reported none of the current staff have ever done this either. On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, reported the patient had complained to her several times about Staff I, Home Health Aide, not showing up. Staff E, RN, reported the patient was cognitive and able to state the home health aide had not been coming to provide services. 10. Patient #15 had a start of care date of 9/17/2020. Review of the clinical record revealed the following: a. The POCs, dated 9/17/2020 to 11/15/2020 and 11/16/2020 to 1/14/2021, included physician orders for skilled nursing and home health aide services 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the	G 800			

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G 800	Continued From page 183 patient's functional and physical status. b. The comprehensive assessment completed at the start of care, dated 9/17/2020, and the update to the comprehensive assessment completed at the time of recertification, dated 11/12/2020, identified the patient had chronic obstructive pulmonary disease, diabetes, was a fall risk, had difficulty breathing, used 3 liters of oxygen per minute, activity intolerance, poor balance, absence of a capable caregiver, incontinent of urine, oriented to person and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and required intermittent assistance with bathing. c. The home health aide care plans, dated 9/17, 11/3 and 11/16/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The clinical record included documentation Staff I, former Home Health Aide, provided home health aide visits, dated 10/9 to 12/18/2020. e. The week of 10/4 included documentation of 2 home health aide visit notes, dated 10/6 and 10/9/2020. The visit note, dated 10/6, included documentation the tasks of clean/file nails and shaving were "NA" (not applicable). The visit note, dated 10/9, included documentation the home health aide only encouraged fluids, and lacked documentation why the home health aide	G 800			

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G 800	Continued From page 184 failed to complete the rest of the assigned tasks. f. The week of 10/11 included documentation of 2 home health aide visit notes, dated 10/14 and 10/16/2020. The visit note, dated 10/14, lacked documentation the home health aide completed the task of reminding the patient to take medications and lacked a reason why the home health aide failed to complete the assigned task. The home health aide documented the patient refused shaving and clean/file nails. The home health aide visit note, dated 10/16/2020, included documentation the home health completed the tasks of meal set up and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. g. The home health aide visit notes, dated 10/21 and 11/10/2020, included documentation the home health aide only encouraged fluids, and lacked documentation why the home health aide failed to complete the rest of the assigned tasks. h. The home health aide visit note, dated 10/28/2020, included documentation the home health completed homemaker tasks only and no personal care tasks. The visit note lacked a reason why the home health aide failed to complete the assigned tasks. i. The home health aide visit note, dated 11/3/2020, included documentation the home health completed the tasks of meal set up and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. j. The home health aide visit note, dated 11/6/2020, included documentation the home	G 800			

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G 800	Continued From page 185 health completed the tasks of meal set up, remind the patient to take medications and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. k. The home health aide visit notes, dated 11/13, 11/17, 11/20, 11/24 and 11/27/2020, included documentation the home health completed the tasks of reminding the patient to take medications and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. l. The home health aide visit notes, dated 12/1, 12/4, 12/8, 12/15 and 12/18/2020, included documentation the home health completed the tasks of record patient's last bowel movement, remind the patient to take medications and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. m. The home health aide visit note, dated 12/11/2020, included documentation the home health completed the tasks of meal set up, record the patient's last bowel movement, remind the patient to take medications and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. n. The Home Health Aide Supervisory visit notes, dated 10/13 and 10/27/2020, completed by Staff Q, LPN, included documentation she had supervised the home health aide and documented the home health aide followed the care plan.			G 800			

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G 800	Continued From page 186 o. The Home Health Aide Supervisory visit notes, dated 11/10, 11/24, 12/8 and 12/22/2020, included documentation Staff E, RN, supervised the home health aide and documented the home health aide followed the care plan. 11. Patient #16 had a start of care date of 2/10/2020. Review of the clinical record revealed the following: a. The POC, dated 12/2/2020 to 1/30/2021, included physician orders for skilled nursing and home health aide services 2 times per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The update to the comprehensive assessment, dated 10/1/2020, identified the patient had alcoholic cirrhosis of the liver, muscle weakness and chronic obstructive pulmonary disease, was a fall risk, lack of caregiver/family support, difficulty breathing with minimal exertion, activity intolerance, incontinent of urine, oriented to person and place, forgetful, required assistance with grooming and bathing and set up assistance with dressing. c. The home health aide care plan, dated 12/1/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage	G 800			

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G 800	Continued From page 187 fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The home health aide visit notes, dated 12/4 and 12/14/2020, included documentation the home health completed the task of reminding the patient to take medications, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. e. The home health aide visit note, dated 12/7/2020, included documentation the home health completed the tasks of reminding the patient to take medications and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. f. The home health aide visit note, dated 12/9/2020, included documentation the home health completed the tasks of reminding the patient to take medications, meal set up and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. g. The home health aide visit notes, dated 12/16 and 12/21/2020, included documentation the home health completed the tasks of reminding the patient to take medications, record the patient's last bowel movement and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. h. The Home Health Aide Supervisory visit note, dated 12/15/2020, completed by Staff C, LPN, documented she supervised Staff I, former Home	G 800			

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G 800	Continued From page 188 Health Aide, and that Staff I maintained open communication with the patient, arrived for visits as scheduled, followed the care plan and demonstrated competency with tasks performed. On 2/11/21 at 10:21 AM, during an interview, the patient reported Staff I, Home Health Aide, would say she was going to show up and then would not come. The patient clarified Staff I, Home Health Aide, did show up some of the times. The patient complained Staff I, Home Health Aide, would not do a good job when she did show up. The patient reported he/she complained to the office staff and requested a new home health aide some time around Christmas, but the patient was not sure of the exact date. On 2/17/21 at 3:16 PM, during an interview, the Administrator reported if a home health aide is unable to complete an assigned task, the home health aide needed to document the reason why. 12. Patient #17 had a start of care date of 11/30/2020 and transferred from agency services on 1/14/21. Review of the clinical record revealed the following: a. The POC, dated 11/30/2020 to 1/28/2021, included orders for skilled nursing services 2 times the first week and then 1 time per week for 8 weeks and an order for home health aide services 2 times per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status.	G 800			

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G 800	Continued From page 189 b. The comprehensive assessment completed at the start of care, dated 11/30/2020, identified the patient had heart failure and respiratory failure, absence of a capable caregiver, difficulty breathing with minimal exertion, incontinent of urine, oriented to person and place, forgetful, a fall risk, poor balance, muscle weakness, required set up assistance with upper body dressing and grooming, assistance with lower body dressing and intermittent assistance with bathing. c. The home health aide care plan, dated 11/30/2020, included RN instructions to the home health aide to complete the following personal care tasks: provide bed bath, assist with dressing, apply lotion to the skin, comb hair, incontinence care, record last bowel movement, encourage fluids, assist with ambulation and remind the patient to take medications every visit and clean/file nails weekly. d. The home health aide visit note, dated 12/2/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, applying lotion, encourage fluids and remind the patient to take medications, but lacked documentation the home health aide completed the other assigned tasks or a reason why the home health aide failed to complete the tasks. e. The home health aide visit note, dated 12/7/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, applying lotion, comb hair, record patient's last bowel movement, encourage fluids and remind the patient to take medications, but lacked documentation the home health aide	G 800			

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G 800	Continued From page 190 completed the other assigned tasks or a reason why the home health aide failed to complete the tasks. f. The home health aide visit note, dated 12/10/2020, included documentation the home health aide completed the tasks of bed bath, assist with dressing, applying lotion, record patient's last bowel movement, encourage fluids and remind the patient to take medications, but lacked documentation the home health aide completed the other assigned tasks or a reason why the home health aide failed to complete the tasks. g. The week of 1/3/21 included documentation of 2 home health aide visits, dated 1/5 and 1/8. The home health aide visit note, dated 1/5/21, included documentation the patient had refused to let the home health aide clean/file the patient's nails. The home health aide visit note, dated 1/8/21, included documentation the task clean/file nails was "NA". The home health aide failed to offer to complete the task of clean/file nails on 1/8/21 in order to follow the home health aide care plan and complete the task weekly. h. The Home Health Aide Supervisory visit note, dated 12/9/2020, included documentation Staff E, RN, supervised the home health aide, and documented the home health aide followed the care plan. 13. Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following:	G 800			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 800	Continued From page 191 a. The POCs, dated 8/17/2020 to 10/15/2020, 10/16/2020 to 12/14/2020 and 12/15/2020 to 2/12/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self care. b. The update to the comprehensive assessment completed at the time of recertification, dated 12/14/2020, identified the patient had chronic kidney failure, atrial fibrillation, did not have a capable caregiver, was short of breath with moderate exertion, had fatigue and weakness, incontinent of urine, at risk for falls, poor balance, unsteady gait, oriented to person and place, forgetful, required set up assistance with grooming and dressing and intermittent assistance with bathing. c. The home health aide care plans, dated 8/17, 10/14 and 12/14/2020, included RN instructions to the home health aide to complete the following personal care tasks: limit fluids and remind the patient to take medications. d. The home health aide visit note, dated 10/9/2020, included documentation the home health aide completed homemaker tasks, but none of the assigned personal care tasks, or a reason why the home health aide failed to complete the assigned tasks. e. The home health aide visit note, dated 10/14, 10/20, 10/28, 10/30, 11/4, 11/6, 11/10, 11/13,	G 800			

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G 800	Continued From page 192 11/17, 11/20, 11/25, 11/27, 12/1, 12/4, 12/8, 12/11, 12/16 and 12/18/2020, included documentation the home health aide completed the tasks of reminding the patient to take medications, but failed to include documentation of a reason why the home health aide failed to complete the assigned task of limiting fluids. f. The Home Health Aide Supervisory visit notes, dated 10/20 and 11/3/2020, included documentation Staff C, LPN, supervised the home health aide, and documented the home health aide followed the care plan. g. The Home Health Aide Supervisory visit notes, dated 11/17 and 12/1/2020, included documentation Staff E, RN, supervised the home health aide, and documented the home health aide followed the care plan. 14. Patient #19 had a start of care date of 10/8/2020 and transferred from agency services on 10/27/2020. Review of the clinical record revealed the following: a. The POC, dated 10/8/2020 to 12/6/2020, included physician orders for skilled nursing 1 time per week and home health aide services 0 times the first week and then 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self care. The POC identified the patient was a fall risk, had vision and hearing deficits, difficulty breathing with minimal exertion, incontinent of urine, assistance with ambulation	G 800			

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G 800	Continued From page 193 and used a walker. b. The comprehensive assessment completed at the start of care, dated 10/8/2020, identified the patient was oriented to person and place, was forgetful, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. b. The home health aide care plan, dated 10/12/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, shampoo hair, oral care, encourage fluids and remind the patient to take medications. c. The home health aide visit notes, dated 10/16 and 10/19/2020, included documentation the home health aide completed the tasks of shower with chair, assist with dressing, shampoo hair and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the assigned tasks of oral cares and reminding the patient to take medications. d. The home health aide visit notes, dated 10/21 and 10/27/2020, included documentation the home health aide completed the tasks of shower with chair, assist with dressing, shampoo hair, remind the patient to take medications and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete the assigned task of oral cares. e. The Home Health Aide Supervisory visit note, dated 10/21/2020, included documentation Staff D, RN, supervised the home health aide, and documented the home health aide followed the care plan.	G 800			

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G 800	Continued From page 194 15. Patient #20 had a start of care date of 10/16/2020 and discharged from agency services on 12/7/2020. Review of the clinical record revealed the following: a. The POC, dated 10/16/2020 to 12/14/2020, identified diagnoses of urinary tract infection and dementia with behavioral disturbance and included physician orders for home health aide services 2 times per week and skilled nursing services 1 time the first week, 2 times per week for 2 weeks and 1 time per week for 6 weeks. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self care. b. The comprehensive assessment completed at the start of care, dated 10/16/2020, identified the patient required 24 hour supervision, had difficulty breathing with moderate exertion, activity intolerance, fatigue/weakness, oriented to person and place, forgetful, with increased episodes of severe confusion, impaired decision making, verbally disruptive, at risk for falls, poor balance, unsteady gait, required assistance for grooming, dressing, toilet hygiene and bathing. c. The home health aide care plan, dated 10/16/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, clean dentures, assist to toilet, incontinence care, record last bowel movement, meal set up,	G 800			

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G 800	Continued From page 195 encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. d. The home health aide visit note, dated 10/20/2020, included documentation the home health aide completed the assigned tasks of meal set up and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete any of the other assigned tasks. e. The home health aide visit notes, dated 10/22, 10/29, 11/3, 11/5, 11/9/2020, included documentation the home health aide completed the assigned task of encourage fluids, but lacked documentation or a reason why the home health aide failed to complete any of the other assigned tasks. f. The home health aide visit notes, dated 10/27, 11/17 and 11/19/2020, included documentation the home health aide completed the assigned tasks of reminding the patient to take medications and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete any of the other assigned tasks. g. The home health aide visit note, dated 11/12/2020, included documentation the home health aide completed the assigned task of reminding the patient to take medications, but lacked documentation or a reason why the home health aide failed to complete any of the other assigned tasks. h. The home health aide visit notes, dated 11/24, 12/1 and 12/5/2020, included documentation the home health aide completed the assigned tasks	G 800			

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G 800	Continued From page 196 of reminding the patient to take medications, recording the patient's last bowel movement and encourage fluids, but lacked documentation or a reason why the home health aide failed to complete any of the other assigned tasks. i. The Home Health Aide Supervisory visit notes, dated 10/29, 11/12 and 11/26/2020, included documentation Staff C, LPN, supervised the home health aide and documented the home health aide maintained open communication with the patient, family, caregiver, representative, arrived for assigned visits as scheduled, followed the patient's care plan and demonstrated competency with assigned tasks. On 2/11/21 at 11:29 AM, during an interview, a family member/caregiver reported not being the patient's primary caregiver, but frequently stayed with the patient during the day. The family member/caregiver explained the patient could not be left alone. The family member/caregiver reported problems with miscommunication with agency staff, no coordination of care delivery, missed home health aide visits. On 2/11/21 at 2:08 PM, during an interview, the patient's representative/family member, reported having documentation in a communication book the family made of Staff I, Home Health Aide, showing up only 3 times, dated 10/20, 10/23 and 10/26/2020, and then not showing back up. The patient's representative/family member reported Staff C, LPN, never asked how home health aide services were going. On 2/16/21 at 12:03 PM, during an interview, Staff G, RN, reported she supervises home health aides either during a routine skilled nursing	G 800			

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G 800	Continued From page 197 visit or during the update to the comprehensive assessment at the time of recertification. She explained sometimes the home health aide is present and she will ask the patient about concerns. She will check home health aide documentation at times, but usually the Administrator reviews the documentation. Staff G, RN, explained she went out on 12/7/2020 to do a "Recert" (update to the comprehensive assessment at the time of recertification), but ended up doing a discharge. She reported the family complained Staff I, Home Health Aide, had not been showing up to provide services at that time. Staff G, RN, explained Staff C, LPN, was the patient's primary nurse, so she passed the complaint onto Staff C, LPN, and the Administrative Assistant. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported she never received any complaints about Staff I, Home Health Aide. When asked how she supervised the home health aide, she reported she asked the patient or another family member. 16. Patient #21 had a start of care date of 9/30/19 and transferred from agency services on 12/21/2020. Review of the clinical record revealed the following: a. The POCs, dated 9/24/2020 to 11/22/2020 and 11/23/2020 to 1/21/2021, included physician orders for skilled nursing services 1 time per week and home health aide services 2 times per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by	G 800			

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G 800	Continued From page 198 limitations on the patient's functional and physical status impeding self care. b. The update the comprehensive assessment completed at the time of recertification, dated 11/18/2020, identified the patient was a fall risk, had vision and hearing impairments, shortness of breath with minimal exertion, activity intolerance, fatigue/weakness, incontinent of urine, oriented to person and place, forgetful, confused, unsteady gait, poor balance, required assistance with grooming and dressing and intermittent assistance with bathing. c. The home health aide care plans, dated 9/24 and 11/23/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower, assist with dressing, comb hair, encourage fluids and remind to take medications. d. The home health aide visit notes, dated 10/19 and 11/12/2020, included documentation the home health aide completed the assigned task of encourage fluids, but lacked documentation or a reason why the home health aide failed to complete any of the other assigned tasks. e. The home health aide visit notes, dated 10/22, 10/26, 10/29, 11/2, 11/9, 11/16, 11/19, 11/23, 11/26, 11/30, 12/3, 12/7, 12/10, 12/14 and 12/17/2020, included documentation the home health completed the tasks of reminding the patient to take medications and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. f. The home health aide visit note, dated	G 800			

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G 800	Continued From page 199 11/5/2020, included documentation the home health completed the tasks of reminding the patient to take medications, comb hair and encourage fluids, but lacked documentation why the home health aide failed to complete the rest of the assigned tasks. g. The Home Health Aide Supervisory visit notes, dated 10/28, 11/11, 11/25 and 12/9/2020, included documentation Staff D, RN, supervised the home health aide and documented the home health aide followed the care plan. 17. Patient #22 had a start of care date of 10/5/2020 and transferred from agency services on 10/15/2020. Review of the clinical record revealed the following: a. The POC, dated 10/5/2020 to 12/3/2020, identified a diagnosis of respiratory failure and included physician orders for skilled nursing and home health aide services 1 time per week. The POCs included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self care. b. The comprehensive assessment completed at the start of care, dated 10/5/2020, identified the patient was a fall risk, on 4 liters per minute of oxygen, had difficulty breathing at rest, activity intolerance, incontinent of urine, oriented to person and place, forgetful, poor balance, muscle weakness, required set up assistance with grooming and dressing and intermittent assistance with bathing.	G 800			

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G 800	Continued From page 200 c. The home health aide care plan, dated 10/12/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, meal set up, encourage fluids and remind the patient to take medications. d. The home health aide visit note, dated 10/8/2020, included documentation the home health aide completed the tasks of encourage fluids and remind the patient to take medication, but lacked documentation or a reason why the home health aide failed to complete the assigned tasks of shower with chair and meal set up. e. The home health aide visit note, dated 10/13/2020, included documentation the home health aide completed the tasks of encourage fluids, meal set up and remind the patient to take medication, but lacked documentation or a reason why the home health aide failed to complete the assigned task of shower with chair. f. The Home Health Aide Supervisory visit note, dated 10/14/2020, included documentation Staff Q, LPN, supervised the home health aide and documented the home health aide followed the care plan. 18. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21. Review of the clinical record revealed the following: a. The POC, dated 10/13/2020 to 12/11/2020, included physician orders for skilled nursing and	G 800			

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G 800	Continued From page 201 home health aide services 1 time per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The update to the comprehensive assessment completed at the time of recertification, dated 12/9/2020, identified the patient had diabetes, high blood pressure, heart failure, was a fall risk, absence of a capable caregiver, difficulty breathing with minimal exertion, oriented to person and place, forgetful, poor balance, muscle weakness, required set up assistance for grooming and dressing and intermittent assistance for bathing. c. The home health aide care plan, dated 10/13/2020, included RN instructions to the home health aide to complete the following personal care tasks: remind the patient to take medications. d. The home health aide visit note, dated 10/23/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation or a reason why the home health aide failed to complete the assigned personal care task of reminding the patient to take medications. 19. Patient #24 had a start of care date of 12/7/2020 and transferred from agency services on 12/29/2020. Review of the clinical record revealed the following:	G 800			

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G 800	Continued From page 202 a. The POC, dated 12/7/2020 to 2/4/2021, included physician orders for skilled nursing 2 times per week and home health aide services 3 times per week for 8 weeks. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care, dated 12/7/2020, identified the patient had diagnoses of schizoaffective disorder, Alzheimer's, diabetes and abnormalities of gait and mobility. The assessment identified the patient had a stage 4 pressure ulcer (deep pressure injury reaching into muscle and bone), was a fall risk with poor balance and muscle weakness, absence of capable caregiver, incontinent of urine, constantly confused, oriented to person, forgetful, activity intolerance, difficulty breathing with moderate exertion, required assistance with upper body dressing, set up assistance with grooming and lower body dressing and intermittent assistance with showering. c. The home health aide care plan, dated 12/9/2020, included RN instructions to the home health aide to complete the following personal care tasks: chair bath, shower, shower with chair, assist with dressing, lotion, oral care, encourage fluids and remind to take medications. d. The home health aide visit note, dated 12/9/2020, included documentation the home health aide completed the tasks of encourage fluids and remind the patient to take medications, but lacked documentation or a reason why the	G 800			

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NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
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G 800	Continued From page 203 home health aide failed to complete the remainder of the assigned tasks. e. The home health aide visit notes, dated 12/10, 12/14, 12/16 and 12/21/2020, included documentation the home health aide completed the tasks of shower, shower with chair, assist with dressing, lotion, oral care, encourage fluids and remind to take medications, but lacked documentation or a reason why the home health aide failed to complete the task of oral care. f. The Home Health Aide Supervisory visit note, dated 12/14/2020, included documentation Staff E, RN, supervised Staff I, Home Health Aide, and documented Staff I followed the care plan to complete the tasks assigned. 20. Patient #25 had a start of care date of 8/26/2020 and transferred from agency services on 1/20/21. Review of the clinical record revealed the following: a. The POC, dated 10/25/2020 to 12/23/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care by Staff G, RN, dated 8/26/2020, identified the patient had respiratory failure, absence of a capable caregiver, difficulty breathing and used oxygen, was incontinent of	G,800			

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G 800	Continued From page 204 urine, oriented to person and place, forgetful, a fall risk with poor balance, unsteady gait and muscle weakness, required set up assistance with grooming and bathing and intermittent assistance with showering. c. The home health aide care plan (titled homemaker care plan in the electronic system), dated 8/26 and 10/21/2020, included RN instructions to the home health aide to complete the following personal care tasks: record the patient's last bowel movement, meal set up, limit fluids, assist with ambulation, assist with transfer and remind the patient to take medications. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 11/5 to 12/3/2020. e. The home health aide visit notes, dated 11/5, 11/12, 11/19 and 11/25/2020, included documentation the home health aide completed the assigned task of reminding the patient to take medications, but lacked documentation or a reason why the home health aide failed to complete the remainder of the other assigned tasks. f. The home health aide visit note, dated 12/3/2020, included documentation the home health aide completed the assigned tasks of reminding the patient to take medications and recording the patient's last bowel movement, but lacked documentation or a reason why the home health aide failed to complete the remainder of the other assigned tasks. e. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a	G 800			

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G 800	Continued From page 205 signature of completion by Staff C, LPN, dated 12/11/2020. Staff C, LPN, documented she supervised Staff I, Home Health Aide, and Staff I failed to maintain open communication with the patient, failed to arrive for assigned visits as scheduled, failed to follow the care plan for completion of assigned tasks, failed to competently complete assigned tasks and failed to honor patient rights. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported the patient told her that Staff I, Home Health Aide, had not been coming to provide home health aide services. Staff C, LPN, reported the patient complained prior to 12/17/2020, but she was unsure of dates. Staff C, LPN, reported the patient was unable to personal cares independently. 21. Patient #26 had a start of care date of 10/1/2020 and transferred from agency services on 10/16/2020. Review of the clinical record revealed the following: a. The POC, dated 10/1/2020 to 11/29/2020, included physician orders for skilled nursing and home health aide services. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. b. The comprehensive assessment completed at the start of care, dated 10/1/2020, identified the patient had acute respiratory failure, used oxygen, did not have a capable caregiver, had 3	G 800			

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G 800	Continued From page 206 open leg wounds, incontinent of urine and bowel, oriented to person and place, forgetful, a high risk for falls with poor balance, muscle weakness and an unsteady gait, required assistance with grooming and dressing and intermittent assistance with bathing. c. The home health aide care plan, dated 10/5/2020, included RN instructions to the home health aide to complete the following personal care tasks: chair bath, lotion, oral care, meal set up and encourage fluids every visit, and shave weekly. d. The home health aide visit note, dated 10/8/2020 (the only visit note for the week), included documentation Staff I, former Home Health Aide, completed the tasks of chair bath, lotion and encourage fluids, but lacked documentation or a reason why Staff I failed to complete the assigned tasks of oral care, shaving and meal set up. e. The home health aide visit note, dated 10/14/2020, included documentation Staff I, Home Health Aide, completed the tasks of lotion and encourage fluids, but lacked documentation or a reason why Staff I failed to complete the assigned tasks of chair bath, oral care and meal set up. The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey.	G 800			
G1008	Clinical records CFR(s): 484.110	G1008			

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G1008	Continued From page 207 Condition of participation: Clinical records. The HHA must maintain a clinical record containing past and current information for every patient accepted by the HHA and receiving home health services. Information contained in the clinical record must be accurate, adhere to current clinical record documentation standards of practice, and be available to the physician(s) or allowed practitioner(s) issuing orders for the home health plan of care, and appropriate HHA staff. This information may be maintained electronically. This CONDITION is not met as evidenced by: Based on clinical record review, agency policy review, patient, family and staff interview, the agency failed to do the following: 1) ensure entries in the clinical record related to interventions provided by staff were accurate and complete (G1014); and, 2) ensure staff appropriately authenticated the completion of documentation in the clinical record (G1024). The cumulative systemic practices resulted in the failure of the agency to ensure agency staff had a process in place to accurately document care and services provided to the agency's 150 patients.	G1008			
G1014	Interventions and patient response CFR(s): 484.110(a)(2) All interventions, including medication administration, treatments, and services, and responses to those interventions; This ELEMENT is not met as evidenced by: Based on clinical record review, agency policy review, patient, family, patient representative and	G1014			

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G1014	Continued From page 208 staff interview, the agency failed to ensure the patient's clinical record included accurate and complete documentation of interventions in the patient record for 19 of 26 sampled patients (Patients #1, #2, #4, #5, #7, #8, #9, #10, #11, #13, #14, #15, #16, #17, #18, #20, #23, #25). The agency reported a census of 150 patients at the time of the survey. Failure to ensure the patient's clinical record included pertinent current and accurate documentation of interventions placed agency patient's at risk for not receiving the correct interventions and for other disciplines providing services to have unclear or inaccurate information regarding the patient's condition. Findings include: Review of the agency's undated policy, titled Medical Record Content, identified the medical record will contain complete information and accurately describes care provided. Review of the agency's complaint log on 2/8/2020 revealed the following: Patient #1 complained on 10/19/2020 and 12/22/2020 that Staff I, former Home Health Aide, was not showing up for visits. The complaint log lacked any documentation of investigation into the patient's complaints. The complaint log lacked documentation of complaints made by any other patients since 5/18/2020. 1. Patient #1 had a start of care date of 3/5/2020. Review of the clinical record revealed the following:	G1014			

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G1014	Continued From page 209 The Plans of Care (POCs), dated 9/1/2020 to 10/30/2020 and 10/31/2020 to 12/29/2020, included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status. The home health aide care plans, dated 9/1 and 10/31/2020, included registered nurse (RN) instructions to the home health aide to complete the following tasks: provide bed bath, assist with dressing, apply lotion to the skin, comb hair, oral care, clean/file nails, incontinence care, record last bowel movement, encourage fluids, turn and reposition and remind the patient to take medications every visit and then shampoo hair weekly. The update to the comprehensive assessment completed at the time of recertification, dated 10/29/2020, identified the patient had difficulty breathing with minimal exertion, was incontinent of bowel and bladder, limited range of motion in the lower extremities, was totally dependent on someone to assist with dressing and bathing and was bedfast. a. The clinical record included documentation of missed home health aide visits notes completed by Staff I, Home Health Aide, dated 10/9, 10/12, 10/15, 10/23, 10/26, 10/30, 11/4, 11/6, 11/11, 11/13, 12/16 and 12/18/2020, for reasons of either no one answering the phone, door or the patient/family being uncooperative. 1) The home health aide visit notes, dated 10/16, 10/19, 10/21, 11/2, 11/9, 11/16, 11/18, 11/20, 11/23, 11/25, 11/27, 11/30, 12/2, 12/4, 12/7, 12/9,	G1014			

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G1014	Continued From page 210 12/11 and 12/14/2020, included documentation by Staff I, Home Health Aide, that she provided personal cares to the patient. 2) The Home Health Aide Supervisory Visit notes, dated 10/26, 11/9, 11/23, 12/7 and 12/21/2020, included a signature of completion by Staff C, Licensed Practical Nurse (LPN), and all identified the home health aide was not arriving for visits as scheduled. In addition, the notes, dated 11/23, 12/7 and 12/21, identified the home health aide was not providing care according to the care plan, not performing tasks competently and not honoring the patient's rights. See G478 interview On 2/8/21 at 9:10 AM with Administrative Assistant. 4) On 2/8/21 at 12:05 PM, during an interview, the Administrator/Clinical Manager explained the Administrative Assistant reported to her about the missed home health aide visits for Patient #1 by Staff I, Home Health Aide. 5) On 2/8/21 at 3:49 PM, during an interview, Staff I, Home Health Aide, explained the Administrative Assistant called her into the office on 12/22/2020 and told her Patient #1 complained about her not coming to provide home health aide services. She denied falsifying documentation and reported every time she documented she was at the patient's home, she was there. She explained Patient #1 was bed ridden and could not answer the door unless the live-in family member was present. She reported she let people know at the office when she missed a visit due to no one answering the door. She did not notify the nurse. Staff I, Home Health Aide, explained she was told to notify the	G1014			

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G1014	Continued From page 211 Administrative Assistant of missed visits and the nurse only if there was a medical issue. She reported her proof that she did the visits was in the visit note, because the patient had to sign the visit note at the end of the visit. She confirmed Patient #1 was cognitively able to say whether or not the home health came to the home and provided cares. 6) On 2/9/11 at 11:38 AM, during a interview, the patient reported he/she and live-in family member were always home when agency scheduled the home health aide to come to the home to provide services, but the home health aide did not show up. The patient denied refusing any services. The patient denied ever signing or initialing a visit note. 7) See G478 interview on 2/9/21 at 1:27 PM with Staff C, LPN. 8) On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, explained she supervised home health aides by asking the Patients if the home health aide is showing up and following the care plan. She reported Staff C, LPN, never notified her of Patient #1's complaints. Staff D, RN, explained Staff C, LPN usually does not notify her, only the Administrative Assistant. She reported the Administrative Assistant did notify her about problems with Staff I, Home Health Aide, and Staff D, RN, spoke with Staff I about concerns just right before Staff I's left employment. 9) On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported Staff I, Home Health Aide, told her she provided home health aide services and she believed her. The	G1014			

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G1014	Continued From page 212 Administrative Assistant explained the staff were supposed to have patient's electronically sign the visit note at the end of the visit, but sometimes this did not get done. The Administrative Assistant reviewed the sign in record for home health aide visits for Patient #1 provided by Staff I, Home Health Aide. The signature page for the patient does not print with the visit note, but observation showed the patient's initials, and not a signature with each of the documented visits. The Administrative Assistant reported staff could easily sign the patient's initials for the patient. 10) On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported during the time period the agency scheduled Staff I, Home Health Aide, to provide cares to the patient, the patient's hygiene went downhill. The patient could not shower, and needed assistance with a bed bath. Staff C, LPN, reported the patient was obese and developed rashes in the skin folds. Clinical record review of the skilled nursing visit notes, dated 10/20, 10/22, 10/27, 10/29, 11/3, 11/5, 11/10, 11/12, 11/17, 11/19, 11/24, 11/26, 12/1, 12/3, 12/8, 12/10, 12/15, 12/17 and 12/22/2020, lacked documentation of any skin or hygiene assessment issues. b. The home health aide visit notes, dated 11/25, 11/30, 12/2, 12/4, 12/7, 12/9, 12/11 and 12/14/2020, included documentation the home health aide recorded the patient's last bowel movement, but the visit notes lacked any further documentation which specified when the patient's last bowel movement occurred. c. The clinical record included documentation of 3 missed home health aide visits the week of	G1014			

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G1014	Continued From page 213 12/20/2020, dated 12/21, 12/23 and 12/25/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. On 2/9/21 at 11:38 AM, during an interview, the patient reported he/she did not refuse any services the week of 12/20/2020. The patient reported the agency did not call or offer any services that week. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant explained they had one home health aide staff already on medical leave and then Staff I was no longer employed on 12/22/20. She reported having trouble scheduling home health aide services for Patient #1 and other patients also receiving home health aide services from Staff I. The Administrative Assistant reported the agency was short-staffed and they were unable to meet the needs of the patients. She explained the other home health aides were already "jamming visits" in and were unable to pick up extra visits. On 2/16/21 at 3:20 PM, during an interview, the Administrator/Clinical Manager reported the Administrative Assistant does the scheduling, but she was aware they had staffing issues for home health aide services after Staff I, left employment. The Administrator explained for patients she completed missed visit notes on, "patient/family uncooperative" was just one of the choices and she realizes this was not the right choice for the reason for the missed visit. The clinical record contained incomplete, inaccurate or false documentation.	G1014			

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G1014	Continued From page 214 2. Patient #2 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POC, dated 10/30/2020 to 12/28/2020 and 12/29 to 2/26/2020, included orders for skilled nursing services 1 time per week and home health aide services 2 times per week. b. The clinical record included documentation of 2 missed home health aide visits the week of 12/27/2020, dated 12/28 and 12/31, and 2 missed home health visits the week of 1/3/21, dated 1/4 and 1/7/2020. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. c. The clinical record lacked documentation agency staff notified the patient of the inability to provide home health aide services during the week of 12/27/2020 and 1/3/21. On 2/9/21 at 9:25 AM, during an interview, the patient reported no one called or showed up to provide services the 2 weeks after Christmas. The patient denied refusing services. The clinical record contained inaccurate documentation. 3. Patient #4 had a start of care date of 9/21/2020. Review of the clinical record revealed the following:	G1014			

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G1014	Continued From page 215 The POC, dated 11/20/2020 to 1/18/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. The clinical record included documentation of 1 missed home health aide visit the week of 12/20/2020, dated 12/24, and one missed home health aide visit the week of 12/27/2020, dated 12/31. The missed visits notes included the following reason: patient/family uncooperative and included a signature of completion by the Administrator/Clinical Manager. On 2/9/21 at 10:03 AM, during an interview, the patient reported the patient did not refuse home health aide visits the weeks of Christmas and New Years. The patient reported staff were scheduled to come and no one showed. The missed visit notes contained inaccurate information on why the patient did not receive home health aide services. b. The home health aide care plans, dated 11/16/2020, included RN instructions to the home health aide to complete the task of bathing the patient in the tub. On 2/9/21 at 10:03 AM, during an interview, the patient reported he/she never takes a tub bath due to not being able to get in and out of the tub. The patient reported only showering and the home health aides always help with getting the patient in and out of the shower safely. On 2/16/21 at 12:32 PM, during an interview, Staff D, RN, reported she was aware that patient	G1014			

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G1014	Continued From page 216 showered and did not take a tub bath, she just accidentally put the wrong bath type on the home health aide care plan. The RN incorrectly identified the bath type on the home health aide care plan. 4. Patient #5 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. The POC, dated 11/9/2020 to 1/7/2021, included physician orders for skilled nursing and home health aide services 1 time per week. b. The home health aide care plan, dated 11/16/2020, included RN instructions to the home health aide to remind the patient to take medications. c. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the patient was a fall risk, had dyspnea with moderate exertion, activity intolerance, incontinent of urine, oriented to person only, requires prompting under stressful or unfamiliar conditions, confused during day and evening but not constantly, poor balance, weakness, shuffling gait, required set up assistance for grooming, dressing and toilet hygiene and intermittent assistance with showering. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits 1 time per week, dated 11/13, 11/20, 11/27, 12/4, 12/12 and 12/18/2020.	G1014			

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G1014	Continued From page 217 On 2/9/21 at 10:56 AM, during an interview, the patient reported Staff I, Home Health Aide, only showed up 1 time and never came back. The patient explained he/she called the office to complain, but the patient was not sure who he/she talked to about the complaint. The patient was not sure when he/she called the office to complain, just some time after the home health aide did not show up. The patient denied telling Staff E, RN, about any concerns with the home health aide. On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, reported the patient never complained to her about the home health aide not showing up and the office never told her about any concerns. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported the patient never called the office to complain during the time the Staff I, Home Health Aide was providing services in the home. The Administrative Assistant explained the first time Staff K, Home Health Aide, showed up at the patient's home sometime after Staff I left employment, the patient called into the office with concerns of not knowing what to do with Staff K, Home Health Aide. The patient told her that the patient had never had a home health aide before and did not know what to do with Staff K. The Administrative Assistant reported she did not realize at that time that the patient meant Staff I, Home Health Aide, had not been providing services. The clinical record contained inaccurate or false documentation. 5. Patient #7 had a start of care date of	G1014			

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G1014	Continued From page 218 9/28/2020. Review of the clinical record revealed the following: a. The POCs, dated 9/28/2020 to 11/26/2020 and 11/27/2020 to 1/25/2020, included orders for skilled nursing and home health aide services. 1) The home health aide care plans, dated 9/30, 11/23 and 11/27/2020, included RN instructions to the home health aide to complete the task of recording the patient's last bowel movement. 2) The home health aide visit notes, dated 11/28, 12/1, 12/5, 12/8, 12/11, 12/15 and 12/17/2020, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. b. The Home Health Aide Supervisory visit notes, dated 10/13, 10/26 and 11/19/2020, included documentation Staff G, RN, supervised Staff L, Home Health Aide, and documented the home health aide had followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. The clinical record lacked documentation Staff L had provided any home health aide services in the home. c. The Home Health Aide Supervisory visit notes, dated 12/1 and 12/15/2020, included documentation Staff C, LPN, supervised Staff M, Home Health Aide, and included documentation the home health aide had followed the care plan, provided visits and as scheduled, was competent with tasks and honored the patient's rights. The	G1014			

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G1014	Continued From page 219 clinical record lacked documentation Staff M had provided any home health aide services in the home. The clinical record contained incomplete and inaccurate documentation. 6. Patient #8 had a start of care date of 8/27/2020. Review of the clinical record revealed the following: The POC, dated 8/27/2020 to 10/25/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week. The POC, dated 10/26/2020 to 12/24/2020, included orders for skilled nursing services weekly and home health aide services 2 times per week for 5 weeks, 1 time per week for 1 week, and no home health aide services the last 3 weeks of the certification period. The home health aide care plans, dated 8/28 and 10/23/2020, included RN instructions to the home health aide to complete the following tasks: shower, assist with dressing, lotion, comb hair, shampoo hair, oral care, assist to toilet, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. a. The clinical record included documentation of completed and missed home health aide visits by Staff I, Home Health Aide, dated 10/14 to 11/30/2020. Staff I, Home Health Aide,	G1014			

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G1014	Continued From page 220 documented providing home health aide visits, dated 10/14, 10/19, 10/21, 11/2, 11/9, 11/11, 11/16, 11/18, 11/23, 11/25 and 11/30/2020 (see G0800 for tasks completed), and she documented missed visits, dated 10/16 (due to only seeing patient on Mondays), 10/26, 10/28 and 11/4/2020. See G478 interview on 2/9/21 at 1:40 PM, during an interview, the patient reported Staff I, Home Health Aide, only showed up 2 times between October and the end of November 2020. The patient reported the 2 times Staff I, Home Health Aide, did show up, she only sat on the patient's couch and did not do anything. The patient explained after the first time the home health aide did not do anything, the patient told Staff D, RN. The patient reported telling Staff D, RN, again after Staff I, Home Health Aide, showed up the second time and did not do anything. The patient was not sure on the dates, but reported the patient knew he/she had told Staff D, RN, sometime prior to stopping home health aide services. 2) Review of the clinical record identified an interim physician order, dated 12/2/2020, included orders to discontinue home health aide services per the patient's request. G478 interview on 2/16/21 at 12:32 PM, during an interview, Staff D, RN, reported she remembered the patient complaining Staff I, Home Health Aide, was not showing up and asked to discontinue services. 4) Review of the clinical record identified Home Health Aide Supervisory visit notes, dated 10/28, 11/11, 11/25 and 12/2/2020, included	G1014			

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G1014	Continued From page 221 documentation Staff D, RN, completed the note and documented the home health aide followed the patient's care plan, arrived for visits as scheduled, maintains open communication with the patient and honored the patient's rights. b. The home health aide care plan, dated 10/23/2020, identified the patient received occupational and physical therapy services. The clinical record lacked documentation the patient received those services at that time. c. A home health aide visit note, dated 11/30/2020, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. The clinical record contained inaccurate, incomplete and/or false information. 7. Patient #9 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. A patient signed consent form for care and services, signed by the patient and agency staff on 11/9/2020, identified the agency planned to provide skilled nursing, home health aide and physical therapy services. b. The POC, dated 11/9/2020 to 1/7/2021, identified a diagnosis of fracture of the first lumbar vertebra and included orders for skilled nursing 1 time per week, home health aide services 2 times per week and physical therapy services 1 time the first week and then 2 times for	G1014			

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G1014	Continued From page 222 3 weeks. c. The comprehensive assessment completed at the start of care, dated 11/9/2020, identified the patient suffered from lower back pain with an intensity of 3 to 10 (with 10 the worst) all the time, occasional incontinence, at risk for falls, oriented to person and place, forgetful, but lacked a memory deficit, confused in new or complex situations, required assistance with set up for grooming and upper body dressing, dependent on assistance for lower body dressing, unable to shower without assistance, unable to maintain toilet hygiene and transfer without assistance and chairfast, but able to wheel self independently. d. The home health aide care plan, dated 11/10/2020, included RN instructions to the home health aide to complete the following tasks: chair bath, tub bath, shower with chair, assist with dressing, lotion, shampoo hair, assist to toilet and incontinence care. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 11/19 through 12/16/2020. f. The home health aide visit notes, dated 11/19, 11/23, 11/25, 11/30, 12/3, 12/7, 12/10 (documented on two different days and 2 different notes for the same day) and 12/16/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed any of the assigned personal care tasks or a reason why the aide failed to complete the assigned tasks. g. On 2/10/21 at 2:09 PM, during an interview, the patient reported she had not wanted home	G1014			

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G1014	Continued From page 223 health aide or homemaker services. She reported she had been able to meet her own needs including showering independently. The patient told the nurse Staff H, RN, the patient did not want anyone else coming into the home. The patient denied receiving services from any agency staff person with the exception of Staff H, RN. On 2/16/21 at 12:17 PM, during an interview, Staff H, RN, reported the patient was confusing. The patient agreed to home health aide services at first due to lower back pain and safety concerns, but refused visits after the first 1 to 2 times. Staff H, RN, reported the patient agreed to accept the service when asked again. Staff H, RN, was not sure if the patient had let anyone provide home health aide services. Staff H, RN, reported she supervises the home health aides by asking the patient if the home health aide is following the care plan, reviews the tasks on the care plan with the patient to ensure the home health aide is following the plan, ask if the patient is satisfied, and, on occasion if the home health aide is new, review the home health aide's documentation. The clinical record contained inaccurate and/or false documentation. 8. Patient #10 had a start of care date of 7/21/2020. Review of the clinical record revealed the following: The POCs, dated 9/19/2020 to 11/17/2020 and 11/18/2020 to 1/16/2021, included orders for skilled nursing 1 time per week and home health	G1014			

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G1014	Continued From page 224 aide services 2 times per week. a. The home health aide care plans, dated 9/19 and 11/18/2020, included RN instruction to the home health aide to complete the task of recording the patient's last bowel movement. The home health aide visit notes, dated 11/24, 11/27, 12/10 and 12/17/2020, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. b. The home health aide care plans, dated 9/19 and 11/18/2020, identified the patient received occupational and physical therapy services. The POCs and clinical record lacked documentation the patient received those services at that time. The clinical record contained inaccurate or incomplete information. 9. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the following: a. The POC, dated 10/9/2020 to 12/7/2020, included orders for home health aide services 2 times per week and skilled nursing services weekly. b. The home health aide care plan, dated 10/6, included RN instructions to the home health aide to complete the task of recording the patient's last bowel movement.	G1014			

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G1014	Continued From page 225 c. The home health aide visit note, dated 11/24/2020, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. 10. Patient #13 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The POC, dated 8/31/2020 to 10/29/2020, included physician orders for skilled nursing one time per week and home health aide services 2 times per week. 1) An interim physician order, dated 9/21/2020, included an order to increase home health aide services to 3 times per week. 2) The POC, dated 10/30/2020 to 12/28/2020, included an order for home health aide services 1 time the first week and then 2 times per week. 3) The home health aide care plans, dated 9/8 and 10/29/2020, included RN instructions to the home health aide to complete the following tasks: tub bath, assist with dressing, lotion and remind the patient to take medications. 4) The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9 to 11/27/2020. 5) The home health aide visit notes, dated 10/9, 10/12, 10/14, 10/19, 10/21, 10/23, 10/26, 10/30 and 11/16/2020, included documentation the home health aide completed homemaker tasks,	G1014			

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G1014	Continued From page 226 but lacked documentation the home health aide completed any of the assigned personal care tasks (tub bath, assist with dressing, lotion and remind the patient to take medications), or a reason why the home health aide failed to complete the assigned tasks. 6) The home health aide visit notes, dated 10/16, 10/28, 11/2, 11/4, 11/9, 11/11, 11/23, 11/25 and 11/27/2020, included documentation the home health aide completed the task of reminding the patient to take medication, but lacked documentation the home health aide completed the other assigned tasks. 7) The Home Health Aide Supervisory visit notes, dated 10/30, 11/13, 11/27 and 12/11/2020, included documentation Staff C, LPN, had supervised the home health aide and documented the home health aide followed the care plan, arrived for visits as scheduled, demonstrated competency and honored patient rights. On 2/10/21 at 12:48 PM, during an interview, the patient reported he/she had not refused or canceled any services the end of November through 12/9/2020. The patient reported Staff I, Home Health Aide, would come to the patient's home, do one task and then get on her phone. The patient reported Staff I, Home Health Aide, never offered to assist the patient with bathing, dressing or applying lotion, and she never reminded the patient to take medications. The patient reported the patient told Staff I, Home Health Aide, to not come back after 4 weeks due to mishandling and haphazardly storing some glass Halloween decorations and almost ruining the patient's carpet. The patient reported the	G1014			

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G1014	Continued From page 227 patient called the agency and complained about Staff I, Home Health Aide. On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported the patient had complained to her about Staff I, Home Health Aide, not doing assigned tasks. b. A Home Health Aide Supervisory visit note, dated 10/30/2020, included documentation Staff C, LPN, had supervised Staff P, Home Health Aide, and documented the home health aide followed the care plan, arrived for visits as scheduled, demonstrated competency and honored patient rights. The clinical record lacked documentation Staff P, Home Health Aide, had provided services in the patient's home. The clinical record contained inaccurate or false documentation. 11. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following: a. The POCs, dated 10/23/2020 to 12/21/2020 and 12/22/2020 to 2/19/2021, included orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The updates to the comprehensive assessment completed at the time of recertification, dated 10/20 and 12/21/2020, identified the patient was at risk for falls, activity intolerance, poor balance, muscle weakness, unsteady gait, difficulty breathing with moderate exertion, bladder incontinence, oriented to person	G1014			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/22/2021
NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
(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) COMPLETION DATE	
G1014	Continued From page 228 and place, forgetful, required set up assistance with grooming, dressing and toilet hygiene and intermittent assistance with bathing. c. The home health aide care plans, dated 8/24, 10/21 and 12/21/2020, included RN instructions to the home health aide to complete the following task: record the patient's last bowel movement. d. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/12 to 12/11/2020. e. The clinical record included documentation Staff J, Home Health Aide, provided home health aide visits, dated 12/14 to 12/28/2020. f. The home health aide visits, dated 10/12, 10/16, 10/19, 10/23, 10/26, 11/2, 11/6, 11/9, 11/13, 11/16, 11/20, 11/23 and 12/11/2020, included documentation the home health aide completed homemaker tasks, but lacked documentation the home health aide completed the assigned personal care task. g. The home health aide visit, dated 12/7/2020, included documentation of a signature of completion, but lacked documentation of the completion of any tasks, or a reason why the home health aide failed to do any tasks. h. The home health aide visits, dated 12/14, 12/21 and 12/28/2020, included documentation the patient refused to tell the home health aide when the patient's last bowel movement occurred, and the home health aide documented the completion of only homemaker tasks. g. The Home Health Aide Supervisory visit note,	G1014			

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G1014	Continued From page 229 dated 10/30/2020, completed by Staff Q, LPN, included documentation she had supervised the home health aide and documented the home health aide was not maintaining open communication, not arriving for visits as scheduled, not following the care plan and not demonstrating competency in completing tasks. Staff Q documented this as an issue with how the patient wanted the house cleaned. h. The Home Health Aide Supervisory visit notes, dated 11/10, 12/8 and 12/21/2020, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication, arrived for visits as scheduled, followed the care plan and completed tasks competently. On 2/10/21 at 3:15 PM, during an interview, the patient reported he/she remembered Staff I, Home Health Aide. The patient did not write down dates, but reported Staff I, Home Health Aide, came on Mondays and Fridays the times she did show up. The patient reported Staff I, Home Health Aide, never asked the patient about the patient's bowel movements. The patient reported none of the current staff have ever done this either. On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, reported the patient had complained to her several times about Staff I, Home Health Aide, not showing up. Staff E, RN, reported the patient was cognitive and able to state the home health aide had not been coming to provide services. The clinical record incomplete, inaccurate and/or false information.	G1014			

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G1014	Continued From page 230 12. Patient #15 had a start of care date of 9/17/2020. Review of the clinical record revealed the following: The POC, dated 11/16/2020 to 1/14/2021, included physician orders for skilled nursing and home health aide services 2 times per week. a. The home health aide care plan, dated 11/16/2020, identified the patient received physical and occupational therapy. The POC lacked orders for physical and occupational therapy services. The nurse failed to updated the home health aide care plan to accurately reflect services the agency provided to the patient. b. The home health aide care plan, dated 11/16/2020, included RN instructions to the home health aide to complete the task of recording the patient's last bowel movement. The home health aide visit notes, dated 12/1, 12/4, 12/8, 12/11, 12/15 and 12/18/2020 and 1/8/21, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. c. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/9 to 12/18/2020. The clinical record included documentation the Administrator/Clinical Manager completed 2	G1014			

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G1014	Continued From page 231 missed home health aide visit notes the week of 12/20/2020, dated 12/22 and 12/25, due to the patient being uncooperative, and 2 missed home health aide visit notes the week of 12/27/2020, dated 12/29/2020 (no reason given) and 1/1/21. The Administrator/Clinical Manager documented the patient was uncooperative for a visit on 1/1/21. On 2/10/21 at 3:45 PM, during an interview, the patient reported he/she did not refuse home health aide services the weeks of Christmas (12/20/2020) and New Year's (12/27/2020), and the patient did not know why he/she did not get services those weeks. The clinical record contained inaccurate or incomplete documentation. 13. Patient #16 had a start of care date of 2/10/2020. Review of the clinical record revealed the following: a. The POC, dated 12/2/2020 to 1/30/2021, included physician orders for skilled nursing and home health aide services 2 times per week. The clinical record included documentation Staff I, former Home Health Aide, provided home health aide visits, dated 12/4 to 12/21/2020. On 2/11/21 at 10:21 AM, during an interview, the patient reported Staff I, Home Health Aide, would say she was going to show up and then would not come. The patient clarified Staff I, Home Health Aide, did show up some of the times. The patient complained Staff I, Home Health Aide, would not	G1014			

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G1014	Continued From page 232 do a good job when she did show up. The patient reported he/she complained to the office staff and requested a new home health aide some time around Christmas, but the patient was not sure of the exact date. b. The home health aide care plan, dated 12/1/2020, included RN instructions to the home health aide to complete the task of recording the patient's last bowel movement. The home health aide visit notes, dated 12/16 and 12/21/2020, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. c. The Home Health Aide Supervisory visit note, dated 12/29/2020, completed by Staff C, LPN, documented she supervised Staff J, Home Health Aide, and Staff J maintained open communication with the patient, followed the care plan, arrived for the assigned visits as scheduled, competently completed assigned tasks and honored patient rights. The clinical record lacked documentation Staff J, Home Health Aide, provided home health services to the patient. The clinical record contained incomplete, inaccurate and/or false documentation. 14. Patient #17 had a start of care date of 11/30/2020 and transferred from agency services on 1/14/21. Review of the clinical record revealed the following:	G1014			

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G1014	Continued From page 233 The POC, dated 11/30/2020 to 1/28/2021, included orders for skilled nursing services 2 times the first week and then 1 time per week for 8 weeks, home health aide services 2 times per week and occupational therapy 1 time the first week. a. The POC also included the following order: physical therapy (PT) to assess functional status, home environment to eliminate structural barriers, improve safety and functional independence. PT to assess rehabilitation potential and determine need for gait training, safety precautions, pain management, strengthening/conditioning exercise, balance/coordination and transfers. PT to establish home exercise program and plan of care as approved by physician. The POC lacked a scope and frequency for PT services. 1) The clinical record lacked documentation the patient received PT services. On 2/22/21 at 1:15 PM, during an interview, the Administrative Assistant reported it was a mistake on the POC, and the patient was never supposed to receive PT services. 2) The home health aide care plan, dated 11/30/2020, incorrectly identified the patient received PT services. b. The home health aide care plan, dated 11/30/2020, included RN instructions to the home health aide to complete the task of recording the patient's last bowel movement. The home health aide visit notes, dated 12/7, 12/10 and 12/23/2020, included documentation	G1014			

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G1014	Continued From page 234 the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. The clinical record contained incomplete or inaccurate documentation. 15. Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following: a. The POCs, dated 10/16/2020 to 12/14/2020 and 12/15/2020 to 2/12/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. b. The home health aide care plans, dated 10/14 and 12/14/2020, identified the patient received physical and occupational therapy. The POC lacked orders for physical and occupational therapy services. The home health aide care plans inaccurately included services the agency was not providing to the patient. 16. Patient #20 had a start of care date of 10/16/2020 and discharged from agency services on 12/7/2020. Review of the clinical record revealed the following: The POC, dated 10/16/2020 to 12/14/2020, identified diagnoses of urinary tract infection and	G1014			

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G1014	Continued From page 235 dementia with behavioral disturbance and included physician orders for home health aide services 2 times per week and skilled nursing services 1 time the first week, 2 times per week for 2 weeks and 1 time per week for 6 weeks. The home health aide care plan, dated 10/16/2020, included RN instructions to the home health aide to complete the following personal care tasks: shower with chair, assist with dressing, lotion, comb hair, shampoo hair, oral care, clean dentures, assist to toilet, incontinence care, record last bowel movement, meal set up, encourage fluids, assist with ambulation, assist with transfer, remind to take medications every visit and clean/file nails and shave weekly. a. The clinical record included documentation Staff I, Home Health Aide, provided home health aide visits, dated 10/20, 10/22, 10/27, 10/29, 11/3, 11/5, 11/9, 11/12, 11/17, 11/19, 11/24, 12/1 and 12/5/2020. 1) The home health aide visit note, dated 10/20/2020, included documentation of a signature of completion, dated 10/20/2020. 2) The home health aide visit note, dated 10/22/2020, included documentation of a signature of completion, dated 10/23/2020. 3) The home health aide visit note, dated 10/27/2020, included documentation of a signature of completion, dated 10/26/2020 (signed 1 day prior to the visit). 4) The Home Health Aide Supervisory visit notes, dated 10/29, 11/12 and 11/26/2020, included documentation Staff C, LPN, supervised the	G1014			

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G1014	Continued From page 236 home health aide and documented the home health aide maintained open communication with the patient, family, caregiver, representative, arrived for assigned visits as scheduled, followed the patient's care plan and demonstrated competency with assigned tasks. 5) On 2/11/21 at 11:29 AM, during an interview, a family member/caregiver reported not being the patient's primary caregiver, but frequently stayed with the patient during the day. The family member/caregiver explained the patient could not be left alone. The family member/caregiver reported problems with miscommunication with agency staff, no coordination of care delivery and missed home health aide visits. 6) On 2/11/21 at 2:08 PM, during an interview, the patient's representative/family member, reported having documentation in a communication book the family made of Staff I, Home Health Aide, showing up only 3 times, dated 10/20, 10/23 and 10/26/2020, and then not showing back up. The patient's representative/family member reported Staff C, LPN, never asked how home health aide services were going. 7) On 2/16/21 at 12:03 PM, during an interview, Staff G, RN, reported she supervises home health aides either during a routine skilled nursing visit or during the update to the comprehensive assessment at the time of recertification. She explained sometimes the home health aide is present and she will ask the patient about concerns. She will check home health aide documentation at times, but usually the Administrator reviews the documentation. Staff G, RN, explained she went out on 12/7/2020 to do a "Recert" (update to the comprehensive	G1014			

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G1014	Continued From page 237 assessment at the time of recertification), but ended up doing a discharge. She reported the family complained Staff I, Home Health Aide, had not been showing up to provide services at that time. Staff G, RN, explained Staff C, LPN, was the patient's primary nurse, so she passed the complaint onto Staff C, LPN, and the Administrative Assistant. 8) On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported she never received any complaints about Staff I, Home Health Aide. When asked how she supervised the home health aide, she reported she asked the patient or another family member. b. The home health aide visit notes, dated 11/24, 12/1 and 12/5/2020, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to document when the bowel movement occurred. The clinical record contained false, inaccurate and incomplete documentation. 17. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21. Review of the clinical record revealed the following: a. The POC, dated 10/13/2020 to 12/11/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status	G1014			

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G1014	Continued From page 238 impeding self-care. b. The POC, dated 12/12/2020 to 2/9/2021, included physician orders for skilled nursing 1 time per week and home health aide services 2 times per week. c. The update to the comprehensive assessment completed at the time of recertification, dated 12/9/2020, identified the patient had diabetes, high blood pressure, heart failure, was a fall risk, absence of a capable caregiver, difficulty breathing with minimal exertion, oriented to person and place, forgetful, poor balance, muscle weakness, required set up assistance for grooming and dressing and intermittent assistance for bathing. d. The home health aide care plans, dated 10/13 and 12/9/2020, included RN instructions to the home health aide to complete the following personal care tasks: remind the patient to take medications. e. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services 10/20 to 12/21/2020. f. The home health aide visit note, dated 10/23/2020, included documentation Staff I, Home Health Aide, completed homemaker tasks, but lacked documentation or a reason why the home health aide failed to complete the assigned personal care task of reminding the patient to take medications. g. The home health aide visit notes, dated 10/20, 10/30, 11/3, 11/6, 11/9, 11/11, 11/13, 11/18, 11/20, 11/23, 11/30, 12/2, 12/7, 12/9, 12/14, 12/18 and	G1014			

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G1014	Continued From page 239 12/21/2020, included documentation Staff I, Home Health Aide, completed the assigned personal task of reminding the patient to take medications. h. The Home Health Aide Supervisory visit notes, dated 11/11, 11/25, 12/9 and 12/23, included documentation Staff E, RN, supervised the home health aide and documented the home health aide maintained open communication with the patient, arrived for assigned visits as scheduled, followed the care plan and demonstrated competency in assigned tasks. On 2/16/21 at 11:15 AM, during an interview, the patient reported Staff I, Home Health Aide, only sat on the patient's couch and visited with the patient when she came. The patient reported Staff I, Home Health Aide, only showed up 2 times when she actually came into the patient's home. When she did come, she told the patient she was too busy to do any of the tasks. The patient reported there were a few times when Staff I, Home Health Aide, came to the door and told the patient she could not do services that day. The patient reported the patient complained about Staff I, Home Health Aide, to Staff E, RN, "all the time" and also called the agency's office to complain throughout the time Staff I, Home Health Aide, was supposed to be providing services. The patient reported Staff I, Home Health Aide, never reminded the patient to take medications. On 2/16/21 at 12:56 PM, during an interview, Staff E, RN, confirmed the patient was accurate and the patient had complained to her several times about Staff I, Home Health Aide. Staff E, RN, reported the patient would wait for Staff I,	G1014			

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G1014	Continued From page 240 Home Health Aide, to show for scheduled visits and Staff I would never show up. Staff E, RN, reported she spoke with the Administrative Assistant about the patient's concerns, and the Administrative Assistant told Staff E, RN, she had other complaints about Staff I, Home Health Aide, and she would talk with Staff I. Staff E, RN, reported she followed up again with the Administrative Assistant, because the patient continued to complain. On 2/16/21 at 3:00 PM, during an interview, the Administrative Assistant reported she knew the patient had been frustrated. She reported it had been hard to schedule the home health aide with the patient due to the patient's sleep schedule. The clinical record contained false documentation. 18. Patient #25 had a start of care date of 8/26/2020 and transferred from agency services on 1/20/21. Review of the clinical record revealed the following: The POC, dated 10/25/2020 to 12/23/2020, included physician orders for skilled nursing and home health aide services 1 time per week. The POC included orders for the home health aide to provide assistance with personal cares and activities of daily living as indicated by limitations on the patient's functional and physical status impeding self-care. The home health aide care plan (titled homemaker care plan in the electronic system), dated 10/21/2020, included RN instructions to the	G1014			

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OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 167429	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/22/2021
NAME OF PROVIDER OR SUPPLIER NURSE AT HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 1700 MT PLEASANT ST BURLINGTON, IA 52601		
(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) COMPLETION DATE
G1014	Continued From page 241 home health aide to complete the following personal care tasks: record the patient's last bowel movement, meal set up, limit fluids, assist with ambulation, assist with transfer and remind the patient to take medications. a. The clinical record included documentation Staff I, Home Health Aide, provided home health aide services, dated 11/5, 11/12, 11/19, 11/25 and 12/3/2020. 1) The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion by Staff C, LPN, dated 12/11/2020. Staff C, LPN, documented she supervised Staff I, Home Health Aide, and Staff I failed to maintain open communication with the patient, failed to arrive for assigned visits as scheduled, failed to follow the care plan for completion of assigned tasks, failed to competently complete assigned tasks and failed to honor patient rights. 2) On 2/16/21 at 2:25 PM, during an interview, Staff C, LPN, reported the patient told her that Staff I, Home Health Aide, had not been coming to provide home health aide services. Staff C, LPN, reported the patient complained prior to 12/17/2020, but she was unsure of dates. Staff C, LPN, reported the patient was unable to personal cares independently. The clinical record contained false documentation. b. The home health aide visit note, dated 12/3/2020, included documentation the home health aide completed the task of recording the patient's last bowel movement, but failed to	G1014			

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G1014	Continued From page 242 document when the bowel movement occurred. The clinical record contained incomplete information. The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further information prior to the end of the survey.	G1014			
G1024	Authentication CFR(s): 484.110(b) Standard: Authentication. All entries must be legible, clear, complete, and appropriately authenticated, dated, and timed. Authentication must include a signature and a title (occupation), or a secured computer entry by a unique identifier, of a primary author who has reviewed and approved the entry. This STANDARD is not met as evidenced by: Based on patient clinical record review and agency policy review, the agency failed to ensure agency staff properly authenticated all clinical entry notes for 18 of 24 sampled patients (Patients #1, #2, #4, #5, #7, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19, #20, #23 and #25) receiving home home health services. The agency reported 98 out of 150 patients received home health aide services at the time of the survey. Failure to ensure all clinical record documentation was dated, timed and signed with staff title, increased the risk of ineffective communication between staff members providing services to its patients.	G1024			

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G1024	Continued From page 243 Findings include: Review of the agency's undated policy, titled Medical Record Content, identified the medical record will contain the name of the staff providing care and the date agency provided the care. 1. Patient #1 had a start of care date of 3/5/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 10/26/2020, included documentation of a signature of completion, dated 10/24/2020 (signed 2 days prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 11/23/2020, included documentation of a signature of completion, dated 11/20/2020 (signed 3 days prior to the actual visit). c. The Home Health Aide Supervisory visit note, dated 12/7/2020, included documentation of a signature of completion, dated 12/5/2020 (signed 2 days prior to the actual visit). Agency staff signed their authentication of the notes prior to the actual date the visit occurred. 2. Patient #2 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 12/3/2020, included documentation of a signature of completion, dated 12/1/2020 (signed	G1024			

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G1024	Continued From page 244 2 days prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion, dated 12/14/2020 (signed 3 days prior to the actual visit). Agency staff signed their authentication of the notes prior to the actual date the visit occurred. 3. Patient #4 had a start of care date of 9/21/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 11/11/2020, included documentation of a signature of completion, dated 11/10/2020 (signed 1 day prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/15/2020, included documentation of a signature of completion, dated 12/1/2020 (signed 14 days prior to the actual visit). 4. Patient #5 had a start of care date of 11/9/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 11/20/2020, included documentation of a signature of completion, dated 11/19/2020 (signed 1 day prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/4/2020, included documentation of a	G1024			

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G1024	Continued From page 245 signature of completion, dated 12/1/2020 (signed 3 days prior to the actual visit). c. The Home Health Aide Supervisory visit note, dated 12/18/2020, included documentation of a signature of completion, dated 12/14/2020 (signed 4 days prior to the actual visit). 5. Patient #7 had a start of care date of 9/28/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 10/27/2020, included documentation of a signature of completion, dated 10/26/2020 (signed 1 day prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 11/10/2020, included documentation of a signature of completion, dated 11/9/2020 (signed 1 day prior to the actual visit). c. The Home Health Aide Supervisory visit note, dated 11/24/2020, included documentation of a signature of completion, dated 11/20/2020 (signed 4 days prior to the actual visit). d. The Home Health Aide Supervisory visit note, dated 12/15/2020, included documentation of a signature of completion, dated 12/9/2020 (signed 6 days prior to the actual visit). 6. Patient #10 had a start of care date of 7/21/2020. Review of the clinical record revealed the following:	G1024			

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G1024	Continued From page 246 a. The Home Health Aide Supervisory visit note, dated 10/19/2020, included documentation of a signature of completion, dated 10/12/2020 (signed 7 days prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 11/2/2020, included documentation of a signature of completion, dated 10/30/2020 (signed 3 days prior to the actual visit). c. The Home Health Aide Supervisory visit note, dated 11/16/2020, included documentation of a signature of completion, dated 11/15/2020 (signed 1 day prior to the actual visit). d. The Home Health Aide Supervisory visit note, dated 12/3/2020, included documentation of a signature of completion, dated 12/1/2020 (signed 2 days prior to the actual visit). e. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion, dated 12/11/2020 (signed 6 days prior to the actual visit). f. The Home Health Aide Supervisory visit note, dated 12/31/2020, included documentation of a signature of completion, dated 12/25/2020 (signed 6 days prior to the actual visit). 7. Patient #11 had a start of care date of 8/10/2020. Review of the clinical record revealed the following: The Home Health Aide Supervisory visit note, dated 12/21/2020, included documentation of a	G1024			

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G1024	Continued From page 247 signature of completion, dated 12/20/2020 (signed 1 day prior to the actual visit). 8. Patient #12 had a start of care date of 11/18/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 12/14/2020, included documentation of a signature of completion, dated 12/11/2020 (signed 3 days prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/28/2020, included documentation of a signature of completion, dated 12/24/2020 (signed 4 days prior to the actual visit). c. The Home Health Aide Supervisory visit note, dated 1/11/21, included documentation of a signature of completion, dated 1/8/21 (signed 3 days prior to the actual visit). 9. Patient #13 had a start of care date of 8/31/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 11/13/2020, included documentation of a signature of completion, dated 11/9/2020 (signed 4 days prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 11/27/2020, included documentation of a signature of completion, dated 11/20/2020 (signed 7 days prior to the actual visit).	G1024			

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G1024	Continued From page 248 c. The Home Health Aide Supervisory visit note, dated 12/11/2020, included documentation of a signature of completion, dated 12/5/2020 (signed 6 days prior to the actual visit). 10. Patient #14 had a start of care date of 8/24/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 11/10/2020, included documentation of a signature of completion, dated 11/9/2020 (signed 1 day prior to the actual visit). b. A home health aide visit note, dated 12/28/2020, included documentation of tasks the home health aide completed or the patient refused, but lacked documentation of a signature, title and date of completion. 11. Patient #15 had a start of care date of 9/17/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 11/10/2020, included documentation of a signature of completion, dated 11/9/2020 (signed 1 day prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/22/2020, included documentation of a signature of completion, dated 12/20/2020 (signed 2 days prior to the actual visit).	G1024			

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G1024	Continued From page 249 12. Patient #16 had a start of care date of 2/10/2020. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 10/20/2020, included documentation of a signature of completion, dated 10/17/2020 (signed 3 days prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/15/2020, included documentation of a signature of completion, dated 12/11/2020 (signed 4 days prior to the actual visit). c. The Home Health Aide Supervisory visit note, dated 12/29/2020, included documentation of a signature of completion, dated 12/25/2020 (signed 4 days prior to the actual visit). 13. Patient #17 had a start of care date of 11/30/2020 and transferred from agency services on 1/14/21. Review of the clinical record revealed the following: The Home Health Aide Supervisory visit note, dated 12/9/2020, included documentation of a signature of completion, dated 12/8/2020 (signed 1 day prior to the actual visit). 14. Patient #18 had a start of care date of 8/17/2020 and discharged from agency services on 1/4/21. Review of the clinical record revealed the following:	G1024			

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G1024	Continued From page 250 a. The Home Health Aide Supervisory visit note, dated 10/20/2020, included documentation of a signature of completion, dated 10/17/2020 (signed 3 days prior to the actual visit). b. A home health aide visit note, dated 10/28/2020, included documentation of a signature of completion, dated 10/27/2020 (signed one day prior to the actual visit). c. A home health aide visit note, dated 10/30/2020, included documentation of a signature of completion, dated 10/29/2020 (signed one day prior to the actual visit). d. The Home Health Aide Supervisory visit note, dated 11/3/2020, included documentation of a signature of completion, dated 10/30/2020 (signed 4 days prior to the actual visit). e. A home health aide visit note, dated 11/4/2020, included documentation of a signature of completion, dated 11/3/2020 (signed one day prior to the actual visit). 15. Patient #19 had a start of care date of 10/8/2020 and transferred from agency services on 10/27/2020. Review of the clinical record revealed the following: The Home Health Aide Supervisory visit note, dated 10/21/2020, included documentation of a signature of completion, dated 10/20/2020 (signed 1 day prior to the actual visit). 16. Patient #20 had a start of care date of	G1024			

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G1024	Continued From page 251 10/16/2020 and discharged from agency services on 12/7/2020. Review of the clinical record revealed the following: a. A home health aide visit note, dated 10/27/2020, included documentation of a signature of completion, dated 10/26/2020 (signed one day prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 10/29/2020, included documentation of a signature of completion, dated 10/24/2020 (signed 5 days prior to the actual visit). c. A home health aide visit note, dated 11/3/2020, included documentation of a signature of completion, dated 11/2/2020 (signed one day prior to the actual visit). d. The Home Health Aide Supervisory visit note, dated 11/12/2020, included documentation of a signature of completion, dated 11/9/2020 (signed 3 days prior to the actual visit). e. A home health aide visit note, dated 11/17/2020, included documentation of a signature of completion, dated 11/16/2020 (signed one day prior to the actual visit). f. The Home Health Aide Supervisory visit note, dated 11/26/2020, included documentation of a signature of completion, dated 11/20/2020 (signed 6 days prior to the actual visit). 17. Patient #23 had a start of care date of 10/13/2020 and transferred from agency services on 2/5/21.	G1024			

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G1024	Continued From page 252 Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 11/25/2020, included documentation of a signature of completion, dated 11/24/2020 (signed 1 day prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/23/2020, included documentation of a signature of completion, dated 12/20/2020 (signed 3 days prior to the actual visit). 18. Patient #25 had a start of care date of 8/26/2020 and transferred from agency services on 1/20/21. Review of the clinical record revealed the following: a. The Home Health Aide Supervisory visit note, dated 11/19/2020, included documentation of a signature of completion, dated 11/15/2020 (signed 4 days prior to the actual visit). b. The Home Health Aide Supervisory visit note, dated 12/3/2020, included documentation of a signature of completion, dated 12/1/2020 (signed 2 days prior to the actual visit). c. The Home Health Aide Supervisory visit note, dated 12/17/2020, included documentation of a signature of completion, dated 12/11/2020 (signed 6 days prior to the actual visit). The Administrator/Clinical Manager and Administrative Assistant received the above findings and agency staff provided no further	G1024			

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G1024	Continued From page 253 information prior to the end of the survey.	G1024			

NURSE AT HOME PLAN OF CORRECTION

167429

03-19-21

*POC accepted on 3/25/21 with date
of correction 3/1/21. See 2567-
B. Rasmussen*

485.50

- G 406 Any complaints reported to staff about patient care will be logged in a complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrative Assistant will inform Administrator of all findings to ensure an appropriate resolution was founded. Field staff will inform office staff of any complaints by submitting a communication note in the Electronic Medical Records Software informing Administrator, Administrative Assistant, and Scheduler. Office staff will then log the complaint in the complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrator will monitor all findings to ensure an appropriate resolution was founded. Administrator will monitor all complaints, and this will be done with each complaint Nurse at Home receives till the complaint is resolved. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G-434 In the event of an unforeseen shortage of staffing, Nurse at Home will first look to internal company employee backup and if unable to cover Nurse at Home will reach out to local Healthcare Staffing Agencies and/or other local area Home Healthcare Agencies. Office staff will immediately call patient's or caregivers to notify them of the situation. Once coverage is established, covering employee will call patient and inform them of when visits will take place. Employees are required to put a communication note into Nurse at Home's Electronic Medical Records software to alert Administrator, Administrative Assistant, and Scheduler of any visits they are unable to complete. The scheduler and Administrative Assistant will work together to organize coverage. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage for missed visits is not a chronic issue and no extra visits are created throughout the week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G 440 Nurse at Home will have the consent for care and services completed in each patient's file at start of care. Admitting RN will be responsible for obtaining signed document. Administrator will be responsible for reviewing patient file and ensuring compliance within one month of admission. Patient will be notified of who will be responsible for payment at start of care. This will be monitored by admitting RN and reviewed by administrator on a daily basis for two months, then monitoring will go to monthly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

- G 462 Prior to discharging a patient due to behavior issues and/or non-compliance circumstances, Field staff will document any disruptive, abusive, and/or uncooperative behavior by submitting a communication note into the Electronic Medical Records software. This will document the behavior and let the Administrator aware of the ongoing issues. When discharging a patient, Field Nurse will call patient's primary care physician and get verbal approval of discharge. Nurse at Home will inform patient by calling and/or have Field Nurse speak to patient in person and at that time patient will be given local resource information of places that would be able to provide alternate care. This will be noted in the patient's chart in the Electronic Medical Records software by a communication note informing Administrator, Administrative Assistant, and Scheduler of the patient's acknowledgement of pending discharge. Administrator will monitor Quality Assurance to verify that Registered Nurse did notify physician and patient. This will be done on a daily basis for two months, then monitoring will go to monthly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G 464 When discharging a patient, Field Nurse will call patient's primary care physician and get verbal approval of discharge. Nurse at Home will inform patient by calling and/or have Field Nurse speak to patient in person and at that time patient will be given local resource information of places that would be able to provide alternate care. This will be noted in the patient's chart in the Electronic Medical Records software by a communication note informing Administrator, Administrative Assistant, and Scheduler of the patient's acknowledgement of pending discharge. Administrator will monitor Quality Assurance to verify that Registered Nurse did notify physician and patient. This will be done on a daily basis for two months, then monitoring will go to monthly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G 468 When discharging a patient, Field Nurse will call patient's primary care physician and get verbal approval of discharge. Field Nurse will ensure that all documentation regarding reasoning for discharge is well documented. Administrator will monitor this documentation in the Quality Assurance on a daily basis for two months. After two months, monitoring will go to monthly. Nurse at Home will inform patient by calling and/or have Field Nurse speak to patient in person and at that time patient will be given local resource information of places that would be able to provide alternate care. This will be noted in the patient's chart in the Electronic Medical Records software by a communication note informing Administrator, Administrative Assistant, and Scheduler of the patient's acknowledgement of pending discharge. Administrator will monitor Quality Assurance to verify that Registered Nurse did notify physician and patient. This will be done on a daily basis for two months, then monitoring will go to monthly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G 470 Prior to discharging a patient due to behavior issues and/or non-compliance circumstances, Field staff will document any disruptive, abusive, and/or uncooperative behavior by submitting a communication note into the Electronic Medical Records software. This will document the behavior and let the Administrator aware of the ongoing issues. When discharging a patient, Field Nurse will call patient's primary care physician and get verbal approval of discharge. Field Nurse will ensure that all documentation regarding reasoning for discharge is well documented. Administrator will monitor this documentation in the Quality Assurance on a daily basis for two months. After two months, monitoring will go to monthly. Nurse at Home will inform patient by calling and/or have Field Nurse speak to patient in person and at that time patient will be given local resource information of places that would be able to provide alternate care.

This will be noted in the patient's chart in the Electronic Medical Records software by a communication note informing Administrator, Administrative Assistant, and Scheduler of the patient's acknowledgement of pending discharge. Administrator will monitor Quality Assurance to verify that Registered Nurse did notify physician and patient. This will be done on a daily basis for two months, then monitoring will go to monthly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

G 478 Any complaints reported to staff about patient care will be logged in a complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrative Assistant will inform Administrator of all findings to ensure an appropriate resolution was founded. Field staff will inform office staff of any complaints by submitting a communication note in the Electronic Medical Records Software informing Administrator, Administrative Assistant, and Scheduler. Office staff will then log the complaint in the complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrator will monitor all findings to ensure an appropriate resolution was founded. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

G 480 In the event of an unforeseen shortage of staffing, Nurse at Home will first look to internal company employee backup and if unable to cover Nurse at Home will reach out to local Healthcare Staffing Agencies and/or other local area Home Healthcare Agencies. Office staff will immediately call patient's or caregivers to notify them of the situation. Once coverage is established, covering employee will call patient and inform them of when visits will take place. Any complaints reported to staff about patient care will be logged in a complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrative Assistant will inform Administrator of all findings to ensure an appropriate resolution was founded. Field staff will inform office staff of any complaints by submitting a communication note in the Electronic Medical Records software informing Administrator, Administrative Assistant, and Scheduler. Office staff will then log the complaint in the complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrator will monitor all findings to ensure an appropriate resolution was founded. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

G 484 Any complaints reported to staff about patient care will be logged in a complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrative Assistant will inform Administrator of all findings to ensure an appropriate resolution was founded. Field staff will inform office staff of any complaints by submitting a communication note in the Electronic Medical Records software informing Administrator, Administrative Assistant, and Scheduler. Office staff will then log the complaint in the complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrator will monitor all findings to ensure an appropriate resolution was founded. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

G 486 Any complaints reported to staff about patient care will be logged in a complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrative Assistant will inform Administrator of all findings to ensure an appropriate resolution was founded. Field staff will inform office staff of any complaints by submitting a communication note in the Electronic Medical Records software informing Administrator, Administrative Assistant, and Scheduler. Office staff will then log the complaint in the complaint log. Administrative Assistant and Scheduler will investigate each complaint and document all investigation procedures. When a resolution is formed that will also be documented in the log and resolution will be implemented immediately. Administrator will monitor all findings to ensure an appropriate resolution was founded. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

484.6

G 570 Administrator will be responsible for updating patient's Plan of Care for all Physician Orders. Administrator will assure the quality in these charts before approving them. Registered Nurse will then send out Plan of Cares to Physician's for signatures. If this affects the frequency on the Plan of Care Nurse at Home will notify the Physician by faxing the Physician Order and the Plan of Care for signature. Registered Nurse will then notify all staffing of changes to the Plan of Care. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

- G 572 Administrator will be responsible for updating patient's Plan of Care for all Physician Orders. Administrator will assure the quality in these charts before approving them. Registered Nurse will then send out Plan of Cares to Physician's for signatures. If this affects the frequency on the Plan of Care Nurse at Home will notify the Physician by faxing the Physician Order and the Plan of Care for signature. Registered Nurse will then notify all staffing of changes to the Plan of Care. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G 574 All Patient Plan of Cares will be updated, but overseeing Registered Nurse at time of admission and recertification periods. Registered Nurse will be responsible for maintain and ensuring all diagnoses, patient status, types of service, supplies and equipment, prognosis, rehabilitation potential, function limits, etc. are current, accurate, and up to date. Administrator will assure the quality in these charts before approving them. Registered Nurse will then send out Plan of Cares to Physician's for signatures. Aide plan of cares will be created and maintained with 51% personal care. If this is requirement is not met, visit will be changed to a missed visit. Education on this issue was performed on 2/19/21 and signed acknowledging the requirement and understanding it by all staff members. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G 608 All Patient Plan of Cares will be updated but overseeing Registered Nurse at time of admission and recertification periods. Administrator will assure the quality in these charts before approving them. Office staff will then send out Plan of Cares to Physician's for signatures. Aide plan of cares will be created and maintained with 51% personal care. If this is requirement is not met, visit will be changed to a missed visit. Education on this issue was performed on 2/19/21 and signed acknowledging the requirement and understanding it by all staff members. Home Health Aide Supervisory will be completed by Registered Nurse. Once per month, Registered Nurse will coordinate with Aide to both be present in the patient's home for a supervisory visit. If the Registered Nurse is unable to coordinate with Aide to both physically be at the patient's home. Registered Nurse will call patient and/or representative and speak to them about the Aid's work performance. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

484.8

- G 750 Administrator will update the Home Health Aide Care Plan form and Registered Nurse will show individualized clear instructions per patient. Registered Nurse will provide education to all clinical staff to have an unassigned task be approved by an Registered Nurse prior to completing the task and documented in the note. If task was not completed, documentation of why will be included in note. Education will be completed by office staff. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created

throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

- G800 Administrator will update the Home Health Aide Care Plan form and Registered Nurse will show individualized clear instructions per patient. Registered Nurse will provide education to all clinical staff to have an unassigned task be approved by an Registered Nurse prior to completing the task and documented in the note. If task was not completed, documentation of why will be included in note. Education will be completed by office staff. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

484.110

- G 1008 Assessing Registered Nurse will update all Plan of Cares and include accurate interventions that specifically pertain to each patient. Registered Nurse will submit all document through Electronic Medical Records software which will then go to Quality Assurance were the Administrator will evaluate accuracy. Once approved by Administrator, all staff will be able to follow accurate plan of care for each patient. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G 1014 Assessing Registered Nurse will update all Plan of Cares and include accurate interventions that specifically pertain to each patient. Registered Nurse will submit all document through Electronic Medical Records software which will then go to Quality Assurance were the Administrator will evaluate accuracy. Once approved by Administrator, all staff will be able to follow accurate plan of care for each patient. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.
- G1024 Administrator and Administrator Assistant will be responsible for monitoring dates and signature dates submitted by staffing on all documentation. This will be completed by using Agency's Quality Assurance. Administrator and Administrator Assistant will return any documentation with inaccurate dates to staff for correction. Administrator will monitor Quality Assurance on a daily basis to for 2 months to make sure coverage missed visits are not a chronic issue and no extra visits are created throughout the work week. After the two months, monitoring will go to weekly. All staff was educated on March 1, 2021. Date of correction for this condition is March 1, 2021.

Demie Reichman BSN, RN 3-24-21