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L 0543 Bldg. 00	418.56(b) PLAN OF CARE All hospice care and services furnished to patients and their families must follow an individualized written plan of care established by the hospice interdisciplinary group in collaboration with the attending physician (if any), the patient or representative, and the primary caregiver in accordance with the patient's needs if any of them so desire. Based on record review and interview, the hospice failed to ensure plans of care were individualized and that care and services provided were in accordance with the plan of care in 11 (#s 1 through 11) of 11 records reviewed.	L 0543	L 543 The Administrator will instruct all clinical staff that plans of care are individualized and care and services provided are in accordance with the plan of care. 10% of all medical records will be audited monthly to ensure that the plan of care is individualized, and care and services are in accordance with the plan of care. The Administrator will be responsible for monitoring to ensure this deficiency is corrected and will not recur.	07/22/2016

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	The findings include: Regarding individualization of care plans: 1. Clinical record number 1 included a plan of care established by the interdisciplinary group (IDG) on 5-20-16. The plan of care identifies "Care Plan H120: Medication Management" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified medication management problem. A. The plan of care identifies "Care Plan H190 Respiratory" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified respiratory problem. B. The plan of care identifies "Care Plan H290 Diabetic Management" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified diabetic management problem.			

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	C. The plan of care identifies "Care Plan H320 Altered Mental Status" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified altered mental status problem. D. The plan of care identifies "Care Plan H330 Mobility-Safety" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified mobility-safety problem. 2. Clinical record number 2 included a plan of care established by the IDG on 5-6-16. The plan identifies "Care Plan H120: Medication Management" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified medication management problem. A. The plan identifies "Care Plan H16 Pain as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan identifies "Care Plan H180 Cardiovascular" as a problem to be			

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	addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified cardiovascular problem. C. The plan identifies "Care Plan H190 Respiratory" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified respiratory problem. D. The plan identifies "Care Plan H200 Skin-Wound" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified skin-wound problem. E. The plan identifies "Care Plan H350 Communication" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified communication problem. 3. Clinical record number 3 included a plan of care established by the IDG on 3-11-16. The plan of care identifies "Care Plan H120: Medication Management" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified medication management problem.			

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	A. The plan identifies "Care Plan H16 Pain as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan identifies "Care Plan H190 Respiratory" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified respiratory problem. C. The plan identifies "Care Plan H240 Nausea" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nausea problem. D. The plan identifies "Care Plan H310 Agitation/Anxiety" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified agitation/anxiety problem. 4. Clinical record number 4 included a plan of care established by the IDG on 4-8-16. The plan "Care Plan H120:			

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	Medication Management" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified medication management problem. A. The plan identifies "Care Plan H16 Pain as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan identifies "Care Plan H200 Skin-Wound" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified skin-wound problem. C. The plan identifies "Care Plan H220 Nutrition" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nutrition problem. D. The plan identifies "Care Plan H240 Nausea" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nausea problem.			

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	E. The plan identifies "Care Plan H280 Urinary" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified urinary problem. F. The plan identifies "Care Plan H300 Neurological" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified neurological problem. 5. Clinical record number 5 included a plan of care established by the IDG on 5-6-16. The plan of care identified "Care Plan H16 Pain" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. A. The plan of care identified "Care Plan H180 Cardiovascular" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified cardiovascular problem. B. The plan identified "Care Plan H200 Skin-Wound" as a problem to be addressed. The plan failed to be			

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	individualized and distinguish the specific concerns associated with the identified skin-wound problem. C. The plan identified "Care Plan H220 Nutrition" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nutrition problem. D. The plan identified "Care Plan H310 Agitation/Anxiety" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified agitation/anxiety problem. E. The plan identified "Care Plan H320 Altered Mental Status" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified altered mental status problem. 6. Clinical record number 6 included a plan of care established by the IDG on 5-6-16. The plan identified "Care Plan H120 Medication Management" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified medication management problem.			

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	A. The plan identified "Care Plan H300 Neurological" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified neurological problem. B. The plan of care identified "Care Plan H320 Altered Mental Status" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified altered mental status problem. C. The plan of care identified "Care Plan H330 Mobility-Safety" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified mobility-safety problem. 7. Clinical record number 7 included a plan of care established by the IDG on 3-25-16. The plan identified "Care Plan H120 Medication Management" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified medication management problem. A. The plan of care identified "Care Plan H16 Pain" as a problem to be			

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	addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan identified "Care Plan H220 Nutrition" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nutrition problem. C. The plan identified "Care Plan H250 Bowel" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified bowel problem. D. The plan identified "Care Plan H310 Agitation/Anxiety" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified agitation/anxiety problem. E. The plan of care identified "Care Plan H330 Mobility-Safety" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified mobility-safety problem. F. The plan of care identified "Care			

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	Plan H340 Sleep Disorder" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified sleep problem. 8. Clinical record number 8 included a plan of care established by the IDG on 5-6-16. The plan of care identified "Care Plan H120 Medication Management" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified medication management problem. A. The plan of care identified "Care Plan H16 Pain" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan of care identified "Care Plan H200 Skin-Wound" as a problem to be addressed. The plan failed to be individualized and distinguish specific concerns associated with the identified skin-wound problem. C. The plan identified "Care Plan H220 Nutrition" as a problem to be addressed. The plan failed to be individualized and distinguish the			

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	specific concerns associated with the identified nutrition problem. D. The plan identified "Care Plan H240 Nausea" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nausea problem. E. The plan identified "Care Plan H310 Agitation/Anxiety" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified agitation/anxiety problem. F. The plan of care identified "Care Plan H330 Mobility-Safety" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified mobility-safety problem. 9. Clinical record number 9 included a plan of care established by the IDG on 10-23-15. The plan of care identified "Care Plan H120 Medication Management" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified medication management problem.			

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	A. The plan of care identified "Care Plan H16 Pain" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan of care identified "Care Plan H200 Skin-Wound" as a problem to be addressed. The plan failed to be individualized and distinguish specific concerns associated with the identified skin-wound problem. C. The plan identified "Care Plan H220 Nutrition" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nutrition problem. D. The plan identified "Care Plan H280 Urinary" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified urinary problem. E. The plan identified "Care Plan H310 Agitation/Anxiety" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified agitation/anxiety problem.			

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	10. Clinical record number 10 included a plan of care established by the IDG on 1-29-16. The plan of care identified "Care Plan H120 Medication Management" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified medication management problem. A. The plan of care identified "Care Plan H16 Pain" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan identified "Care Plan H220 Nutrition" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nutrition problem. C. The plan identified "Care Plan H250 Bowel" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified bowel problem.			

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	D. The plan identified "Care Plan H300 Neurological" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified neurological problem. E. The plan of care identified "Care Plan H330 Mobility-Safety" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified mobility-safety problem. 11. Clinical record number 11 included a plan of care established by the IDG on 3-11-16. The plan of care identified "Care Plan H120 Medication Management" as a problem to be addressed. The plan of care failed to be individualized and distinguish the specific concerns associated with the identified medication management problem. A. The plan of care identified "Care Plan H16 Pain" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified pain problem. B. The plan of care identified "Care Plan H180 Cardiovascular" as a problem			

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	to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified cardiovascular problem. C. The plan identified "Care Plan H200 Skin-Wound" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified skin-wound problem. D. The plan identified "Care Plan H220 Nutrition" as a problem to be addressed. The plan failed to be individualized and distinguish the specific concerns associated with the identified nutrition problem. 12. The administrator was unable to provide any additional documentation and/or information when asked on 6-22-16 at 2:55 PM and 6-23-16 at 3:15 PM. 13. The hospice's 09/2015 "Plan of Care, HC.31" states, "MSA Hospice Agencies provide care and services to patient and their caregivers in accordance to an individualized plan of care developed by the IDG in collaboration with the attending physician, if any, and, when appropriate, the patient and/or caregiver."			

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	Regarding care provided in accordance with plan of care: 1. Clinical record number 1 included a plan of care established by the interdisciplinary group (IDG) on 5-20-16. The plan identified home health aide services were to be provided 3 times per week for 9 weeks. The record evidenced only 2 home health aide visits had been provided the week of 5-29-16 (week 2). A. The record included a skilled nurse visit note dated 6-7-16 that evidenced the skilled nurse (SN) had collected a urine specimen for a urinalysis. The record failed to evidence an order for the collection of the urine specimen for a urinalysis. B. The record included a SN visit note dated 5-5-16 that evidenced the SN had performed a dressing change to a skin tear on the patient's left upper arm. The record failed to evidence an order for the dressing change. 2. Clinical record number 2 evidenced an initial comprehensive assessment completed by the RN on 4-27-16 and a start of care date of 4-27-16. The initial physician orders for hospice care and services were not signed by the attending physician until 5-5-16 and the plan of			

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	care was not established by the IDG until 5-6-16. The record evidenced additional SN visits had been provided on 4-28-16, 4-29-16, 5-2-16, and 5-4-16. A. The record evidenced the spiritual care counselor (SCC) had completed an assessment on 5-25-16. The record included a SCC visit note dated 6-13-16. The record failed to evidence the plan of care, established by the IDG on 5-6-16, had been updated to include the SCC services. B. The plan of care, established by the IDG on 5-6-16, evidenced home health aide services were to be provided 2 times per week for the first week and 3 times per week for the next 11 weeks. 1.) The record evidenced only 1 home health aide visit had been completed the first week. 2.) The record evidenced only 2 home health aide visits per week had been provided from 5-9-16 to 6-16-16. 3. Clinical record number 3 evidenced an initial comprehensive assessment by the RN on 3-7-16. The record evidenced the initial physician orders for hospice care and services were not signed by the attending physician (also the hospice			

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	000000	A. BUILDING 00 B. WING	06/23/2016

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
STONE VALLEY HOPSICE	1234 Main St. Anywhere, US 77000

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	medical director) until 3-11-16 and the plan of care was not established by the IDG until 3-11-16. 4. Clinical record number 4 included a plan of care reviewed by the IDG on 6-3-16 that states, "Initiate care of suprapubic catheter change every week." The record failed to evidence the catheter had been changed the week of 6-12-16. 5. Clinical record number 5 evidenced SN visits had been provided 3 times per week the weeks of 5-22-16, 5-29-16, and 6-12-16. The record failed to evidence the plan of care had been updated to include the SN visits 3 times per week. A. "Physician Orders/Plan of Care from 05-17-16 to 07-15-16" states "SN 05-17-16 2 x week x 1 week." B. An IDG update to the plan of care dated 5-20-16 states, "SN 05-15-16 1 x week x 1 week." C. An IDG update to the plan of care dated 6-3-16 states, "SN 05-17-2016 2 x week x 1 week ended on 05-21-2016." D. An IDG update to the plan of care dated 6-17-16 states, "SN 05-17-2016 2 x week x 1 week ended on 05-21-2016."			

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	6. Clinical record number 6 included IDG updates to the plan of care, dated 5-20-16, 6-3-16, and 6-17-16, that state "Aid 05-08-16 3 x week x 12 weeks." The record evidenced hospice aide visits had been provided only 2 times per week the weeks of 5-22-16 and 5-29-16 and only 1 time per week the week of 6-5-16. 7. Clinical record number 7 evidenced a hospice aide visit had been provided on 3-23-16. The plan of care failed to evidence an update to include an order for the aide visit. 8. Clinical record number 8 included an initial comprehensive assessment initiated by the RN on 4-23-16 and a start of care date of 4-23-16. The record evidenced the initial physician orders for hospice care and services were not signed by the attending physician until 5-9-16 and the plan of care was not established by the IDG until 5-6-16. A. The record evidenced SN visits had been provided on 4-24-16, 4-26-16, 4-28-16, 5-2-16, 5-3-16, and 5-5-16. B. The record evidenced hospice aide services had been provided on 4-27-16, 4-29-16, 5-2-16, and 5-4-16.			

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	9. Clinical record number 9 included a SN visit note dated 11-19-15 that identified the SN had performed a dressing change to a pressure ulcer on the bottom of the patient's left foot. The note states, "Dressing changed as described: cleaned with normal saline, medipore dressing applied." A. The record failed to evidence the plan of care, established by the IDG on 10-23-15, had been updated to include an order for a dressing change to left foot. B. The administrator indicated, on 6-23-16 at 9:40 AM, the record did not include an order for the dressing change to the left foot. C. The record included "Physician Orders/Plan of Care from 10-14-15 to 01-11-16" and IDG updates dated 11-20-16, 12-18-16, and 12-30-16, that evidenced hospice aide services were to be provided 3 times per week. 1.) The record evidenced hospice aide services had been provided only 2 times per week the weeks of 12-6-15, 12-20-15, 12-27-15, and 1-3-16. 2.) The administrator was unable			

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	to provide any additional documentation and/or information when asked on 6-23-16 at 8:55 AM. 10. Clinical record number 10 included IDG reviews of the plan of care dated 2-26-16 and 3-11-16 that identified medical social services (MSS) and SCC services were to be provided 1 time per month for 3 months with 8 as needed visits each. The record failed to evidence any SCC services had been provided from 2-26-16 till the time of discharge on 3-17-16. 11. Clinical record number 11 included IDG reviews of the plan of care dated 1-29-16 and 2-12-16 that identified hospice aide services were to be provided 3 times per week. The record evidenced aide services had been provided only 2 times per week the weeks of 1-31-16, 2-7-16, and 2-14-16. The record included an IDG review of the plan of care dated 2-26-16 that identified hospice aide services had been increased to 5 times per week. The record evidenced hospice aide services had been provided only 1 time per week the week of 2-28-16 and only 2 times per week the weeks of 3-6-16 and 3-13-16. The record evidenced the patient expired on 3-22-16.			

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	12. The administrator was unable to provide any additional documentation and/or information when asked on 6-22-16 at 2:55 PM and 6-23-16 at 3:15 PM. 13. The hospice's 09/2015 "Plan of Care, HC.31" policy states, "Hospice services are delivered in accordance to the plan of care."			