

Compliance Summary Report

Compliance Summary Report of A Plus Home Health Agency LLC - CUYA - 2024

County Name: CUYA

Reviewer: Ljiljana Bobinac

Facility:

Lead Reviewer:

Review Type: Special

Group Manager: Jennifer Krzynowek

Review Date: 4/22/2024

Onsite Review

Cite #1

Question	Explanation
Is there evidence that the Incident Report contains the required elements? 5123-17-02	At the time of the review, there was a one incident report submitted to the reviewer, dated 3/5/2024. Name, date and signature of person completing this report in missing. The provider indicated that they notified Law Enforcement however no contact information were included (badge, name, jurisdiction).
Plan of Correction	Status
By June 15, 2024 all incident reports submitted will have name, dates and signatures of the person making the report. All admin and DSPs will be retrained on how to properly complete a written UIR with name, signatures and dates to prevent further issues.	Approved

Cite #2

Question	Explanation
Does the waiver service delivery documentation for Non-Medical Transportation and routine transportation include the license plate number of the vehicle used to provide service? 5123-9-18; 5123-9-24	At the time of the review, HPC transportation service delivery documentation was requested for January, February and March of 2024. No routine transportation service delivery documentation was presented for ID1. At the exit conference, DOO confirmed that the provider did not maintain HPC transportation documentation and the provider did not bill for this service.
Plan of Correction	Status
By June 15, 2024 all HPC transportation will be documented and billed for. All staff will be retrained on how to properly complete transportation documentation to submit for billing. To prevent further issues admin will review outtings schedule monthly to assess for any missing transportation documents.	Approved

Cite #3

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Question	Explanation
<p>Is the service plan and/or plan of care being implemented as written? 5123-2-08; 5123-9-39; 5123-9-37</p>	<p>At the time of the review, reviewer concluded that the plan is not being implemented as written. Not all services listed in the ISP as paid services, are documented as provided. For example; For period of January 6th to 9th, CF1 did not document services being delivered in healthy living area. For period of February 25th to March 9th, LM1 did not document any services delivered in healthy living, safety and security and community living area. For period of March 14th to to March 17th, LM1 did not document any services delivered in relationship and community membership, home and daily living, safety, physical health, transportation, outcome, risks, safety and physical health section. LM1 documented sign-in and sign-out time and date when services have been delivered, only.</p>
Plan of Correction	Status
<p>By June 15, 2024 all staff will be documenting appropriately in a way that reflects all services being delivered. I will retrain all staff on the proper procedure for completing service documentation to prevent this from occurring again.</p>	<p>Approved</p>

Cite #4

Question	Explanation
<p>---Does the waiver service delivery documentation for all waiver billing codes include the number of units (amount) provided? 5123-9-06; 5123-9-40; 5123-9-37; 5123-9-39; 5123-9-20; 5123-9-18; 5123-9-24</p>	<p>At the time of the review, based on documentation provided HPC service delivery documentation does not include number of units provided. HPC documentation was provided for January, February and March and completed by staff LM1, RM1, MW1 and CF1.</p>
Plan of Correction	Status
<p>By June 15, 2024 I will ensure that all staff provide number of units on their service delivery documentation. I will retrain each staff member on how to complete service documentation and document the training session. All timesheets are due every 2 weeks in order for staff to be paid. I will train payroll administrators to flag all service documentation that doesn't include the written number for units and require staff to correct it before filing it and processing payroll.</p>	<p>Approved</p>

Cite #5

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Question	Explanation
<p>Are medication, treatments, health related activities, and dietary orders being followed?</p> <p>5123-2-08; 5123-4-02, 5123-6-03; 5123-9-39</p>	<p>Per ISP effective 8/1/23 the provider is responsible for scheduling and following up on all medical appointments for ID1. At the time of the review, records for all medical appointments in last three months were provided for the review. After visit summary was provided for ID1 for 13 physical therapies occurred between 2/1/24 and 4/24/24. The ID1 had appointment with Endocrinologist on 1/18/24 and 3/22/24. There is no evidence presented that following appointments from IDs schedule were completed; podiatrist on 2/8/24 and 4/11/24, PCP on 2/28/24 Orthopedics Cleveland and x ray 3/5/24, mammogram on 3/18/24, neurology on 4/12/24.</p>
Plan of Correction	Status
<p>By June 15, 2024 I will submit all documentation showing that each appointment in the explanation was completed. All appointments are written on a team calendar and to prevent any further issues, I will ensure that transportation logs are completed by staff who accompany Dawn to her appointments and that an after-visit summary and/or signed doctor's notes are printed and filed after every completed appointment.</p>	<p>Approved</p>

Cite #6

Question	Explanation
<p>Does the waiver service delivery documentation for all waiver billing codes include scope?</p> <p>5123-9-06; 5123-9-40; 5123-9-39; 5123-9-37</p>	<p>At the time of the review and based on documentation provided for ID1 for January, February and March of 2024, service documentation does not include scope. In addition, the outcome was not documented properly or not documented at all.</p>
Plan of Correction	Status
<p>By June 15, 2024 all staff service delivery documentation will include scope and include all outcomes. I will retrain supervisors on including outcomes in the service delivery documentation whenever changes are made to the ISP to prevent further omissions.</p>	<p>Approved</p>