



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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April 4, 2014

Cindy Lee, Administrator
Heart N Home Hospice & Palliative Care
1100 NW 12th Street
Fruitland, ID 83619

RE: Heart N Home Hospice & Palliative Care, Provider #131545

Dear Ms. Lee:

On **March 31, 2014**, a complaint survey was conducted at Heart N Home Hospice & Palliative Care. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00006224

Allegation: A hospice patient did not have a terminal illness.

Finding: An unannounced visit to the hospice was made on 3/31/14. Staff members were interviewed. Agency policies and ten medical records were reviewed with the following results:

The "ADMIT TO HOSPICE POLICY," revised 4/13, stated "In reaching a decision to certify a patient is terminally ill, the Heart 'n Home Medical Director must consider at least the following:

- *Diagnosis of the terminal condition of the patient
- *Other health conditions whether related or unrelated to the terminal condition
- *Current clinically relevant information supporting all diagnoses."

The "CERTIFICATION OF TERMINAL ILLNESS POLICY," revised 2/10, stated the Medical Director or physician designee reviewed the clinical information for each patient and provided written certification that the patient's anticipated life expectancy was 6 months or less.

Four active and six closed records were reviewed. All of the records contained physicians' orders for certification and/or recertification which stated "I certify that the above beneficiary is terminally ill with a life expectancy of six months or less if the terminal disease runs its normal course." The records also contained clinical notes by the Medical Director, who was board

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certified in Hospice Care and Palliative Medicine, which included a summary of each patient's condition and stated the patient remained appropriate for hospice services with a life expectancy of less than 6 months.

One medical record documented a patient's condition improved. She was discharged because she no longer met the criteria of a 6 month life expectancy. Another medical record documented a 71 year old patient who was admitted for hospice care on 5/18/12 with a terminal diagnosis of debility. He resided in a nursing home. The record stated, on 4/29/13, the patient was transferred to a Veterans' Hospital after collapsing at the facility. The patient was discharged from hospice services at that time.

The patient was readmitted to hospice services on 5/01/13 with a terminal diagnosis of debility. A clinical note by the Medical Director, dated 10/28/13, stated the patient's terminal diagnosis was changed to diabetes mellitus with neuropathy. Face to face encounters with the Medical Director, were documented on 5/01/13, 6/24/13, 8/29/13, 10/28/13, and 12/23/13. Each of these clinical notes stated the patient continued to decline and was appropriate for hospice care.

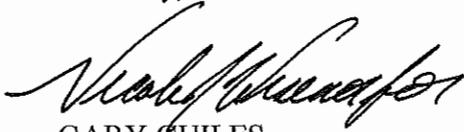
However, a fax to the hospice from a nurse at a Veterans' Hospital, dated 1/27/14, questioned the patient's need for continued hospice care. A clinical note by the nurse, dated 2/13/14 at 1:19 PM, stated the Interdisciplinary Team met and determined that the patient had been "...primarily at baseline for a period of time." The note stated the team decided the patient could be discharged, which was done on 2/18/14.

Federal hospice requirements, at 42 CFR part 418.102, state the hospice must have a qualified physician who reviews the clinical information for each patient and provides written certification that the patient's life expectancy is 6 months or less. These requirements were met for all patients reviewed. Therefore, the allegation was unsubstantiated and no deficient practices were identified.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



GARY GUILLES
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

GG/pmt