



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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January 29, 2015

Robyn McDonald, Administrator
Gentiva Health Services CDA
12900 Foster Suite 400
Overland Park, KS 66213-2696

Provider #137112

Dear Ms. McDonald:

An unannounced on-site complaint investigation was conducted from October 28, 2014 to October 30, 2014 at Gentiva Health Services Cda. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00006662

Allegation #1: The agency did not provide comprehensive skilled nursing services.

Finding #1: Nine patient records were reviewed, facility policies were reviewed, and patient and staff interviews were conducted. Surveyors also completed visits to the homes of two patients to observe nurses providing care.

Nine of 9 patient records reviewed included documentation of skilled nursing visits. One of the 9 records reviewed was selected based on review of the agency's complaint log. The complaint related to nursing services.

An agency policy, 03-05 "Assessment" revised 10/13, stated "All patients receiving skilled or personal care services must have an initial on-site professional assessment. Each patient's physical, nutritional, and psychosocial status will be assessed (including vital signs). The Registered Nurse (RN) performs the initial assessment for open wounds and surgical incisions upon admission and as ordered by the physician." Additionally the policy stated, "The patient is assessed on an ongoing basis by the appropriate discipline(s) to evaluate the appropriateness of care; determine additional learning needs, abilities, and readiness to assume self-care; assess the patient's need and verify desire for care; and the appropriateness of the site in which care is delivered."

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Of the nine open and closed patient records reviewed all included evidence that nursing service were provided consistent with patients' plans of care or concerted efforts on the part of agency staff to do so. The records also contained evidence that comprehensive nursing assessments were completed during each visit completed.

During the two home visits that were conducted, patients and families verbalized satisfaction with the services that were provided, and no concerns regarding nursing services were noted.

All nine records reviewed found nursing care to be consistent with physician's orders and standards of nursing practice. Observations of nursing care provided to two patients reflected compliance with standards of nursing practice.

It could not be established through the investigative process that the agency did not provide comprehensive skilled nursing services.

Conclusion #1: Unsubstantiated. Lack of sufficient evidence.

Allegation #2: The agency refused to change nurses at the request of patients or family members.

Finding #2: Nine patient records were reviewed, the complaint/grievance log was reviewed, and staff interviews were conducted.

Nine of 9 patient records reviewed reflected the provision of skilled nursing services. One of the 9 records reviewed was selected based on review of the agency's complaint/grievance log.

The complaint/grievance log was reviewed for the most recent 6 months. Three complaints included a request to change staff assigned to the patient for services. Each of those complaints were reviewed and documented resolution within 2-3 days of receipt. The resolution involved changing the staff member, as requested. Additionally, the agency contacted the patient/family member after a visit by the new staff member to assess their satisfaction with the change. All of the patient/family members reported being satisfied with the new agency staff assigned to their care.

During an interview on 10/30/14 at 9:10 AM, the Branch Manager stated that all complaints and grievances are documented in the log. She stated the agency attempted to resolve complaints/grievances in a timely manner. The Branch Manager stated the complaints regarding a request to change staff were quickly resolved because she would assign a new staff member immediately. She stated complaints/grievances were followed up by a letter or phone call to the complainant with the resolution.

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It could not be established the agency refused to change nursing or other staff, per patients' requests.

Conclusion #2: Unsubstantiated. Lack of sufficient evidence.

Allegation #3: The agency staff did not respect patients' personal property.

Finding #3: Nine patient records were reviewed and two home observations of nursing care were conducted. Staff interviews were completed.

During the home observation visits, nursing staff were noted to be respectful of patients' privacy and personal belongings. Agency staff were observed using sheets to provide privacy for the patient when assessing skin, and conducting a physical assessment. Staff spoke in a polite and respectful manner, allowing patients and family members time to ask questions. Agency staff were also observed being respectful of pets in the home and on patients' property.

One of the 9 records reviewed was selected based on review of the agency's complaint log. It did not include claims of disrespect of patients' personal property or pets.

During an interview on 10/30/14 at 10:30 AM, an agency RN described how she removed her shoes upon entering patients' homes, if requested to do so.

It could not be verified through the investigation process that the right of patients to have their property and belongings respected, was violated.

Conclusion #3: Unsubstantiated. Lack of sufficient evidence.

Allegation #4: The agency discharged patients from services without reason.

Finding #4: Nine patient records were reviewed. All nine records reflected the provision of skilled nursing services. Staff were interviewed.

Each of the nine records reviewed reflected services provided consistent with the patient's plan of care or repeated attempts by agency staff to do so.

One record reviewed was that of a patient who received services by skilled nursing and therapy. Skilled nursing services were provided for catheter care. Nursing and therapy missed visit notes documented the patient and family did not facilitate home visits and scheduling. One nursing note included documentation the RN was unable to find supplies in the patient's home. When the family member was contacted regarding the supplies, she requested the nurse leave the home prior to completing the visit. The record documented the nurse consulted with her supervisor, and it was decided to discharge the patient at the end of the certification period rather than recertify him for an additional period.

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The medical record also included documentation the RN attempted to schedule visits several times with the caregiver and family member. The record included missed visit reports for 5 physical therapy visits and 3 occupational therapy visits in the 3 month period.

"HOME HEALTH POLICY MANUAL 03-25 DISCHARGE", dated 6/29/12, included examples of patients that may be discharged for the following reasons: "Patients and/or responsible party refuses to cooperate or is incapable of cooperating in attaining treatment objectives. In addition, the patient or a person in the household subjects the clinician to prohibited harassment, which cannot be resolved."

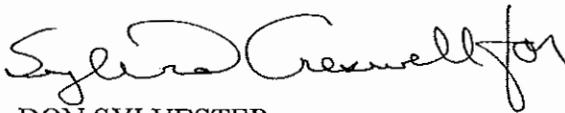
While the above patient was discharged from home health services, the reason for the discharge was consistent with the agency's policy.

It could not be verified through the investigation process that staff discharged patients without reason.

Conclusion #4: 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,



DON SYLVESTER
Health Facility Surveyor
Non-Long Term Care



SYLVIA CRESWELL
Co-Supervisor
Non-Long Term Care

DS/pmt