

Division of Licensing and Protection
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Voice/TTY (802) 871-3317
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January 12, 2015

Celine McGill, Administrator
Bayada Home Health Care
80 Pearl Street
Essex Junction, VT 05452-3668

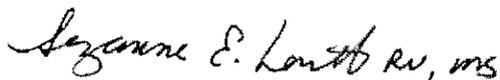
Provider ID #:477019

Dear Ms. McGill:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **October 30, 2014**.

Follow-up may occur to verify that substantial compliance has been achieved and maintained.

Sincerely,



Suzanne Leavitt, RN, MSN
State Survey Agency Director
Assistant Division Director

Enclosure

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 477019	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/30/2014
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NAME OF PROVIDER OR SUPPLIER
BAYADA HOME HEALTH CARE

STREET ADDRESS, CITY, STATE, ZIP CODE
**80 PEARL STREET
ESSEX JUNCTION, VT 05452**

(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) COMPLETE DATE
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H 001	Initial Comments An unannounced onsite investigation of one self-reported incident and one complaint was conducted by the Division of Licensing and Protection on 10/28/14, and concluded on 10/30/14. The following is a State Designation finding.	H 001	BAYADA Home Health Care has requested a review of the deficiency with the Assistant Division Director for the State Survey Agency.	11/26/14
H 514 SS=D	5.4 Requirements for Operation V. Requirements for Operation 5.4 A home health agency has the obligation and the responsibility to provide or arrange for all designated services to all eligible patients within their designated geographic area who request its services This REQUIREMENT is not met as evidenced by: Based on record review and interview, the agency failed to ensure that services were provided as arranged for 2 of 2 patients sampled (Patient #1, #2). Findings include: 1. Per record review, Patient #1 is on the High Tech program with the agency. Due to the skill level needed for care, the home is staffed with nurses doing usually 10 hour shifts. The mother of the patient is capable of providing the care to her son, and also manages the schedule for shifts by another agency, private caregivers, and Bayada. One nurse was scheduled for 50 - 60 hours in the home through Bayada, covering the night shift. When this nurse went on vacation in August for approximately three weeks, returning on 9/6/14, the agency was not able to fill the hours as scheduled except for a Sunday weekend shift. No nursing shifts were otherwise provided during the time the nurse was on	H 514	Bayada Home Care took the following actions to provide services for the 2 sampled patients. Recruiting actions are on-going within the agency by job advertising in papers, internet, JobsinVT, Craigslist, Bayada national recruiting web site. Local home care agencies were contacted to arrange staffing support and/or contracted services. Bayada sister offices were contacted to aid in additional staff. Incentives were offered for staff to provide additional services. In addition to the ongoing recruiting activities; the	9/30/14

Division of Licensing and Protection
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Celine M. [Signature]

TITLE

Administrative [Signature]

(X6) DATE

12/11/14

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 477019	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/30/2014
NAME OF PROVIDER OR SUPPLIER BAYADA HOME HEALTH CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 80 PEARL STREET ESSEX JUNCTION, VT 05452		
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H 514	Continued From page 1 vacation. Per interview on 10/28/14 at 2:45 PM, the Long Term Care Coordinator confirmed that these hours were not filled by the agency for Patient #1 due to no replacement being available for the vacationing nurse. 2. Per record review on 10/28/14, Patient #2 is also on the High Tech program and receives specialized care due to being on a Ventilator. The home is also staffed by Bayada with nurses who are specially trained for the care of this patient. There are no hours provided by any other agency in this case. The patient is authorized for up to 88 hours/week under the High Tech program. Review of the hours provided to the patient from 7/21- 10/19/14 showed that the agency was providing between 62 - 76 hours per week from 7/21/14 to 8/31/14. The following week ending on 9/7/14 there were only 46 hours provided. The week ending 9/14/14 only 54 hours were provided. The week ending 9/21/14 there were only 37 hours provided. The week ending 9/28/14 has 31 hours recorded. The week ending on 10/5/14 there were 30.5 hours provided. The week ending on 10/12 was a total of 53 hours, and the last week reviewed ending on 10/19/14 was 38.75 hours provided. Per interview on 10/28/14 at 2:45 PM, the Long Term Care Coordinator confirmed the reduction in hours, stating that two nurses who were working with Patient #2 had left the agency, and that despite active recruiting they were having difficulty replacing them.	H 514	Director of Home Care will require staff to provide one months' notice for time off requests to adequately prepare for staffing needs. Client Service Manager of High Tech program will conduct monthly staff meetings to determine level of care needs and to work with families for delegation of hours as new nurses are hired. To ensure ongoing compliance, the Director of Home Care will conduct a monthly review of prospects, applicants and new hires to evaluate recruiting and skill level needs until service levels are achieved.	1/2/15 1/2/15 1/2/15

*Be done
1-8-15
KC/SK*