



Division of Licensing and Protection
103 South Main Street, Ladd Hall
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<http://www.dail.vermont.gov>
Voice/TTY (802) 871-3317
To Report Adult Abuse: (800) 564-1612
Fax (802) 871-3318

May 8, 2014

Jeanne McLaughlin, Administrator
VNA Of VT & NH
1 Hospital Court
Bellows Falls, VT 05101-1489

Provider ID #:477002

Dear Ms. McLaughlin:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **April 10, 2014**.

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

Sincerely,

A handwritten signature in cursive script that reads "Frances L. Keeler".

Frances L. Keeler, RN, MSN, DBA
Assistant Division Director
State Survey Agency Director

FK:jl

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: VT477002	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	MAY - 6 14 Licensing and Protection	(X3) DATE SURVEY COMPLETED C 04/10/2014
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NAME OF PROVIDER OR SUPPLIER VNA OF VT & NH	STREET ADDRESS, CITY, STATE, ZIP CODE 1 HOSPITAL COURT BELLOWS FALLS, VT 05101
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H 001	Initial Comments An unannounced onsite complaint investigation was conducted by the Division of Licensing and Protection, initiated on 4/8/14 and completed on 4/10/14. The following were regulatory findings under the Designation and Operation of Home Health Agencies.	H 001		
H 513 SS=D	5.3 Requirements for Operation V. Requirements for Operation 5.3 A home health agency shall have the staffing and supplies necessary to provide the services it offers. A home health agency shall ensure that services and staff are available to meet the needs of patients who have been accepted for services within the home health agency 's specified geographic area and that there are contingency plans for each patient in the event of an unexpected, temporary unavailability of scheduled services This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the agency failed to ensure that staff were available to meet the needs of patient who have been accepted for services for 2 of 3 clients sampled (Client #1, #2). Findings include: 1. Client #1 was initially admitted to services under the Choices for Care Moderate Needs Program in 2006. Per review of the Homemaker schedule and plan of service , the plan was to provide twice a week Homemaker services to this patient, and Case Management by the agency, with an approved authorization that went from 1/31/13-1/30/14. There were a number of missed visits based on the planned twice per week	H 513	<i>see attached</i>	

*POC accepted 5/8/14
 K. Campas / E. Keeler RN/MSN/DPA*

Division of Licensing and Protection LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Jeanne D. Laughlin</i>	TITLE President/CEO	(X6) DATE May 1, 2014
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H 513	<p>Continued From page 1</p> <p>schedule. According to the Director of Special Programs, when a visit is missed for whatever reason, there is supposed to be a Service Order Note written by the scheduling staff to document why the visit was missed. Per the documentation, there was no Homemaker provided from 11/29/13 until 12/12/13, which is a 12 day gap. The Service Order Note (S.O.N.) written on 12/4/13 stated that "HM is sick, no visit made", and no note to indicate any effort was made to replace the employee who was ill. on 12/6/13, the S.O.N. read "called talked to patient no hm visit today" with no clarification of whether the agency or the patient canceled. The S.O.N. on 12/7/13 stated "only one visit this week", and did not distinguish whether the patient or the agency canceled the scheduled visit. On 12/11/13, the S.O.N. indicated "not able to reach patient no hm visit today". The next Homemaker visit was made on 12/19/13. On 12/20/13, the S.O.N. stated "only 1 visit made this week for hm", again with no reason specified in the note. The week of 12/24/13 it was documented that the patient did not need the services over the holiday, and the next visit was made on 12/31/13. There was only one Homemaker visit made that week with no explanation in the S.O.N. as to why a second visit was not made. The week of 1/5-1/11/14, only one Homemaker visit was made on 1/9/14, with no S.O.N. explaining why a second visit was missed. The week of 1/19-1/25/14, only one visit was made on 1/24/14, and a S.O.N. written on 1/22/14 stated "no hm today, client aware" which did not indicate the reason the visit was canceled. There was one Homemaker visit made on 1/28/14, with no S.O.N. documenting the reason for only one visit made.</p> <p>There were no Homemaker visits made to this client again until 3/27/14. The service plan for Client #1 needed a reauthorization approved for</p>	H 513	<p><i>see attached</i></p>	

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H 513	<p>Continued From page 2</p> <p>the following year. Per interview on 4/9/14 with the Clinical Director and the Director of Special Programs, the Case Manager was responsible for submitting paperwork to the authorizing agency to obtain a renewal of services under Choices For Care Moderate Needs, and that this had not happened by the end of January 2014 so there would be a continuation of services. The client was not scheduled for Homemaker visits again until 3/21/14, when the schedule resumed to provide Homemaker twice weekly. There was no service provided on 3/31/14, with the S.O.N. stating "Cx home visit" with no indication of why it was canceled. Per interview on 4/8/14 in person and again on 4/10/14 at 9:40 AM by telephone, the Case Manager from the agency stated that they were having difficulty obtaining information needed to complete the assessment in January 2014, due to unreturned phone calls from another agency who had the information required to complete it. Per telephone interview on 4/10/14 at 10:00 AM, the Independent Living Services Consultant who authorizes the Moderate Needs Service plans stated that the agency could have asked for an extension of time to complete the paperwork for Client #1 which would have allowed the Homemaker visits to continue as they were until the missing information could be obtained. In an email sent to the Case Manager on 4/9/14, the authorizing consultant approved an extension of Homemaker services for Client #1 until 4/30/14. Per interview on 4/9/14 at 2:45 PM, the Director of Special Programs confirmed that the client had not consistently received services twice per week as scheduled, that the Service Order Notes did not always indicate the reason for a missed visit, and that the reauthorization for continued services in January 2014 was not completed in a timely manner, thus causing an unnecessary lapse in Homemaker services for</p>	H 513	<p><i>see attached</i></p>	
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H 513	<p>Continued From page 3</p> <p>Client #1.</p> <p>2. Per record review on 4/8-4/9/14, Client #2 was authorized to receive Homemaker Services under the Choices For Care Moderate Needs Program, with a service plan for once weekly visits. The Service Authorization was approved for the year from 10/26/13- 10/25/14, with Case Management designated to AAA (Area Agency on Aging). Client #2 has medical conditions that cause him/her to be unable to clean his/her home, and perform other daily chores such as cooking or shopping. The Homemaker program is important to the success of the client remaining in his/her home, and the client were distressed by not receiving consistent visits. Per review of the documentation, on 12/5/13, 12/19/13, and 12/26/13, there were no Homemaker services provided to Client #2, and no Service Order Note to document the reason for the missed visit. Per interview on 4/9/14 at 2:45 PM, the Director of Special Programs stated that the way Homemaker visits are scheduled, they need to be put in the system for the duration of the service period, which then triggers the schedulers to set up the visits with assigned staff persons. The Director stated that an administrative error in November 2013 discontinued Client #2 from Homemaker Services, thus not triggering the scheduler to set up the staff assignments. There were also missed Homemaker visits on 1/2/14, 1/9/14, and 3/13/14 that did not have a Service Order Note corresponding that explained the reason for the missed visit. The S.O.N. corresponding to the 2. missed visit on 1/11/14 indicated that it was a canceled visit but not by the client. The missed visits were confirmed by the Director of Special Programs on 4/9/14 at 2:45 PM.</p>	H 513	<p><i>see attached</i></p>	
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H1301	Continued From page 4	H1301		
H1301 SS=D	13.1 Unlicensed Caregiver Services	H1301		
	XIII. Unlicensed Caregiver Services			
	<p>13.1 If a home health agency provides or arranges for unlicensed caregiver services, those services shall be provided pursuant to a patient's plan of care in accordance with State and federal program standards, and shall include, but not be limited to, personal care services and homemaker services.</p>		<i>see attached</i>	
	<p>This REQUIREMENT is not met as evidenced by:</p>			
	<p>Based on record review and staff interview, the agency failed to ensure that unlicensed caregiver services were provided pursuant to a patient's plan of care in accordance with State and federal program standards for the provision of homemaker services, for 2 of 3 clients sampled (Client #1, #2). Findings include:</p>			
	<p>1. Client #1 was initially admitted to services under the Choices for Care Moderate Needs Program in 2006. Per review of the Homemaker schedule and plan of service, the plan was to provide twice a week Homemaker services to this patient, Case Management by the agency, with an approved authorization that went from 1/31/13-1/30/14. There were a number of missed visits based on the planned twice per week schedule. According to the Director of Special Programs, when a visit is missed for whatever reason, there is supposed to be a Service Order Note written by the scheduling staff to document why the visit was missed. Per the documentation, there was no Homemaker provided from 11/29/13</p>			

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H1301	<p>Continued From page 5</p> <p>until 12/12/13, which is a 12 day gap. The Service Order Note (S.O.N.) written on 12/4/13 stated that "HM is sick, no visit made", and no note to indicate any effort was made to replace the employee who was ill. on 12/6/13, the S.O.N. read "called talked to patient no hm visit today" with no clarification of whether the agency or the patient canceled. The S.O.N. on 12/7/13 stated "only one visit this week", and did not distinguish whether the patient or the agency canceled the scheduled visit. On 12/11/13, the S.O.N. indicated "not able to reach patient no hm visit today". The next Homemaker visit was made on 12/19/13. On 12/20/13, the S.O.N. stated "only 1 visit made this week for hm", again with no reason specified in the note. The week of 12/24/13 it was documented that the patient did not need the services over the holiday, and the next visit was made on 12/31/13. There was only one Homemaker visit made that week with no explanation in the S.O.N. as to why a second visit was not made. The week of 1/5-1/11/14, only one Homemaker visit was made on 1/9/14, with no S.O.N. explaining why a second visit was missed. The week of 1/19-1/25/14, only one visit was made on 1/24/14, and a S.O.N. written on 1/22/14 stated "no hm today, client aware" which did not indicate the reason the visit was canceled. There was one Homemaker visit made on 1/28/14, with no S.O.N. documenting the reason for only one visit made.</p> <p>There were no Homemaker visits made to this client again until 3/27/14. The service plan for Client #1 needed a reauthorization approved for the following year. Per interview on 4/9/14 with the Clinical Director and the Director of Special Programs, the Case Manager was responsible for submitting paperwork to the authorizing agency to obtain a renewal of services under Choices For Care Moderate Needs, and that this had not</p>	H1301	<p><i>see attached</i></p>	
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H1301	<p>Continued From page 6</p> <p>happened by the end of January 2014 so there would be a continuation of services. The client was not scheduled for Homemaker visits again until 3/21/14, when the schedule resumed to provide Homemaker twice weekly. There was no service provided on 3/31/14, with the S.O.N. stating "Cx home visit" with no indication of why it was canceled. Per interview on 4/8/14 in person and again on 4/10/14 at 9:40 AM by telephone, the Case Manager from the agency stated that they were having difficulty obtaining information needed to complete the assessment in January 2014, due to unreturned phone calls from another agency who had the information required to complete it. Per telephone interview on 4/10/14 at 10:00 AM, the Independent Living Services Consultant who authorizes the Moderate Needs Service plans stated that the agency could have asked for an extension of time to complete the paperwork for Client #1 which would have allowed the Homemaker visits to continue as they were until the missing information could be obtained. In an email sent to the Case Manager on 4/9/14, the authorizing consultant approved an extension of Homemaker services for Client #1 until 4/30/14. Per interview on 4/9/14 at 2:45 PM, the Director of Special Programs confirmed that the client had not consistently received services twice per week as scheduled, that the Service Order Notes did not always indicate the reason for a missed visit, and that the reauthorization for continued services in January 2014 was not completed in a timely manner, thus causing an unnecessary lapse in Homemaker services for Client #1.</p> <p>2. Per record review on 4/8-4/9/14, Client #2 was authorized to receive Homemaker Services under the Choices For Care Moderate Needs Program, with a service plan for once weekly visits. The</p>	H1301	<p><i>see attached</i></p>	
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H1301	<p>Continued From page 7</p> <p>Service Authorization was approved for the year from 10/26/13- 10/25/14, with Case Management designated to AAA (Area Agency on Aging). Client #2 has medical conditions that cause him/her to be unable to clean his/her home, and perform other daily chores such as cooking or shopping. The Homemaker program is important to the success of the client remaining in the home, and the client was distressed by not receiving consistent visits. Per review of the documentation, on 12/5/13, 12/19/13, and 12/26/13, there were no Homemaker services provided to Client #2, and no Service Order Note to document the reason for the missed visit. Per interview on 4/9/14 at 2:45 PM, the Director of Special Programs stated that the way Homemaker visits are scheduled, they need to be put in the system for the duration of the service period, which then triggers the schedulers to set up the visits with assigned staff persons. The Director stated that an administrative error in November 2013 discontinued Client #2 from Homemaker Services, thus not triggering the scheduler to set up the staff assignments. There were also missed Homemaker visits on 1/2/14, 1/9/14, and 3/13/14 that did not have a Service Order Note corresponding that explained the reason for the missed visit. The S.O.N. corresponding to the 2. missed visit on 1/11/14 indicated that it was a canceled visit but not by the client. The missed visits were confirmed by the Director of Special Programs on 4/9/14 at 2:45 PM.</p>	H1301	<p><i>see attached</i></p>	
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Survey Date

4/10/2014

ID Tag	Plan of Correction		Comp Date	Monitored by
H1513	The Agency failed to ensure that staff were available to meet the needs of patient who have been accepted for services for 2 of 3 clients samples			
	Client names were not provided for Client #1 and Client #2 therefore our responses are based on #1 being E. Derby and #2 being C. Coble.			
	VNH will continue to recruit for open positions (see advertisements). Recognizing that the plan of care that is being referred to (up to 6 hours/week) - when staffing is short i.e., call outs or open positions, VNH will continue to redirect available services to the most needy of clients. Flexible Choice options are being offered to waiting list clients. As the visit gap was due to the Case Worker not placing a timely reauthorization a report is being developed that indicates active Long Term Care clients who have not been seen in 7 days by a paraprofessional. This report will be reviewed weekly by the Director of Special Programs.		5/9/14	Rita Laferriere, Director of Special Programs
	The use of library codes OM and OP are used to indicate the reason for cancelled visits. Education will be provided to clinical management and scheduling regarding the consistent use of codes.		5/9/14	Rita Laferriere, Director of Special Programs
H1301	The Agency failed to ensure that unlicensed caregiver services were provided for 2 of 3 clients samples			
	Client names were not provided for Client #1 and Client #2 therefore our responses are based on #1 being E. Derby and #2 being C. Coble.			

	<p>VNH will continue to recruit for open positions (see advertisements). Recognizing that the plan of care that is being referred to (up to 6 hours/week) - when staffing is short i.e., call outs or open positions, VNH will continue to redirect available services to the most needy of clients. Flexible Choice options are being offered to waiting list clients. As the visit gap was due to the Case Worker not placing a timely reauthorization a report is being developed that indicates active Long Term Care clients who have not been seen in 7 days by a paraprofessional. This report will be reviewed weekly by the Director of Special Programs.</p>		5/9/14	Rita Laferriere, Director of Special Programs
	<p>The use of library codes OM and OP are used to indicate the reason for cancelled visits. Education will be provided to clinical management and scheduling regarding the consistent use of codes.</p>		5/9/14	Rita Laferriere, Director of Special Programs



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- Licensed Nursing Assistant** - Randolph, VT Areas
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- Facility APRN** - Northern Territories
- Home Nurse Visitor** - Northern Territories

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**Visiting Nurse & Hospice of
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Serving the health needs of the people in our
communities, in the comfort of
their own homes.

\$500 Retention Bonus
Personal Care Attendants
Homemakers
Brattleboro Area

For a listing of available positions or to apply online,
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