

FEDERAL PLAN OF CORRECTION

Agency Name	HARRISON COUNTY HEALTH DEPARTMENT
PHYSICIAN ADDRESS, CITY, ZIP:	1700 BETHANY AVENUE, BETHANY, MO 64424
Provider Number	261541
Exit Date	10/31/2019

PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS - REFERENCED TO THE APPROPRIATE DEFICIENCY)

Tag Number	The Administrator signing and dating the first page of the CMS-2567 is indicating their approval of the plan of correction being submitted on this form.	(X5) COMPLETION DATE
E037	<p>The Administrator will develop a training outline for the Hospice Emergency Preparedness plan to be used for hospice emergency training for all staff including volunteers. The Hospice Volunteer Coordinator will ensure that emergency preparedness training is provided according to the training outline at the volunteer orientation upon initial hire and at a minimum, yearly thereafter for every volunteer. The Volunteer Coordinator will show documentation of emergency preparedness training and volunteer competency by placing a signed copy of the training outline in the volunteer's personnel file for both the initial hire volunteer orientation and yearly training for emergency preparedness. The hospice policy, "Volunteer Requirements/Documentation" will be updated by the Hospice Nursing Supervisor to reflect the change to include volunteer orientation and yearly training for emergency preparedness, and the Volunteer Orientation Outline will be updated to include training for emergency preparedness. The Hospice Nursing Supervisor and Administrator will complete training on policy revisions for all hospice staff and document accordingly on in-service logs. The Hospice Nursing Supervisor and/or the Administrator will conduct quarterly monitoring of personnel files of volunteers to assure all training requirements are met for emergency preparedness.</p>	12/31/2019
L531	<p>The Hospice Nursing Supervisor and Administrator will provide training for all hospice staff regarding appropriate documentation on the bereavement assessment according to the agency's "Bereavement Assessment" policy and document this training accordingly for all hospice staff on in-service logs. The Hospice Nursing Supervisor will monitor documentation of the social worker's initial assessment and all routine visits after documentation is completed for each visit to assure social worker has identified not only the patient but also the family/caregivers being evaluated, completed bereavement assessment on all caregiver/family members involved in the direct care of the patient and then will address any documentation issues with social worker. In addition, the hospice nursing supervisor will monitor social worker's documentation during quarterly chart audits and address documentation issues as identified.</p>	12/31/2019
L545	<p>The Hospice Case Manager will be responsible for updating the Plan of Care after each patient visit and will document in the EMR any problems identified and interventions; document what education was provided and to whom; and what</p>	12/31/2019

	<p>changes were made based on the updated comprehensive assessment. The Case Manager will also document in the EMR that all updates have been made before signing off on the visit note. The Hospice Nursing Supervisor will revise the agency's policy, "The Plan of Care" and all hospice staff will be trained on policy updates and document this training accordingly on in-service logs. The Hospice Nursing Supervisor will monitor updates to care plans by weekly chart reviews and quarterly chart audits to assure documentation is appropriate and complete.</p>	
L579	<p>Each hospice nurse and nurse aide will complete a competency skill for bag technique to ensure basic standards of practice for infection control are maintained to be completed upon initial hire and yearly thereafter with the Hospice Nursing Supervisor and training will be documented on the skills checklist and kept in each staff's personnel record. In addition, the Nursing Supervisor will train on the appropriate procedures for use and disposal of sodium chloride for irrigation and document training accordingly in addition to yearly training thereafter to be documented on staff in-service logs for each personnel file. The use of sodium chloride for irrigation practices will be monitored by reviewing each patient's supply list in the EMR during weekly chart reviews and during quarterly chart audits by the Hospice Nursing Supervisor. The Hospice Nursing Supervisor will update the agency policy, "Infection Control" to reflect changes for bag technique and sodium chloride for irrigation use and disposal. Hospice Nursing Supervisor will review revisions to the Infection Control policy with all staff and document accordingly on in-service logs.</p>	12/31/2019
L598	<p>Hospice Nursing Supervisor will revise agency policy, "Spiritual Care Counseling Services" to add a minimum time required for each patient's spiritual counseling visit. The Hospice Nursing Supervisor will review these revisions with all hospice staff and document accordingly on in-service logs. The Hospice Nursing Supervisor will complete weekly chart reviews and quarterly chart audits to assure appropriate spiritual counseling services are provided and thorough documentation is completed on patient EMR to show the agency is meeting the spiritual needs of patients and families in a manner consistent with the patient and family beliefs during each visit. The completion of required visits and appropriate content and length of visits will be tracked quarterly during QAPI meetings with all hospice staff. The Hospice Nursing Supervisor and Administrator will provide the Hospice Chaplain, at a minimum, of 2 training opportunities in the next year to assist with improving spiritual counseling services, quality of time spent during each visit based on patient's needs and acceptance of these services, and appropriate documentation regarding services provided. Hospice Chaplain will document completed trainings on the in-service log for the personnel file. Hospice Chaplain's performance will be evaluated at the yearly performance evaluation by the Hospice Nursing Supervisor and Administrator and documented accordingly.</p>	12/31/2019
L628	<p>The hospice aide will receive an in-service from the Hospice Nursing Supervisor regarding following a patient's plan of care, notification of the RN of changes to patient condition and documenting that the RN was notified and document what changes were noted for each visit that relate to the plan of care and quality assessment and improvement activities. The training will be documented on the aide's in-service log and kept in the personnel file. The Hospice Nursing Supervisor and/or Case Manager will monitor performance of aide every 14 days during the supervisory visit. The Case Manager will document any finding or deletions of care and will discuss</p>	12/31/2019

	<p>these changes with the aide and document accordingly. The Hospice Nursing Supervisor will monitor the documentation during weekly chart reviews and quarterly chart audits. The Hospice Nursing Supervisor will revise the agency policy, "Hospice Aide Services" to reflect what specifically needs to be documented after each aide visit. The Hospice Nursing Supervisor will train all hospice staff and documented accordingly on the each staff's in-service log for their personnel file. The hospice aide's performance will be evaluated at the yearly performance evaluation by the Hospice Nursing Supervisor and Administrator and documented accordingly.</p>	
L678	<p>The RN will be responsible for obtaining physician's orders on all new treatments and procedures for each visit, writing verbal orders when obtained by the physician and will be responsible for documenting the updates to the care plan and assuring that a copy of every physician order is in the EMR immediately after each visit. The Hospice Nursing Supervisor will monitor the obtained physician's orders and assure they are all documented on the EMR through weekly chart reviews and quarterly chart audits. During weekly staff meetings, all nurses will review the physician's orders obtained for that week and assure they are documented on the appropriate EMR.</p>	12/31/2019
L707	<p>The Hospice Nursing Supervisor and Administrator will revise the Coordination of Care Contracts with the skilled nursing facilities for general and respite in patient services to include and clarify the standards regarding providing patient areas, the requirement for the facility to provide space for private patient and family visiting, accommodations for family members to remain with the patient throughout the night and visitors at any hour, including infants and small children. The Administrator will be responsible for obtaining the revised contracts that will be reviewed and re-signed by each SNF and updated yearly thereafter to reflect any requirement changes.</p>	12/31/2019
L713	<p>The Hospice Nursing Supervisor and Administrator will revise the contracts for general in-patient care and respite care with the facility to include and clarify the standards regarding providing the requirement for the facility to provide a discharge summary to the hospice at the patient's discharge from the facility. The Administrator will be responsible for obtaining the revised contracts that will be reviewed and re-signed by each facility and updated yearly thereafter to reflect any requirement changes.</p>	12/31/2019
L714	<p>The Hospice Nursing Supervisor and Administrator will revise the contracts for short term in-patient care and respite care with the hospital and SNF to include and clarify the standards regarding providing that the contract identifies an individual within the hospital and SNF who is responsible for the implementation of the provisions of the agreement. The Administrator will be responsible for obtaining the revised contracts that will be reviewed and re-signed by the hospital and SNF facilities and updated yearly thereafter to reflect any requirement changes.</p>	12/31/2019

STATE PLAN OF CORRECTION

Agency Name	➔	HARRISON COUNTY HOSPICE
REET ADDRESS, CITY, ZIP:	➔	1700 BETHANY AVENUE, BETHANY, MO 64424
Provider Number	➔	261541
Exit Date	➔	10/31/2019

Required: Signature & Date ➔ 11/18/19

Tag Number	PROVIDER'S PLAN OF CORRECTION <small>(EACH CORRECTIVE ACTION SHOULD BE CROSS- REFERENCED TO THE APPROPRIATE DEFICIENCY)</small>	(X5) COMPLETION DATE
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L157	Refer to Federal Tag L545	12/31/2019
L160	Refer to Federal Tag L678	12/31/2019
L192	Refer to Federal Tag L598	12/31/2019
L233	The Hospice Nursing Supervisor and Volunteer Coordinator will create a screening tool to be used during the hiring process for potential volunteers. All new employees and volunteers will complete a form before their date of hire and these tools will be included in each person's personnel file. The Hospice Nursing Supervisor will update the agency policy, "Volunteer Policy" to include this assessment form and train all staff regarding the change and document on each staff's in-service log to be kept in the personnel file. The Hospice Nursing Supervisor and/or Volunteer Coordinator will be responsible for completing these assessments for all new hires and volunteers.	12/31/2019
L244	Refer to Federal Tag L531	12/31/2019
L257	The Hospice Nursing Supervisor will offer educational trainings for the SNFs or ICF/MRs and document each training whether provided and/or education offered and declined on the in-service training logs for each facility. The Hospice Nursing Supervisor at a minimum, will educate nursing facility staff who are providing care to hospice patients on the purpose of hospice care, services provided, care plan coordination and when and how to contact hospice staff. The Hospice Nursing Supervisor will determine the frequency of these trainings based on the needs of the nursing facility staff. The Administrator will review these in-service training logs quarterly at QAPI meeting to assure the minimum training requirements are being met.	12/31/2019