

Division of Licensing and Protection

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Survey and Certification Voice/TTY (802) 241-0480

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Survey and Certification Reporting Line:(888) 700-5330

To Report Adult Abuse: (800) 564-1612

March 12, 2018

Kristin Barnum, Director
Bayada Home Health Care
80 Pearl Street
Essex Junction, VT 05452-3668

Provider ID #:477019

Dear Ms. Barnum:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **January 17, 2018**.

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

Sincerely,



Suzanne Leavitt, RN, MS
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 01/17/2018
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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
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(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 complaint investigation was conducted by the Division of Licensing and Protection on 1/17/18. The following is a State Designation regulatory deficiency.

H 001

H 740 SS=D 7.4 Discontinuation of Services
VII. Discontinuation of Services

7.4 When a home health agency determines that a patient will require continuing care after services are discontinued, the agency shall arrange or assist the patient to arrange for such services and shall provide sufficient clinical information to the receiving entity to assure continuity of care and services. The home health agency shall educate the patient about how to obtain further care, treatment and services to meet his or her identified needs, if applicable.

This REQUIREMENT is not met as evidenced by:
Based on record review and staff interview, the agency failed to arrange for services that assured continuity of care and services after discharge for one patient sampled (Patient #1). Findings include:

Per record review on 1/17/18, Patient #1 has been on the Adult High Tech program and receiving nursing services from the agency since 2008. Per interview with the Associate Director, the agency has not been able to hire a qualified Clinical Manager to oversee the nursing care in this case. There is a plan in place for another Home Health Agency to take over the care of this patient, however the receiving agency has said they are not yet ready to staff this patient's care

H 740

Please see attached.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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[Signature] Administrator - 3/12/18

Division of Licensing and Protection

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H 740	Continued From page 1 and take over the case. On 12/1/17, the agency discharged the patient to the care of the family and discontinued nursing services to the patient. As of the date of this onsite, services have not been provided to Patient #1 from either home health agency. Per interview on 1/17/18, the Associate Director confirmed that Bayada had not provided services to Patient #1 since 12/1/17, and that the receiving agency had not started providing services at the time of discharge.	H 740		
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RB VT Admin

3/12/18

1. 12/2017 – Due to the inability to hire a qualified Clinical Manager to oversee Hi Tech Nursing Care Services, Bayada contacted VNA to assess their ability to provide continuing care to said client. VNA accepted the client with the condition that the Licensed Staff transfer with client. Unfortunately the LPN caring for this client ended up with a Workers Comp Injury from another job and was unable to continue caring for this client. Bayada informed VNA however they had no available staff to care for this client.
 - Bayada has been actively recruiting, utilizing all recruitment strategies along with relocation assistance, pay incentives... Bayada had a temporary RN from New Jersey that obtained her Vermont License to assist in the Clinical Manger Role for one and one half years while our search continued. This RN could not continue traveling.
2. January 2018 – Recruitment strategies continue along with employment ads posted to social media sites to find a qualified Clinical Manager
3. February 2018 – Bayada Adult Nursing Practice (high tech) Leader and Team evaluating all current licensed staff to determine their ability to provide hi tech nursing care; initiating ability to expedite the assessment of hi tech competencies via simulation lab and precepting opportunities.
 - Bayada contacting previous employees who worked in this program to assess availability
4. February – May 2018
 - Successful hire of Clinical Manager
 - Creation of specialized Team to address recruitment/retention of Hi Tech Staff by Adult Nursing Practice
 - Development of Hi Tech curriculum, competency progress and simulation labs in the state of Vermont
 - Utilization of Bayada Nurse Residency Program which guides the clinical development of new graduate nurses to identify staff with interest and potential to provide Hi Tech Nursing Care
 - Bayada will continue to actively participate on the Home Health Task Force in order to generate solutions to the state wide nursing shortage, especially in this area of Practice.

Addendum : 3/2/18

The Clinical Manager accepted position. He will transition on March 19th. We are working on onboarding and orientation plans. He is currently a BAYADA employee so we will be able to fast track some of his orientation. Also Cris Toscano our BAYADA high tech expert was at the meeting on Friday with Camille. They were able to talk about our plans for the future.

H740 POC accepted 3/9/18 K Campos RN/PMU

RB - VT AD - 3/12/18