



Iowa Center for Home Care

Iowa Center for Home Care HHA Survey Review G-Tags 3rd Quarter 2020

Total # of reports: 4
Recertification surveys: 0
Complaint: 3
Extended: 0
Revisits: 0
Inability to competize = 1
Validation survey = 0

[Old CMS description of G-tags](#)

[New G tags](#)

G406

- Agency failed to investigate complaints made by a patient, the patient's representative, and the patients' caregivers and family, failed to document the existence of the complaint and the resolution of the complaint, failed to take action to prevent further violations, and failed to report to appropriate authorities in accordance of state law.

G478

- Agency failed to investigate complaints made by the patient, patient's representative, and the patient's caregivers and family. Failure to investigate allows problems to continue and worsen over time because patterns are not identified and addressed to improve patient care and can put the patient's safety at risk. Patient reported missing their wallet, which was later found in patients' apartment, but \$300.00 was missing. Patient's caregiver did confirm that they did have that much cash and it was missing, but agency administrator did not call and make a police report. A different patient reported missing \$344 dollars to the agency administrator and "frustrated that nothing was done about it." The agency administrator was aware of the missing money and had documentation of the situation but did not consider it a complaint since the patient did not fill out the complaint form. The surveyor requested copy of the documentation and requested Administrator print out with surveyor in the office, but the agency administrator refused and stated would need time to find the document and would print out and bring to the surveyor later. Different patient reported missing an entire wallet and the patient received a phone call from the credit care company that the card was used. Patients caregiver had not visited in a while due to the pandemic and was not notified the caregiver of anything missing, caregiver stated they had the wallet and patient must have forgotten. The agency administrator was

notified of complaints of missing money for all 3 patients and failed to investigate the complaints made by the patients.

G484

- Agency failed to ensure the documentation of the existence and resolution of a complaint made by the patient or the patient's caregiver regarding treatment or care that is furnished. The 3 residents who reported having missing money and wallets did not have documentation and resolution of their missing money.

G486

- Agency failed to take action to prevent further potential violations including retaliation, while the complaint is being investigated, placed the agency patients at risk of not having identified complaints resolved in a satisfactory and timely manner increased the potential risk for repeated offenses to occur.

G488

- Agency failed to report any circumstances of mistreatment, neglect, verbal, mental, and/or physical abuse, including injuries of unknown source, or misappropriation of patient property to appropriate authorities in accordance of state law. The police were not notified of missing money.

G580

- Agency failed to administer drugs, services, and treatments only as ordered by the physician. Administrator revealed if medication errors occur, the agency would call the physician for notification. Parent of patient reported they had complained twice of patient not receiving proper dose of medication as one of the pills was found on the floor and part of the medication which was administered by syringe via g-tube was found squished on the wall. Patients record did not include any documentation that the physician was notified of missed medications or improper dosages.

G590

- Agency failed to report changes in patient clinical findings to the physician. Agency policy stated staff will document all medication errors and investigate cause. The agency failed to promptly alert the relevant physician in regards to the patient's plan of care should be altered. The agency failed to contact the physician to receive clarification of dosages to be administered.

G800

- Agency failed to ensure home health aides provided care to agency patients only as ordered by the physician in the POC as directed by the skilled professional assigning the home health aides to the patient. The home health aides may be assigned to provide reminders to patients when needed, but are not assigned to administer any oral, topical (those applied to the skin or into the eyes, ears or nose), injectable or inhalant medication to agency patients. When the surveyor interviewed the patient, the patient stated that the home health aide instills eye drops while they hold their eye open.

E006

- Agency failed to ensure an agency and community based risk assessment utilizing an all-hazards approach specific to pandemic illness before and during the COVID 19 pandemic outbreak increased the likelihood of potential COVID 19 infection transmission for staff and patients.