Statement of Deficiencies	**(X1) Provider/Supplier/CLIA Identification Number**	**(X3) Date Survey Completed**
	747990	10/13/2023
Name of Provider or Supplier	**Street Address, City, State**	
Jj Home Health Services, Inc	346 Oaks Trl Ste 200, Garland, TX	

For information on the provider's plan to correct this deficiency, please contact the provider or the state survey agency.

(X4) ID Prefix Tag	**Summary Statement of Deficiencies** (Each deficiency should be preceded by full regulatory or LSC identifying information)
G0614	Visit schedule CFR(s): 484.60(e)(1) Visit schedule, including frequency of visits by HHA personnel and personnel acting on behalf of the HHA. This ELEMENT is not met as evidenced by: Based on observation, record review and interviews, the agency failed to provide the patient and caregiver with written information outlining a visit schedule including frequency of visits by home health staff in 1 (Patients #1) of 1 patients' home folders reviewed during home visits. This failure potentially placed the patients at risk of missed visits by staff when visits were not scheduled and conflicted with other appointments and the availability of the patients. FINDINGS: Patient #1: Review of the record revealed a POC dated 06/05/2023-08/03/2023 with a SOC date 06/05/2023. The POC listed the diagnoses: Hypertension (high blood

	pressure), Type 2 Diabetes (a chronic condition that affects the way the body processes blood sugar) and Osteoarthritis (a degenerative joint disease, in which the tissues in the joint break down over time). The POC listed orders for SN visits once a week for nine weeks. Review of the record revealed no evidence that a visit schedule had been provided to Patient #1. During a home visit with Patient #1 on 10/13/2023 at 9:30 AM, the patient's home folder was reviewed. The patient expressed she did not speak English and pointed to her caregiver during the home visit interview. The surveyor asked Patient #1 and her caregiver if any paperwork from the home folder had been removed or placed elsewhere. The caregiver stated “No, it’s all there.” The surveyor asked if a written visit schedule to show when the SN would be visiting was provided to the patient. The caregiver stated, “no, but the nurse comes every Monday and usually calls the day before.” The home folder did not include a visit schedule for the patient. In an interview with the Administrator on 10/13/2023 at 12:00 PM, the surveyor reviewed the findings and asked why the patient did not have a written visit schedule provided by the agency. The Administrator stated, “it was overlooked or misplaced, we forgot it. It has been a practice in the past, they (nurses) were doing it (providing schedules) before.”