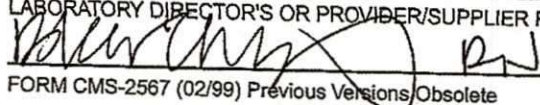


STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 437053		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 12/03/2025	
NAME OF PROVIDER OR SUPPLIER AVERA @ HOME				STREET ADDRESS, CITY, STATE, ZIP CODE 301 Flynn Drive , MILBANK, South Dakota, 57252			
(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) COMPLETION DATE			
G0000	INITIAL COMMENTS A recertification health survey for compliance with 42 CFR Part 484, Subparts B-C, requirements for Home Health Agencies, was conducted from 12/2/25 through 12/3/25. Avera @ Home was found not in compliance with the following requirement: G682	G0000					
G0682	<p>Infection Prevention</p> <p>CFR(s): 484.70(a)</p> <p>Standard: Infection Prevention.</p> <p>The HHA must follow accepted standards of practice, including the use of standard precautions, to prevent the transmission of infections and communicable diseases.</p> <p>This STANDARD is NOT MET as evidenced by:</p> <p>Based on observation, interview, and policy review, the provider failed to follow standard infection prevention practices regarding the cleaning of reusable equipment by one of one physical therapist assistant (PTA) D for one of three sampled home health patients (1) during a home visit.</p> <p>Findings include:</p> <p>Observation on 12/02/25 at 11:53 p.m., in patient 1's house, revealed that upon arrival, he was sitting in his chair. Patient 1 had a gait belt (a waist strap used for safe mobility and transfers) around his waist, and throughout the therapy session, patient 1 walked around his home with his walker, while contracted PTA D held onto the gait belt for his safety.</p> <p>After the therapy session, contracted PTA D removed the gait belt from patient 1's waist, tore open a sanitizer wipe package, removed it from that package, wiped down the metal and cloth parts of the gait belt, then rolled it up and put the belt back in her backpack.</p> <p>Phone interview on 12/3/25 at 12:14 p.m. with contracted PTA D revealed that she had used her</p>	G0682	<p>G0682 Infection Prevention CFR(s): 484.70 (a)</p> <p>The agency has ensured all visits are performed according to the policies titled "Bag and Equipment Disinfection" and "Hand Hygiene" including, but not limited to, the following components: cleaning reusable equipment, specifically gait belts with specific manufacturer cleansing instructions.</p> <p>Plan: All agency and contract staff have been provided vinyl gait belts with manufacturer's instructions allowing cleansing with standard agency disinfection methods. All agency and contract staff have been directed to leave any cloth gait belts utilized in the patient's home for individual patient use. The agency policy "Bag and Equipment Disinfection" has been reviewed with all agency and contract therapy staff visiting patients. Each agency and contract therapy staff will have a documented supervised visit with either the agency manager or contracted therapy manager to review infection control and policy compliance. Any staff noted to violate policy on the first supervised visit will have subsequent supervised visits performed until compliance is achieved. The first set of supervised visits and any revisits needed for all applicable staff will be performed by January 16th, 2026. All ongoing patient visits will be performed in accordance with the agency policy titled, "Bag and Equipment Disinfection" by January 16th, 2026.</p> <p>Education: Avera @ Home Milbank's agency manager will educate all staff who perform visits to patients on the policy and process for the approach to infection control in regards to the "Bag and Equipment Disinfection" policy with emphasis on identifying gait belt disinfection requirements, according to agency policy and manufacturer's directions." Documentation of attendance will be noted. Education of all staff will occur by January 16th, 2026.</p> <p>Audit: The agency manager and contract therapy manager will audit 100% of all staff performing patient visits at least one time via supervised visits by January 16th, 2026. Supervised visits of staff will then reduce to 3 random visits per quarter for a period of one year. Results will be reported to the Quarterly Quality Advisory Committee.</p>	January 16th, 2026			

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See reverse for further instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Agency supervisor	(X6) DATE 12/11/25
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G0682	<p>Continued from page 1</p> <p>personal gait belt when she worked with patient 1. She confirmed that the contracted staff did not leave gait belts in the patients' homes. Contracted PTA D stated she used a sanitizer wipe to clean the metal piece of the gait belt used during the above observed visit, but agreed that the gait belt's cloth was not a cleanable surface it could create an infection control risk.</p> <p>Phone interview on 12/3/25 at 12:17 p.m. with the contracted PTA/ manager C revealed that he confirmed the contracted staff did not leave gait belts in the patient's home. He agreed that the cloth of the gait belts was not a cleanable surface and was an infection control risk. He stated that the contracted staff had completed an annual infection control training.</p> <p>Interview on 12/3/25 at 2:50 p.m. with registered nurse (RN)/agency supervisor A and senior director B regarding the use of the staff's gait belts for provident patient care revealed that they were unaware that the contracted therapy staff were using their personal gait belts. Senior director B stated their standard infection control prevention practice was to leave gait belts in the patients' homes for individual patients use.</p> <p>Review of the provider's 12/3/25 Infection Control and Prevention Plan policy revealed:</p> <p>Home Health Care Infection Control and Prevention Plan:</p> <p>"The HHA [Home Health Agency] maintains and documents an infection control program which has as its goal the prevention and control of infections and communicable diseases. The HHA follows accepted standards of practice, including the use of standard precautions, to prevent the transmission of infections and communicable diseases."</p> <p>"1. The following 6 elements apply for episodes of patient care including; Hand Hygiene; Environmental Cleaning and Disinfection; Injection and Medication Safety; Appropriate Use of Personal Protective Equipment; Minimizing Potential Exposures; and reprocessing of reusable medical equipment between each patient and when soiled."</p> <p>Review of the provider's 8/13/25 Bag and Equipment Disinfection policy revealed:</p> <p>Disinfection of Reusable Equipment</p> <p>"2. All reusable equipment will be disinfected using alcohol, soap and water, or other appropriate solution</p>	G0682	<p>Person Responsible: Agency Manager and Contract Therapy Manager.</p> <p>Date of Substantial Compliance: January 16th, 2026.</p>	

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G0682	Continued from page 2 per manufacturer's instructions. Review of the manufacturer's instructions revealed that the steps to clean a gait belt included to machine wash with mild detergent in warm water, then either tumble dry on low or air dry completely.	G0682					