



News Release

For immediate release: June 10, 2016

(16-069-Revised)

***This has been corrected to fix a spelling error**

Contact: [Julie Graham](#), Strategic Communications Office 360-810-1628

Walla Walla home care agency's license suspended for patient safety concerns

OLYMPIA -- The Washington State Department of Health immediately suspended the home care agency license of Compassionate Care Inc. (FS60557286) in Walla Walla due to multiple allegations involving patient safety. Compassionate Care Inc. provides in-home services to patients in their own homes.

Compassionate Care Inc. and its owners, Debra Hill and Melvin Cash, allegedly provided services to patients outside the approved scope of a home care agency license. Home care agencies can only provide non-medical personal care. Only licensed home health agencies may provide medical care. Charges say Compassionate Care Inc. provided medical services to three home health patients while they were licensed as a home care agency; they received payments from the Veterans Administration (VA) for those services.

Charges also allege that Hill listed herself on VA forms as a licensed registered nurse. Hill isn't licensed as a registered nurse in Washington, and Compassionate Care Inc. has no registered nurse on staff or available for consultation. Additional charges relate to failure to properly train staff members in infection control, food handling, and mandatory reporting; they did not obtain a required food handler card, did not complete background checks on some staff members, and violated other requirements for in-home service agencies.

The company has 10 days to ask for a hearing to demonstrate that it can operate safely while the charges are pending. Within 28 days, it may request a hearing to contest the charges.

The Department of Health is working to connect Compassionate Care Inc.'s clients with other agencies in the Walla Walla area so those clients continue to receive services.

Home care agency license suspended

June 10, 2016

Page 2

Information about health care facilities is available online by clicking the link to [Provider Credential Search](#) on the [Department of Health website](#); copies can also be requested by calling 360-236-4700. Anyone who believes a health care provider acted unprofessionally is encouraged to call that number to report their complaint.

The Department of Health protects and promotes public health, safety, and welfare in Washington by regulating the competency and quality of health care providers. The agency establishes, monitors, and enforces qualifications for licensing, consistent standards of practice, continuing competency mechanisms, and discipline. Rules, policies, and procedures promote the delivery of quality health care to people in Washington.

The [Department of Health website](#) (doh.wa.gov) is your source for *a healthy dose of information*. Also, [find us on Facebook](#) and [follow us on Twitter](#).

###