

TOP 10 HOME CARE DEFICIENCIES

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Standard	Standard Content	Tips for Compliance
① HCPC.9	Staff provide personal care services per the current service plan. Reasons for exceptions to the service plan are documented	<ul style="list-style-type: none"> Educate Aides re: following Aide care plan/ assignment Reinforce that the Aide must notify responsible staff member prior to making any changes Ensure responsible staff member is revising plan as changes occur. Audit to ensure compliance
② HCPC.5	Organization policy and procedure defines: Who develops, and documents personal care service plan based on evaluation. How client is involved and how consent to initiate or change service occurs. Minimum content includes types of personal care services, how often, length of time staff member is present	<ul style="list-style-type: none"> Ensure the service plan for personal care includes the required elements Documentation should reflect participation of the client in plan development
③ HCMG.8	Staff personnel records include evidence of meeting job description qualification, orientation and training, competency and evaluation, health reports, background checks as defined per state law/policy	<ul style="list-style-type: none"> Ensure on hire and ongoing personnel checklists are up to date Utilize tracking systems to ensure compliance Audit personnel files quarterly Ensure Aide competency and supervisory visits are compliant
④ HCIC.3	It is required that staff have access to PPE and use standard precautions appropriate to: The client, care/service provided, CDC and the state or county health department	<ul style="list-style-type: none"> Ongoing training on revisions by CDC, public health, etc. Competencies for handwashing, bag technique, donning and doffing PPE, proper PPE Supervisory home visits to ensure compliant infection control techniques
⑤ HCPS.7	Professional care services provided are consistent with: <ol style="list-style-type: none"> Accepted standards of professional practice; The client's plan of care; Orders of a physician or other licensed practitioner; and Applicable state law and regulation. 	<ul style="list-style-type: none"> Conduct supervisory home visits to observe services being provided are consistent with standards of practice for the discipline providing care Ensure a process is in place to audit clinical documentation against the plan of care to ensure all disciplines are following the plan care as established by the physician
⑥ HCPS.5	Organization policy and procedure defines: <ol style="list-style-type: none"> Who develops and documents the client's plan of care based on the current assessment; How the client and the client's physician or another licensed practitioner are involved in care planning; The minimum plan of care content. 	<ul style="list-style-type: none"> Audit organizational policy to ensure it includes all components of the standard Educate all disciplines on including problems, interventions and goals based on the completed comprehensive assessment and on-going clinical assessments Ensure goals are SMART (Specific, Measurable, Achievable, Realistic, Timely) Focus on individualization of the plan of care specific to each client's unique needs ensuring practitioners are involved in care planning Perform final review of Plan of Care for accuracy and completeness
⑦ HCCE.9	Staff provide services per the current service plan.	<ul style="list-style-type: none"> Educate Aides on following the Aide Care Plan Perform home supervisory visits to observe Aide and identify if following Aide Care Plan Educate staff responsible for oversight to compare Aide documentation to the Aide Care Plan during the supervisory process to ensure compliance
⑧ HCPC.14	The individual(s) providing supervision of personal care staff is available and provides supervision at the frequency and in the circumstances as defined in policy and procedure and applicable state law and regulation.	<ul style="list-style-type: none"> Ensure individuals responsible for supervision are educated regarding the policy, including the frequency in which supervision is to be performed Conduct audits of client records to ensure supervision is completed and documented according to policy
⑨ HCCC.1	Contents of the Client Bill of Rights	<ul style="list-style-type: none"> Ensure the bill of rights document is complete and includes all required components Audit client bill of rights documents in the client record to ensure the client and/or representative were provided with a complete list of their rights as a home care client
⑩ HCIC.4	There is a documented TB control plan that requires that staff be screened and tested per local or state law or regulation or per Organizational policy. In the absence of Organization-defined risk or applicable local or state law and regulation, the Organization screens and tests staff per current CDC guidelines.	<ul style="list-style-type: none"> Ensure all current local or state law or regulations and CDC guidelines are known by agency Ensure Policy is current to regulations Audit regularly to ensure that policy is being followed