

# Home Care Policy List

**Disclaimer:** The policies in this list are associated with CHAP standard requirements. The list is not inclusive of all policies required by federal or state hospice regulations for regulatory compliance.

CHAP Standard	Policy and Procedure	Present
<b>Client Centered Service (HCCC)</b>		
HCCC.1	Client Bill of Rights Statement.	<input type="checkbox"/>
HCCC.6	The policies that define the complaint/grievance management process.	<input type="checkbox"/>
HCCC.5	Process to ensure all allegations of mistreatment, neglect, abuse, or misappropriation of property are reported immediately.	<input type="checkbox"/>
<b>Home Care Infection Prevention and Control (HCIC)</b>		
HCIC.1	Infection prevention and control program/processes.	<input type="checkbox"/>
HCIC.4	Documented TB control plan that requires staff testing/screening.	<input type="checkbox"/>
HCIC.5	Protocol for staff infectious disease screening and testing.	<input type="checkbox"/>
HCIC.6	Management of work-related staff exposure and post-exposure follow-up.	<input type="checkbox"/>
<b>Home Care Emergency Preparedness (HCEP)</b>		
HCEP.1	Written emergency preparedness plan.	<input type="checkbox"/>
<b>Home Care Quality Assurance/Performance Improvement (HCQA)</b>		
HCQA.1	Quality assurance and performance improvement plan.	<input type="checkbox"/>
<b>Home Care Management and Governance (HCMG)</b>		
HCMG.7	Human Resource policy and procedure address the required elements.	<input type="checkbox"/>
HCMG.9	Policy and procedure address the content of each client record; time frame and process for submitting documentation; storage and retention; access, use and protection of PHI per federal and state law.	<input type="checkbox"/>
<b>Home Care Compliance Program (CP)</b>		
CP.3	Written compliance program policies and procedures and standards of conduct to determine they are relevant to day-to-day operations.	<input type="checkbox"/>
CP.6	Investigation and reporting of compliance issues.	<input type="checkbox"/>
<b>Home Care Professional Services (HCPS)</b>		
HCPS.2	Defines intake/admission criteria; timing of assessment; and assignment of healthcare professional.	<input type="checkbox"/>
HCPS.5	Defines plan of care development, content, and coordination with the physician.	<input type="checkbox"/>

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HCPS.11	Defines the supervision process of healthcare professionals per applicable state law.	<input type="checkbox"/>
HCPS.13	Defines the content, frequency and documentation of professional services for orientation, competency assessment, and instruction addressing the required elements.	<input type="checkbox"/>
HCPS.14	Defines process to end care delivery.	<input type="checkbox"/>
<b>Home Care Personal Services (HCPC)</b>		
HCPC.2	Defines the client evaluation process and includes the required elements.	<input type="checkbox"/>
HCPC.5	Defines the development of the personal care service plan and includes the required elements.	<input type="checkbox"/>
HCPC.7	Defines who prepares and provides instructions for personal care staff per the service plan; and how and when the instructions are provided.	<input type="checkbox"/>
HCPC.12	Defines the content, frequency and documentation of personal care staff including: orientation, competency assessment, staff instruction and documentation.	<input type="checkbox"/>
HCPC.13	Defines personal care staff supervision.	<input type="checkbox"/>
HCPC.15	Defines the process to end personal care services per applicable state law.	<input type="checkbox"/>
<b>Home Companion and Environmental Services (HCCE)</b>		
HCCE.2	Defines evaluation timing the mode of evaluation and one or more staff who conduct the client evaluation.	<input type="checkbox"/>
HCCE.5	Defines development of the service plan; client involvement; minimum plan content; and how consent occurs and is documented.	<input type="checkbox"/>
HCCE.7	Defines who provides staff instruction; how and when instructions are provided.	<input type="checkbox"/>
HCCE.12	Defines the content, frequency and documentation of companion/environmental services staff, including orientation, competency assessment, staff instruction and documentation.	<input type="checkbox"/>
HCCE.13	Designates one or more staff as a supervisor and defines the supervisor's responsibilities; how and when supervision occurs; accessibility to staff; and documentation of supervision.	<input type="checkbox"/>
HCCE.15	Defines the process to end companion or environmental support services per applicable state law and regulation.	<input type="checkbox"/>