Home Care Document Request List

Note: This is a guideline. Additional information, including State-specific requirements (as applicable), may be requested at any time during the site visit.

*Denotes policies/documents to be provided within first 2 hrs of site visitor arrival unless otherwise noted.

Standard(S)	Item	Comment(s)	Present
General Documents and Information			
NA	*Billing Week	(i.e.: Week starts Sunday or Monday per agency)	☐
HCCC.3 HCMG.6	Scope of Services	Public statement of services. Description of all services provided by the agency. Identifies the services available and accessible to Clients.	☐
NA	*Current Client Visit Schedule	Client scheduled for all locations/all services.	☐
NA	*List of Active Clients	Include: Start of services date, DX, Services provided.	☐
NA	*List of Discharged Clients	Discharged within the last 60 days **Include:** Start of services date, DX, Services provided.	☐
NA	*List of Active Personnel	**Include**: DOH, Position/Discipline for all client care and organization and client care management/leadership positions (including contracted staff).	☐
HCCC.1 HCEP.3 HCCC.3	*Sample Admission Packet	Include: Packet that is given to clients on admission. Language-specific documents	☐
HCCC.2	Client Bill of Rights	Include the Bill of Rights provided to the Clients	☐
Quality Documents			
HCCC.1 HCCC.6	Complaint logs	Include a record of the complaint, investigation, response, and resolution.	☐
HCCC.1 HCCC.6	On-call logs	Record of calls from clients and their caregivers after regular hours	☐
HCCC.5	Suspected Abuse/Neglect/Exploitation Reports	Include logs and documents that record reports of suspected abuse and state reporting as applicable.	☐
HCQA.1 HCQA.2 HCIC.5	Quality Assessment/Performance Improvement (QAPI) Program Activities	☐ All Agency CQI/QAPI Reports: ☐ Quality Indicator Tracking Data ☐ Client Satisfaction Surveys ☐ Infection Control Surveillance Documentation ☐ Incident/Occurrence Reports ☐ QAPI Program and Activities Identified Performance Improvement Projects ☐ Client Record Review	☐

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HCQA.2	CQI/QAPI Meeting Minutes (CQI/QAPI Documentation)	Include all PI projects and the reasons selected with progress.	☐
NA	Most Recent Survey Results	Local, State, and/or Federal agency	☐

Policies and Procedures			
HCCC.5 HCCC.6 HCIC.1 HCIC.4 HCIC.5 HCIC.6 HCMG.7 HCMG.9 HCPS.2 HCPS.5 HCPS.11 HCPS.13 HCPS.14 HCPC.2 HCPC.5 HCPC.7 HCPC.12 HCPC.13 HCPC.15 HCCE.2 HCCE.5 HCCE.7 HCCE.12 HCCE.13 HCCE.15 CP.3	**Refer to CHAP Home Care Policy Checklist for a complete list of required policies**. Includes Policies/Manual(s): • Service Specific Policies • Human resources • Administrative • Operational • Clinical • Compliance Program	Includes but not limited to: ☐ *Policy and Procedure Index ☐ Abuse/Neglect/Exploitation ☐ Complaints ☐ Infection Control policies – Including but not limited to TB and staff infectious disease screening policy; management of workplace exposure. ☐ *Hand washing ☐ *Bag technique policy ☐ Physician Involvement in POC/all orders for professional services. ☐ Personnel record requirements ☐ Performance Evaluation Policy ☐ Supervisory requirements-all services ☐ Admission Criteria/Policies ☐ Client Evaluation ☐ Plan of Care/Service Plan ☐ Staff instructions per care plan/service plan ☐ Compliance Program Policies ☐Transfer and discharge/end of service policies ☐ Physician orders/management (for professional services) ☐ Information Management policies address collection/protection/sharing/retention of information Note: Additional policies as requested	☐

Governance and Financial Documents			
HCMG.2	*Service or Business License(s)	As applicable per State regulation and local authority.	☐
HCMG.1	List of Governing Body (GB) members and positions	GB may consist of 1 or more persons depending on the size and scope of the agency	☐
CP.7 CP.8	Contracts/Written agreements	Service agreements as applicable for service delivery and staffing-Include list of contracted staff and interpretive services.	☐

Operational Documents			
HCGM.5	*Organizational Chart	This document is useful in evaluating org/leadership structure and functions.	☐

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HCMG.7 HCMG.8 HCPC.12 HCPS.13 HCCE.12	Orientation Program	As applicable per State requirements and Agency Policy Including but not limited to: client rights, privacy, emergency management, infection control	☐
HCMG.8 HCIC.2 HCEP.2 HCPC.12 HCPS.13	Staff Training Program	Service Specific; As applicable per State/Federal requirements and Agency policy. Including but not limited to infection control, emergency management, documentation of services	☐
HCPC.12 HCMG.8 HCPS.13 HCCE.12	Clinical Competency Documentation	Per Discipline and Applicable State Regs/Agency Policy; Including contractors.	☐
HCPS.11 HCPS.12 HCMG.3 HCMG.7	Clinical Manager and Administrator Job description	Clinical Manager and Administrator qualifications as required per State regulations and Agency policy	☐
CP.8 HCPS.5 HCPS.13 HCPC.12 HCIC.2 HCEP.2 HCMG.7 HCMG.8	In-service Education/Training Documentation	As applicable per State requirements per discipline and Agency policy	☐
HCEP.1	Emergency Preparedness Plan	All elements of the standard including: Plan, Policies and procedures, communication, training and testing, implementation	☐
CP. 1-CP. 8	Compliance Program documents	Documentation includes: Staff education, Standards of conduct, review of the compliance program, evidence of monitoring and reporting, education, applicable policies/processes.	☐

Note:
1. The Site Visitor will need an *organization computer* with read-only ***access to the EMR***.
2. Please tell all clinicians to ***wait for the Site Visitor before entering the home*** for home visits.