

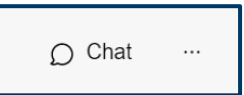


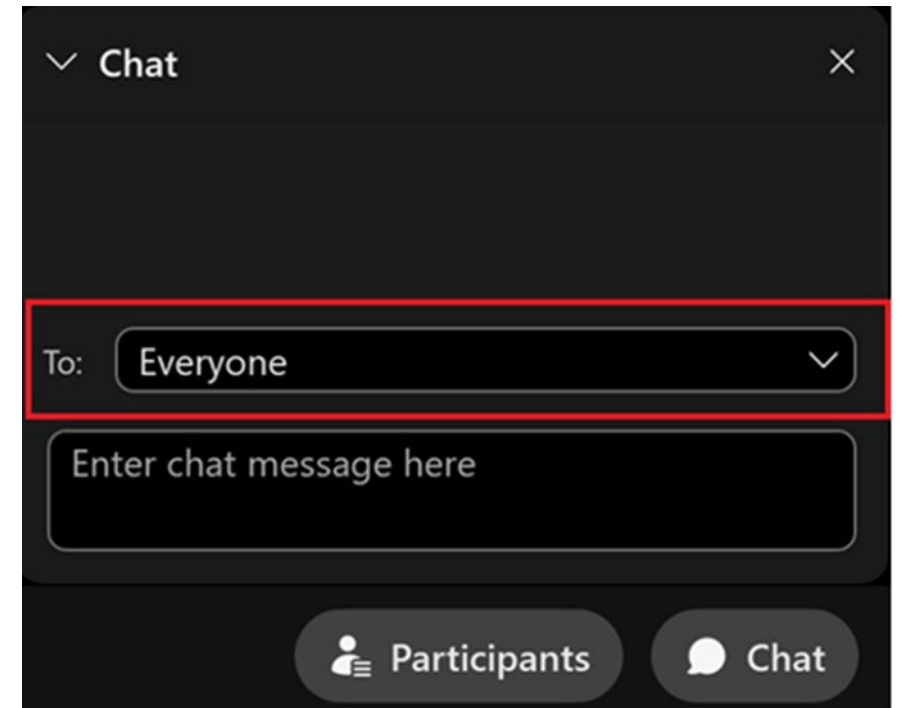
Home Care Correction Orders November 4, 2022

Daphne Ponds | Interim Executive Operations Manager

- Describe the top 12 comprehensive home care correction orders from 8-1-2021 (aka the Great Conversion) until today
- Describe the top five basic home care correction orders from 8-1-2021 (aka the Great Conversion) until today
- Learn about available resources to obtain and maintain compliance with [Minn. Stat. 144A](#)

How to Ask a Question

- **Participants are muted.**
- **To ask a question** Click on the chat bubble  to open the chat, select Everyone, and ask a question. Please note that questions sent to panelists directly will not be answered as individual chat boxes are not checked.
- **We will answer** as many questions as we can at the end of the presentation.
- **Please be respectful.**





Comprehensive Home Care Providers

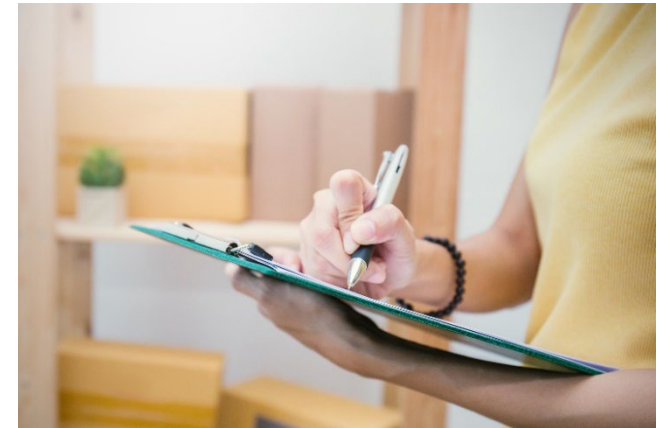
Top 12 Correction Orders

#12 Individualized Treatment/Therapy Mgt. Plan

Minn. Stat. 144A.4793, Subd. 3 [Tag #1035]

Plan/record must include the following items:

- The type of service provided.
- Specific client instructions for each treatment or therapy.
- Identification of the treatment or therapy tasks delegated to ULPs.
- How to notify the RN (or other LHP professional) when problems arose with treatments or therapies.
- Client-specific instructions related to documentation, or reason **not** administered, verified as administered and monitored to prevent complications or adverse reactions.



#11 Training/Competency Evals All Staff

Minn. Stat. 144A.4795, Subd. 7 (b) [Tag #1145]

Training & Competency evaluations of ULPs must include:

- Documentation
- Reporting change of client condition
- Basic Infection Control
- Maintaining a safe, clean environment
- Appropriate/safe hygiene/grooming techniques
- Fall prevention for at risk clients
- Stand-by assist technique
- Medication/treatment Reminders
- Food safety
- Modified diets
- Communication skills
- Confidentiality
- Appropriate boundaries
- Handling emergencies
- Use of technology and assistive devices



#10 Individualized Medication Mgt. Plan

Minn. Stat. 144A.4792, Subd. 5 [Tag #0920]

Must develop and maintain a current individualized medication management record for each client based on the client's assessment that must contain the following:

- Medication management services provided by nurse & unlicensed personnel (ULP) (included PRN)
- Type of medication storage system, based on client needs
- Specific written instructions for client's medication administration
- Person responsible for monitoring medication supplies and refills
- Medication management tasks that may be delegated to ULPs
- Procedures for staff to notify an RN when problems arose
- Any client-specific requirements (e.g., blood sugar, blood pressure, pulse, etc.)

#9 Home Care Bill of Rights; Notification to Clients

Minn. Stat. 144A.4791 Subd. 1 [Tag #0825]

The home care provider shall provide the client or the client's representative a written notice of the rights before the date that services are first provided to that client.

✓ The notice shall also contain the following statement:

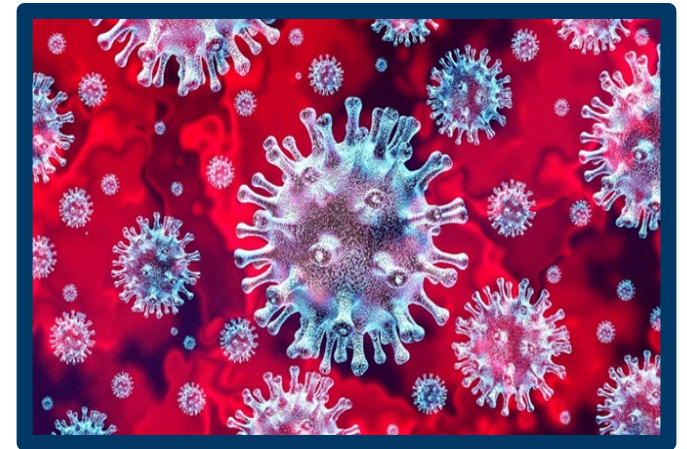
"If you have a complaint about the provider or the person providing your home care services, you may call, write, or visit the Office of Health Facility Complaints, Minnesota Department of Health. You may also contact the Office of Ombudsman for Long-Term Care or the Office of Ombudsman for Mental Health and Developmental Disabilities."

✓ Obtain written acknowledgment of the client's receipt of the home care bill of rights... shall be retained in the client's record.

#8 Infection Control Program

Minn. Stat. 144A.4798 Subd. 3 [Tag #1252]

Must establish and maintain an effective infection control program that complies with accepted health care, medical, and nursing standards for infection control.



#7 Service Plan, Implementation & Revisions

Minn. Stat. 144A.4791, Subd. 9 (a-e) [Tag #0865]

Finalize the current service plan within 14 days of the start of services.

- ✓ Ensure the most current service plan contains a signature or other authentication by the home care provider and by the client or the client's representative
- ✓ Ensure all services on the plan are provided
- ✓ Enter the service plan into the client record including any change in fee notices
- ✓ Keep staff who perform the services informed of the current plan

#6 Comprehensive Assessment and Monitoring

Minn. Stat. 144A.4791, Subd. 8 [Tag #0860]

An individualized initial assessment must be conducted in person by a registered nurse.

- Initial assessment within **5 days** of starting services.
- Reassessment (must be in client home) within **14 days** of starting services.
- Ongoing client monitoring at least every **90 days** or with a change in client's condition.



#5 Required Annual Training

Minn. Stat. 144A.4796 Subd. 6 [Tag #1190]

At least eight hours for every 12 months of employment, to include the following topics:

- Reporting maltreatment of vulnerable adults or minors
- Home care bill of rights
- Infection control techniques
- Review of provider's policies and procedures
- Hearing loss training (optional)



#4 (tied) Quality Management

Minn. Stat. 144A.479, Subd. 3 [Tag #0790]

The quality management activity means evaluating the quality of care by periodically reviewing client services, complaints made, and other issues that have occurred.

- Appropriate to the size of the home care provider and relevant to the type of services provided.
- Documentation must be available for two years.



#4 (tied) Individual Abuse Prevention Plan

Minn. Stat. 144A.479, Subd. 6 (b) [Tag #0810]

Individual abuse prevention plan (IAPP) should be current for every vulnerable adult or minor and include:

- An individualized assessment of client's susceptibility to abuse by other individuals;
- Assessment of the client's risk of abusing other vulnerable adults or minors; and
- Statements of the specific measures to be taken to minimize the risk of abuse to the client and other vulnerable adults or minors and risk of self-abuse.

#3 Employee Records

Minn. Stat. 144A.479, Subd.7 [Tag #0815]

The following items be documented in the record for each paid employee (including temporary staff), regularly scheduled volunteer and individual contractor:

- Evidence of required licensure/certification/registration
- Record of orientation and training at time of hire, annual training, infection control training, and applicable competency evaluations
- Current job description
- Annual performance reviews which identify areas of improvement needed and training needs;
- Verification of required TB screening
- Completed and passed background study

#2 Content of Service Plan

Minn. Stat. 144A.4791, Subd. 9(f) [Tag #0870]

The service plan must include:

The service being provided, the cost, and when?

- by whom
- review/assessment schedules
- how/when are staff monitored
- a contingency plan
 - what happens if there is a blizzard on visit day?
 - provide contact info of agency
 - who do you call if emergency with your client?
 - when to or not to call EMS



#1 TB Infection Control

Minn. Stat. 144A.4798 Subd. 1 [Tag #1245]

“...must establish and maintain a comprehensive tuberculosis (TB) infection control program...”

- Complete the TB risk assessment *annually*
- Complete staff TB education *annually*
- Complete TB screening at the ***time of hire*** for all health care personnel
 - assessing for current symptoms of active TB disease
 - assessing TB history
 - testing for the presence of Mycobacterium tuberculosis by administering either a two-step tuberculin skin test (TST) or single TB blood test



For more information, see the following MDH websites:

- [Tuberculosis \(www.health.state.mn.us/diseases/tb\)](http://www.health.state.mn.us/diseases/tb)
- [Assisted Living Resources & FAQs \(www.health.state.mn.us/facilities/regulation/assistedliving/faq\)](http://www.health.state.mn.us/facilities/regulation/assistedliving/faq)



Basic Home Care Providers

Top 5 Correction Orders

Tied for 5th place

- Quality Management 144A.479, Subd. 3 [Tag #0790]
- Individual Abuse Prevention Plan 144A.479, Subd. 6 (b) [Tag #0810]
- Home Care Bill of Rights (HBOR) Notification to Client 144A.4791, Subd. 1 [Tag #0825]



#5 (tied) Quality Management

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5 (tied) Home Care Bill of Rights; Notification to Clients

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The home care provider shall provide the client or the client's representative a written notice of the rights before the date that services are first provided to that client.

✓ The notice shall also contain the following statement:

"If you have a complaint about the provider or the person providing your home care services, you may call, write, or visit the Office of Health Facility Complaints, Minnesota Department of Health. You may also contact the Office of Ombudsman for Long-Term Care or the Office of Ombudsman for Mental Health and Developmental Disabilities."

✓ Obtain written acknowledgment of the client's receipt of the home care bill of rights... shall be retained in the client's record.

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- Review of provider's policies and procedures
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Tied for 3rd Place

- Basic Individualized Client Review/Monitoring 144A.4791, Subd. 7
[Tag #0855]
- Contents of Client Record 144A.4794, Subd. 3
[Tag #1080]
- Infection Control Program 144A.4798 Subd. 3
[Tag #1252]



#3 (tied) Basic Individualized Client Review and Monitoring

Minn. Stat. 144A.4791, Subd. 7 [Tag #0855]

An individualized initial review of the client's needs and preferences must be conducted:

- At the client's residence.
- Within **30 days** of the start of services.
- Ongoing client monitoring/review at least every **90 days** or with a change in client's needs.



#3 (tied) Contents of Client Record

Minn. Stat. 144A.4794, Subd. 3 [Tag #1080]

The client's record should contain all the following:



- Identifying information
- Emergency contact information
- Health care provider information
- Advanced Directives, if any
- Assessments/Service Plans
- Service-related communications
- Documentation of client status changes
- Incident (reports) documentation
- Documentation of completed services
- Documentation of Bill of Rights receipt
- Documentation of the statement of disclosure on limitations of services receipt
- Complaints received & resolution of
- Discharge summary
- Other relevant documentation related to client services

3 (tied) Infection Control Program

Minn. Stat. 144A.4798 Subd. 3 [Tag #1252]

Must establish and maintain an effective infection control program that complies with accepted health care, medical, and nursing standards for infection control.



#2 Content of Service Plan

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- Employee Records 144A.479, Subd.7 [Tag #0815]
- TB Infection Control 144A.4798, Subd.1 [Tag #1245]



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Resources for Compliance

Home Care Web Page



Our homecare webpage
is currently under
construction...

Upcoming Home Care WebEx Presentations

OHFC Investigation Process & Home Care Complaints

Friday, December 2, 2022

12:00 p.m. to 12:50 p.m.





Questions???

Thank you.

Daphne Ponds | Interim Executive Operations Manager

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