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In-Home Services
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INTRODUCTION:

The Washington State Department of Health (department) licenses and regulates in-home service agencies in the categories of Home Care, Home Health and Hospice per chapter 70.127 RCW and WAC 246-335.

- **Home Care Services are non-medical services and utilize home care aides.**
- **Home Health and Hospice Services are skilled services and utilize nursing assistants – certified or registered (NA-C and NA-R) as home health aides.**

TRAINING REQUIREMENTS:

1) STATE LICENSING

- a. Disclosure Statements and Criminal Background Checks
- b. Written Policies and Procedures and orientation of all staff
- c. Supervision requirements, including set evaluation timeframes
- d. Personnel requirements, including orientation, skills verification and on-site performance evaluation

2) HOME CARE

- a. No minimum pre-service training for home care aides. WAC 246-335.
- b. Staff supervision/oversight requirements, WAC 246-335-065 (5) – (7):
 - i. Orientation to agency policies and procedures
 - ii. Verification of skills
 - iii. Ongoing training(such as in-service) pertinent to client needs

3) HOME HEALTH

- a. NA-C and NA-R must be certified or registered and meet specific training and competency requirements, Chapter RCW 18.88a and WAC 246-841.
- b. Staff supervision/oversight requirements, WAC 246-335-065 (5) – (7) noted above under home care also applies to licensed home health agencies.
- c. A Medicare certified Home Health Agency must provide pre-service training, competency testing and ongoing annual training of home health aides, 42CFR 484.36 (Federal Medicare rule).

NOTE: The remainder of this discussion will focus on Home Care Only

PUBLIC SAFETY

Chapter 70.127 and WAC 246-335 require the department to establish minimum standards for In-home Care Services in the Home Care Category.

- Disclosure Statements and Criminal Background Checks
- Written Policies and Procedures and orientation of same by all staff
- Bill of Rights
- Plan of care requirements, including times for reevaluation of Plan of Care
- Supervision requirements, including set evaluation timeframes
- Personnel requirements, including orientation, skills verification and on-site performance evaluation
- Quality Improvement requirements including a complaint resolution process
- Re-inspection (survey) of all agencies by Registered Nurses each licensure period
- State Hotline complaint process with an investigative assignment and follow up

SURVEY DEFICIENCIES:

(October 1, 2006 through Aug 31, 2007)

- NOTE:** 1) A Plan of Correction is due for all deficiencies
2) A Progress Report or revisit to the agency is completed 90 days following the survey exit date that resulted in the deficiencies

7 most frequently cited deficiencies for Home Care during this period

- 1) WAC 246-335-105 (4) (h) Failure to assure that each care aide reviews the plan of care or written instructions for each client prior to providing services.
- 2) WAC 246-335-105 (5) Failure to evaluate compliance with the plan of care every six months which includes an evaluation of client satisfaction.
- 3) WAC 246-335-070 (9) Failure to evaluate caregivers, including an on-site (in the client's home) observation, at times determined by agency policy.
- 4) WAC 246-335-090 (1) (a) Failure to implement a written plan of care that includes input and written approval by the client or designated family member.

5) WAC 246-335-110 (1) (c) (vi) Failure to document signed notes describing services provided during each client contact.

6) WAC 246-335-090 (1) (d) Failure to assure the plan of care is reviewed on-site, updated, approved and signed by appropriate agency personnel and the client or designated family member every twelve months and as necessary based on changing client needs.

7) WAC 246-335-105 (4) (j) Failure of the supervisor to assure that each home care aide assists with medications according to state regulation and agency policy.