

Home Health VNA, Inc.

SUBJECT: HOME HEALTH AIDE PLAN OF CARE

- PURPOSE:**
1. To ensure that the Home Health Aide has a specific (written) plan of care that outlines care responsibilities and duties that are designed to meet identified patient needs.
 2. To ensure that the Home Health Aide Plans of Care are updated regularly by a licensed clinician.

Policy

In order to provide Home Health Aide services, a licensed clinician, within the scope of his/her professional licensure, must complete/review Home Health Aide Plan of Care upon Start of Care (SOC), Resumption of Care, Recertification (follow-up episode) or change in the Plan of Care (POC).

Procedure

I. The Clinician

- a. The Clinician requesting Home Health Aide (HHA) Services is responsible for developing the HHA Plan of Care, which includes patient care orders that are within the scope of the HHA's job description.
- b. The Home Health Aide is directed and supervised by a registered nurse, physical, occupational or speech therapist. The clinician is to explain the HHA's duties to the patient and family/caregiver. The majority of the HHA's time should be spent assisting with personal care.
- c. The HHA POC written by the clinician must include very specific directions for all activities that are to be performed by the HHA, including but not limited to:
 - i. Specifying what is included in skin care for patients at risk of breakdown;
 - ii. Assuring that a shower chair is present when delegating patient shower activities to a HHA;
 - iii. Providing detailed written instructions for all transfers;
 - iv. Specifying what is necessary for a patient with specific feeding needs.
- d. The HHA POC is updated at least every 60 days and whenever the patient's care needs change. This includes an ongoing evaluation to ensure that the Home Health Aides visit frequency and length are appropriate to meet the patient's needs. It is the primary clinician's responsibility to assure that the HHA POC is reviewed and updated. HHVNA will use the recert period as the renewal date for updating the HHA POC.

Note: The clinician should not include medicated or prescription creams/ointments on the Plan of Care as they may not be applied by a HHA (refer to agency procedure: HHA Assistance with Topical Medications/Ointments).

- e. Changes and updates to the HHA POC may be made by a registered nurse, physical, speech or occupational therapist. When a clinician makes a change to the POC, the clinician instructs the HHA according to the policy on the delegation of Category I and II skills as referenced in Policy #2400 – “Delegation of Duties to the Home Health Aide”. All interventions must be documented in the electronic medical record by this clinician. The home copy of the POC must be updated, dated and initialed. The outdated home copy of the POC will be destroyed according to HHA policies governing Protected Health Information (refer to Policy #4017 – “Destruction of Patient Records”). The clinician will contact the HHA Department to alert them of this update; this will help ensure that all HHA plans of care for the client are also updated. If the change is a Category II skill, the clinician will contact the HHA Department to schedule an orientation for the HHA.
- f. If a clinician identifies an urgent need for a HHA to start providing services, the clinician will contact the HCI Scheduling Supervisor to schedule the visit as appropriate and if over the weekend, the clinician will contact the HCI On-Call Supervisor to schedule the visit as appropriate.
- g. Any delay in the Home Health Aide start of care will be reported to the physician according to policy.

II. The Scheduling Supervisor

- a. Upon receipt of the HHA visit orders and the HHA POC, the HHA Department will contact the patient or the family/caregiver, to confirm receipt of orders and discuss a schedule.
- b. If the HHA visits will not start within 48 hours, the Scheduling Supervisor will alert the primary clinician and the Director/VP of HCI of the reason why the HHA SOC will be delayed so that the clinician can notify the physician according to policy.
- c. The HCI Scheduling Supervisor is responsible for reviewing the HHA POC, via telephone or in person with the Home Health Aide, prior to the HHA initiating care.
- d. The Scheduling Supervisor will print out the HHA POC and mail it to the patient upon Start of Care, Resumption of Care, Recertification or when changes are made to the POC. The Scheduling Supervisor will remind the patient/caregiver to place the POC in the HHVNA folder inside the patient’s home, once the POC is received.

III. The Home Health Aide

- a. Whenever the POC is read over the phone, the HHA will read back or review the tasks with the Scheduling Supervisor.
- b. The HHA will not perform care without a POC.
- c. The HHA will seek clarification of any interventions that are unclear.
- d. The HHA will not perform any Category II skills without an orientation.
- e. The HHA will never perform any Category III skills.
- f. The HHA will check the POC for changes at the start of each visit.
- g. The HHA will notify the Scheduling Supervisor of any missing or out-of-date POC.

References:

#2400 - “Delegation of Duties to the Home Health Aide”

#4017 - "PHI - Destruction of Patient Records"

Agency Procedure: Home Health Aide Assistance with Topical Medications/Ointments

CFR 484.80 (g) Home health Aide Assignments and Duties

CFR 484.80 (c) Competency Evaluation

Responsibility: Clinicians, Home Health Aides

Distribution: Leadership

Nature of Change	Updated references
CCO Signature:	_____/_____/_____ Date
CEO Signature:	_____/_____/_____ Date