

Personal Care and Respite



This document is intended as a tool to help provider agencies prepare for their annual audit for SourcePoint's In-Home Care program. SourcePoint Providers are strongly encouraged to read all of SourcePoint's provider requirements as this tool is not intended to encompass all possible scenarios.

Rule Number	Service Specification	Findings/comments	Yes	No	N/A
1.0: Service Definition					
1	Enable a client to achieve optimal functioning of ADLs and IADLs and/or provide the client's informal caregiver with a respite from caregiving duties. Premium Personal Care/Respite Service is considered service, authorized by the care consultant, of 2 hours or less provided on a given shift				
2.0: Unit of Service					
2.1	A unit of service is one (1) hour of direct in-home service to the client.				
2.2	The cost of service exceeding 8 consecutive hours may be billed at a 24-hour weekend rate of \$275.00/day or at the hourly rate, whichever is lower. <u>This only applies to Respite care.</u>				
2.3	Premium service shall be billed under the appropriate care plan item. A provider's premium rate shall be set by the provider agency and is not to exceed 1.5 times the contracted regular rate for the service				
2.4	Unit rate must include Administration, Supervision, Travel and Documentation time				
2.5	The number of units authorized in each service day may vary from a fraction of a unit to several units.				
3.0: Provider Agency Requirements					
3.3	PC/R Services must be provided in the client's or caregiver's home				



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4.0: Continuing Education: The provider must furnish a minimum of eight (8) hours of continuing (in-service) education for each homemaker paraprofessional annually					
4.1	Provider must <u>maintain documentation</u> of PC/R staff participation in continuing education sessions				
4.2	During first year of employment, the eight hour continuing education requirement is excluded for those staff members completing the 60-hour training/skill testing requirement				
5.0: Duties and Responsibilities of the PC/R Aide: The Provider must assure PC/R assignment and capability to perform services outlined in the SourcePoint authorized plan which may include any of the following client care tasks:					
5.1	Personal hygiene and care: bathing; oral hygiene; hair care; shaving; perineal care; skin care; nail and foot care unless contraindicated by client's condition; dressing and grooming				
5.2	Mobility: Turning; assisted transfers and ambulation; passive range of motion				
5.3	Elimination: measuring intake and output; assist use of bedpan, commode; incontinence care; catheter care (limited to cleansing and positioning of external parts of drainage systems or emptying drainage systems				
5.4	Nutrition: meal plan and prep; special diet prep with qualifying instruction; cleaning food areas; encouraging adequate intake; recording weight; nutritional and fluid intake				
5.5	Homemaking tasks: cleaning of bedroom, bathroom; laundry; dish washing; trash removal; vacuuming; wet mopping non-carpeted floors				
5.6	Safety: identify and report safety hazards to immediate supervisor; eliminate safety hazards with client and supervisor approval				
5.7	Other: reality orientation or prompting and sensory stimulation; complete errands; accompany to appointments; listen and converse				
6.0: PC/R aide tasks requiring individualized instruction and skill testing. The provider must furnish in-home specific instruction for the client being served by the PC/R Aide for tasks listed in this section					
6.1	The instruction must be:				
	One-on-One				
	Provided by licensed nurse who meets requirements in #11.2				

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	Followed with return demonstration by PC/R Aide				
6.2	PC/R Aide instruction and successful return demonstration must be documented prior to PC/R assignment to that special task for the client				
6.3	Those specific PC/R client care tasks requiring special instruction and return demonstration are:				
	6.3(a): Specific therapies under direction of a licenses therapist				
	6.3(b): use of a Hoyer lift				
	6.3(c):Application of a condom catheter				
	6.3 (d): Bladder training that requires use of timed clamping of urinary drainage systems (requires a physician's order)				
	6.3(e): Cleansing or emptying of an ostomy drainage system (requires a physician's order)				
	6.3 (f): Assistance with application of stoma appliances provided the ostomy is stable, the client has had the ostomy for at least 6-months, the client has knowledge of techniques and the stomal and peristomal skin is intact (requires a physician's order)				
7.0:Special tasks that must not be assigned to the PC/R aide. The provider must assure that the PC/R aide <u>never</u>:					
7.1	Administer over the counter medications to be ingested				
7.2	Administer oral and/or injectable prescription medications or apply topical prescription medications				
7.3	Perform tasks that require sterile technique				
7.4	Administer irrigation fluids to intravenous lines, Foley catheters or ostomies				
7.5	Administer food and fluids via feeding tubes				
7.6	Administer enemas				
7.7	Fill medication/pill boxes				
8.0 PC/R Aide Supervision: The provider must assure that a PC/R Aide performs services outlined in the authorized plan and that the PC/R Aide is supervised by a supervisor meeting the minimum requirements outlined in S/S #11.2					

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8.1	Supervisor must complete and document a home visit to define the expected daily activities of the PC/R Aide <u>before client care is initiated</u> . The supervisor performing this task must meet nursing requirements outlined in section 11.2				
	8.1(a): Supervisor prepared written PC/R Aide daily care plan specific to each client and consistent with authorized plan				
	8.1(b) Supervisor provided a copy of the daily plan for each client assigned to the PC/R Aide				
8.2	Supervisor must evaluate Homemaker paraprofessional compliance with daily care plan and SourcePoint's authorized plan at least every 2 months				
	8.2(a): Supervisor reviewed PC/R Aide documented client contacts to assure PC/R Aide task completion is consistent with daily care plan				
	8.2(b): Complete and document a PC/R Aide supervisor visits to client at least every 2 months to evaluate PC/R Aide compliance with daily care plan and SourcePoint's authorized plan.	* Reviews may be completed in-person or over the phone/virtually via Web. * In-person reviews must be completed for new client enrollment. * In-person reviews must be completed when a client has been on suspension for 30 or more days * There should be no Client Supervisory Service Reviews conducted via telephone/virtually via Web back-to-back.			
	8.2(c): the supervisor shall obtain the client's signature and date on the client supervisory visit report				
	8.2 (d) Documentation of Client Supervisory Service Reviews conducted via telephone must indicate that the Review was completed via telephone/virtually via Web and include the same information as Reviews conducted in-person.				
	8.2 (e) The Provider should make every effort to schedule in-person Client Supervisory Reviews ahead of time. Unscheduled Client Supervisory Reviews are to be conducted only				
	Supervisory visits can be conducted by a nurse or administrative supervisor as defined in Section 11.2 & 11.3.				



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	A nurse must review and updated the client's plan of care at least one (1) time per year.				
	A nurse must conduct a visit following: 8.2(h)-i: a client's hospital admission; 8.2(h)-ii a client's medical event; 8.2(h)-iii: client service was on hold more than 30 days; or 8.2(h)-iii a client's skilled nursing facility stay				
8.3	Supervisor must assure that each episode of PC/R Aide service delivery, including al listing of tasks performed by the PC/R Aide and client response to the service is signed by the PC/R Aide and the client				
	8.3(a): If provider is utilizing an electronic service delivery system, do they have an approved copy of the SourcePoint electronic service delivery waiver?				
8.4	The supervisor must evaluate client response to the care plan and reflect problems identified by client through the documentation review and supervisory visit process identified in section 8.0, item 8.2 and notify the care consultant of recommended modifications and resolution of any problems identified				
8.5	Supervisor must maintain documentation that supervisor report was completed every 62 days in each client's file				
9.0: The provider must have a monitoring system/method in place to verify service delivery. Mechanism must verify:					
9.1	Whether homemaker is present at location where services are to be provided and at the time services are to be provided				
9.2	Whether provider's employees have provided the services at the proper location & time by the end of the working day				
9.3	Client/family member signature at end of service shift. If system does not have signature capability, provider must request a Waiver from SourcePoint.				
9.4	A protocol to be followed in scheduling a substitute employee when the monitoring system identifies that an employee has failed to provide home care services at the proper location and time, including standards for determining the length of time that may elapse without jeopardizing the health and safety of the consumer;				



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9.5	Procedures for maintaining records of the information obtained through the monitoring system				
9.6	Procedures for compiling annual reports of the information obtained through the monitoring system, including statistics on the rate at which home care services were provided at the proper location and time, and;				
9.7	Procedures for conducting random checks of the accuracy of the monitoring system to assure system is in proper working order				
Note:	Above items are still required for agencies utilizing electronic service delivery unless a waiver is granted by SourcePoint.				
<p align="center">10.0: Summary of Requirement Documents: the provider of PC/R Aide must furnish PC/R service specific documentation in addition to the documentation requirements of the conditions of Participation. The PC/R service specific documentation required includes:</p>					
10.1	The provider assessment outcome and Physician authorization (if required)				
10.2	Client-specific PC/R care plans				
10.3	Record of each episode of client contact				
10.4	Regular supervisor/worker case consultation and communication				
10.5	SourcePoint or agency supervisory report				
Note:	Above may be kept electronically				
<p align="center">11.0: Personnel Qualifications: The provider must assure that position descriptions and PC/R staff possess the following qualifications:</p>					
11.1	PC/R Aide:				
11.1.1	Is a high school graduate or completed GED or has a minimum of 2-years work experience				
11.1.2	Is able to understand written care plans, execute instructions and document services delivered				
11.1.3	Is able to communicate with clients/ families and emergency service systems personnel				
11.1.4	Training and Skill Testing Criteria: must meet at least one of the following criteria prior to serving a SourcePoint client				
11.1.4 (a)	Current State Tested Nursing Assistance (STNA) or certified home health aide without a 24-month lapse in employment				
OR					



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11.1.4 (b)	One-year experience as an institutional nursing aide or supervised in-home Health Aide within the past 3-years. PC/R aide must successfully complete written testing and skills testing by return demonstration (either in classroom environment or in the field under supervision)				
	OR				
11.1.4 (c)	Successful completion of 60-hours PC/R Aide or Home Health Aide training and skill testing conducted by the Provider agency that includes the training and skill testing components				
11.2	Nurse:				
11.2.1	Registered Nurse				
11.2.1 (a)	Has a current Ohio Licensure as registered nurse				
	AND				
11.2.1 (b)	Has 1-year experience as an RN				
	OR				
11.2.1 (c)	Has 4-years' experience in home health prior to obtaining nursing license				
11.2.2	Licensed Practice Nurse				
11.2.2 (a)	Has current Ohio Licensure as a licensed practical nurse AND				
11.2.2 (b)	Has 2-years' experience as licensed practical nurse OR				
11.2.2 (c)	4 years of experience in home health care prior to obtaining nursing license. AND Is under the direction of a Registered Nurse, pursuant to Ohio Revised Code 4723 (Nurse Practice Act)				
11.2.2 (c) (i)	RN's contact information must be readily and easily accessible to LPNs acting as supervisor to PC/R staff				
11.2.2 (c) (ii)	RN may be a contract employee only				
11.3	Administrative Supervisor:				
	11.3.1 The Provider must assure that the supervisor of PC/R staff meets at least one of the following qualifications:				

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	Possess a bachelor's degree (BS or BA) OR an associate degree in one of the following areas: <ul style="list-style-type: none"> ·Health Sciences ·Medical Assisting ·Physical or Occupational Therapy ·Gerontology ·Social Work ·Nursing ·Public Health ·Health Education ·Other related field OR 				
	11.3.2 Possesses a minimum of four (4) years of direct community service experience in the provision of home care services.				
<p align="center">12.0: Training and Skill Testing Criteria: the provider must assure that all individuals providing PC/R services have successfully completed 60-hours of training and skill testing by return demonstration, unless exempted under Section 11, item 11.1.4</p>					
12.1	The training areas include, but are not limited to the following:				
12.1.1	Communication skills, ability to read, write and make brief and accurate oral or written reports				
12.1.2	Observation, reporting and documentation of client status and services provided				
12.1.3	Reading and recording temperature, pulse and respiration				
12.1.4	Universal precautions for infection control procedures.				
12.1.5	Basic elements of body functioning and changes in body function that should be reported to supervisor.				
12.1.6	Maintenance of a clean, safe and healthy environment of house cleaning				
12.1.7	Recognition of emergencies; knowledge of emergency procedures; and basic home safety.				
12.1.8	The physical, emotional and developmental needs of the client, including the need for respect of person and property, and privacy.				
12.1.9	Appropriate and safe techniques in personal hygiene and grooming				

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12.1.10	Meal preparation and nutrition planning				
12.1.11	Establishing and maintaining appropriate boundaries				
12.2	60-hours do not include agency orientation hours required for new agency employees as specified in Conditions of Participation				
12.3	Provider must maintain and furnish documentation of the PC/R training and testing in the PC/R aide personnel file. The documentation requirements are:				
12.3 (a)	Date of Training				
12.3 (b)	Number of hours of training				
12.3 (c)	List of instruction materials and subject areas covered				
12.3 (d)	Qualifications of the trainer and tester				
12.3 (e)	Signatures of trainer, tester and PC/R verifying the accuracy of the record				
12.3 (f)	Testing results				