

Personal Care Agency “Guide Sheet Overview/ Topic Areas to Prepare for Survey”

Section 14- Regulations- Administration

- Proof of Admin. Age- Drivers license
- Signed statement understand Regs. R182-07
- Signed statement of who is in charge in absence of Administrator
- Evidence of accounting system
- Demonstrate ability to read write and speak English
- Have a copy of the NRS 449 & regulations
- Develop and implement policies
- Proof of oversight- coaching forms, evaluations, etc
- Create and maintain records of training and assure caregiver is trained prior to assignment
- Assure NRS 200.5093 and 632.427 laws regarding elder abuse, neglect and exploitation are followed- Conduct training for elder abuse, neglect , exploitation and show proof.

Section 17 Supervision

- Admin. or designee conduct supervisory home visits and document
- Document all visits and phone calls
- Assure:
 - Service plan is being followed
 - Appropriate and safe techniques are used
 - Service plan meets the needs of client
 - Attendant can meet the needs and has had sufficient training
 - Follow-up on problems for personal care services and issues of service plan

Section 18- Attendant

- Items in Section 16
- Demonstrate the ability to read, write speak English- ex Employee application
- Demonstrate ability to meet needs of client
- Receive not less than 8 hours training annually

Section 19- Attendant Shall

- Obtain working knowledge of this chapter of regulations R182-07- sign statement
- Complete training before providing personal care services including OJT provided by client with supervision during the instruction
- Receive training:
 - Written documentation of personal care and verification of time records
 - Rights of clients and confidentiality (HIPAA)
 - Special needs, disability, sensory, physical and cognitive changes & the aging process
 - Communication skills, listening, problem solving, conflict resolution , alternative modes of communication
 - First Aid/CPR training
 - Recognizing and responding to emergencies, adverse behaviors, nutrition and hydration, bladder and bowel training, skin care, body mechanics and transfer techniques, maintaining clean and safe environment, hand washing and infection control

Section 15- Policies and Procedures

- Written policies and procedures for employees, including qualifications and conditions of employment of attendants and other personnel- Job descriptions
- Description of duties and responsibilities of attendants
- Descriptions of activities attendants are prohibited from engaging in items- “a thru d”
- Policies setting forth rights of clients
- Policies of ethics and privacy- HIPAA
- Policies on preventing disease transmission (infection control) including investigation procedures
- Policy or description of personal care services provided to clients
- Policy on manner of assignment of attendant to clients and how this will be supervised
- Provide documentation of client needs and personal care services
- Policy/procedure for emergency response for medical and non medical situations
- Policy for periodic performance evaluation of employees
- Policy for maintenance of records for personnel and proof that policies and procedures are being followed.
- Policy for identifying needs and training for specific populations/special needs
- Policy for termination of services
- Policy for coordination with other providers
- Demonstrate sufficient resources to provide services

Section 16- Personnel files/ Attendant

- Name, address and phone number of each
- Date of hire (and date of first assignment)
- Documentation of NAC 441A.375- Physical and TB (2step) testing
- Proof of reference checking in writing
- Evidence of compliance with NRS 449.179- Criminal history check/fingerprints- document of background check, State and FBI
- Proof of 1st Aid/CPR within 6 months
- Proof of age- over 18- Driver’s license, ID
- Proof of liability coverage if driving clients
- Training documentation
 - Description of the content of the course taken
 - Date attended, number of hours
 - Signature of instructor & name
 - Certificate of completion
 - Evidence/documentation of training requirements in Section 19
- Performance evaluation documentation
- Evaluation of competency and skill before assigning- documentation of
- Proof that personnel files are secured in a locked area (HIPAA)

Section 20- Client Records/Documents

- Written Disclosure Document
 - Signed by client or representative
 - Kept in file
- Written Disclosure includes:
 - Description of and information concerning personal care services offered by agency
 - Statement of conditions the agency cannot manage- unstable and unpredictable
 - Qualifications and training of attendants
 - Charges for personal care services
 - Description of billing methods, payment, due dates, and cost increases
 - Criteria/circumstances for termination of services and notification policy
 - Procedures to contact administrator during hours of service and the on call policy
 - Information concerning rights of clients and grievance procedure

Section 22- Evaluation of Client

- Administrator/designee shall conduct initial screening to evaluate needs & **document**
- Develop a service plan
- Agency shall: **DOCUMENT**
 - Evaluate does it have sufficient resources and capability to satisfy the client and provide services in plan
 - Review the service plan with the client and schedule for the provision of services
 - Review procedure to follow if an attendant does appear for scheduled visit.....
- Services prohibited are:
 - Insertion or irrigation of catheter
 - Irrigation of any body cavity, ear, enema or vaginal douche
 - Application of a dressing involving prescription medication or aseptic techniques, treatment of moderate or severe skin conditions
 - Injections of fluids into veins, muscle or skin
 - Administration of medication, including insertion of rectal suppositories, topical prescribed lotion and administration of eye drops
 - Performing physical assessments
 - Monitoring vital signs
 - Using specialized feeding techniques,
 - Performing digital rectal exams
 - Trimming and cutting toenails
 - Massage
 - Providing medical case management, including accompanying client to physician office to provide medical information
 - Any task in Chapter 632 of NRS and the regulations adopted by the State Board of Nursing as requiring skilled nursing care

Section 21- Administrator responsibility to client

- Assure client not prohibited from speaking to person who advocates for the rights of clients
- Develop a procedure to respond to grievances, incidents and complaints and document action taken
- Agency compliance with NRS 449.700-449.730, covering transfer of case and records
- Written description of client rights kept in file & signed
 - To receive considerate and respectful care
 - To participate in service plan development
 - To receive the number of the BHCQC to contact for complaints
 - To receive notification of any authority of the Health Division to examine records
 - To receive the limits of the service plan and program criteria
 - To receive written policies and procedures of agency relating to charges, reimbursements, determinations of service plans
 - Client may make reasonable requests

DOCUMENT

SUMMARY

- Law is: NRS 449.0021
- Adopted Regulations are: R182-07
 - Effective January 30, 2008
- Website is: www.Health.nv.gov/hcqc

Regulatory Authority:

- Bureau of Health Care Quality and Compliance
 - (775) 687-4475 Carson City
 - (702) 486-6515 Las Vegas

Other references:

- TB and Health Regulations: NAC 441A.375
- Elder Rights Law: NRS 200.5093 and 632.427
- Nursing Board Law: NRS 632
- Health Facility Law NRS 449.037

Medicaid: DHCFP

- Carson City- 775 684-3676
- Elko- 775- 753-1191
- Reno 775- 687-1900
- Las Vegas 702-668-4200

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