

# TOP 10 HOME CARE DEFICIENCIES

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Standard	Standard Content	Tips for Compliance
① HCIC.3	It is required that staff have access to PPE and use standard precautions appropriate to: The client, care/service provided, CDC and the state or county health department.	<ul style="list-style-type: none"> <li>• Ongoing training on revisions by CDC, public health, etc.</li> <li>• Competencies for handwashing, bag technique, donning and doffing PPE, proper PPE</li> <li>• Supervisory home visits to ensure compliant infection control techniques</li> </ul>
② HCPC.9	Staff provide personal care services per the current service plan. Reasons for exceptions to the service plan are documented.	<ul style="list-style-type: none"> <li>• Educate Aides re: following Aide care plan/ assignment</li> <li>• Reinforce that the Aide must notify responsible staff member prior to making any changes</li> <li>• Ensure responsible staff member is revising plan as changes occur.</li> <li>• Audit to ensure compliance</li> </ul>
③ HCPC.5	Organization policy and procedure defines: Who develops and documents personal care service plan based on evaluation. How client is involved and how consent to initiate or change service occurs. Minimum content includes types of personal care services, how often, length of time staff member is present.	<ul style="list-style-type: none"> <li>• Ensure the service plan for personal care includes the required elements</li> <li>• Documentation should reflect participation of the client in plan development</li> </ul>
④ HCMG.8	Staff personnel records include evidence of meeting job description qualification, orientation and training, competency and evaluation, health reports, background checks as defined per state law/policy.	<ul style="list-style-type: none"> <li>• Ensure on hire and ongoing personnel checklists are up to date</li> <li>• Utilize tracking systems to ensure compliance</li> <li>• Audit personnel files quarterly</li> <li>• Ensure Aide competency and supervisory visits are compliant</li> </ul>
⑤ HCIC.4	There is a TB control plan that requires staff be screened/tested per local/state law or per policy. In the absence of organization-defined risk or local or state law, the organization screens/tests staff per current CDC guidelines.	<ul style="list-style-type: none"> <li>• Ensure all current local or state law or regulations and CDC guidelines are known by agency</li> <li>• Ensure Policy is current to regulations</li> <li>• Audit regularly to ensure that policy is being followed</li> </ul>
⑥ HCMG.9	Content of the client record: assessment/evaluation, plan of care, services provided.	<ul style="list-style-type: none"> <li>• Educate staff on documenting all assessments, visit notes in the clinical record</li> <li>• Perform clinical record review audits to ensure all components are present</li> </ul>
⑦ HCCC.1	The organization has a Client Bill of Rights addressing the right to: Receive information about the scope of care/services the organization provides and any limitations on those services; be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse or exploitation, and the misappropriation of client property by anyone furnishing services; refuse care/service.	<ul style="list-style-type: none"> <li>• Ensure all elements are present in the Client Bill of Rights</li> <li>• Educate clinicians that all elements must be communicated to the patient/caregiver, as applicable and documented as such</li> </ul>
⑧ HCMG.7	Human Resource policy and procedure addresses the following: 1. Job descriptions 2. Conditions of employment 3. Staff orientation and staff training 4. Staff competency assessment, process, and frequency 5. Staff performance evaluation 6. Health reports, background checks, and other information as required by state or federal law and regulation 7. Personnel and health record content	<ul style="list-style-type: none"> <li>• Ensure organizational policy addresses all components of the standard</li> <li>• Conduct audits of HR policies to ensure all components of the standard have been included and addressed</li> </ul>
⑨ HCPC.4	A re-evaluation of a client's need for personal care services occurs at least every 12 months or more frequently when required by state law, when requested by the client, or when indicated by reported changes.	<ul style="list-style-type: none"> <li>• Develop a process to ensure a re-evaluation is completed on each client at least every 12 months</li> <li>• Conduct regular audits of client records to ensure re-evaluations are completed as required</li> </ul>
⑩ HCCC.3	The Organization provides information to the client and/or representative that identifies: 1. The scope of care/services available to clients. 2. The business hours and contact information; and, 3. How to contact the Organization after business hours, on weekends, and on holidays.	<ul style="list-style-type: none"> <li>• Ensure client handbook/admission information to clients includes all information in the standard</li> </ul>