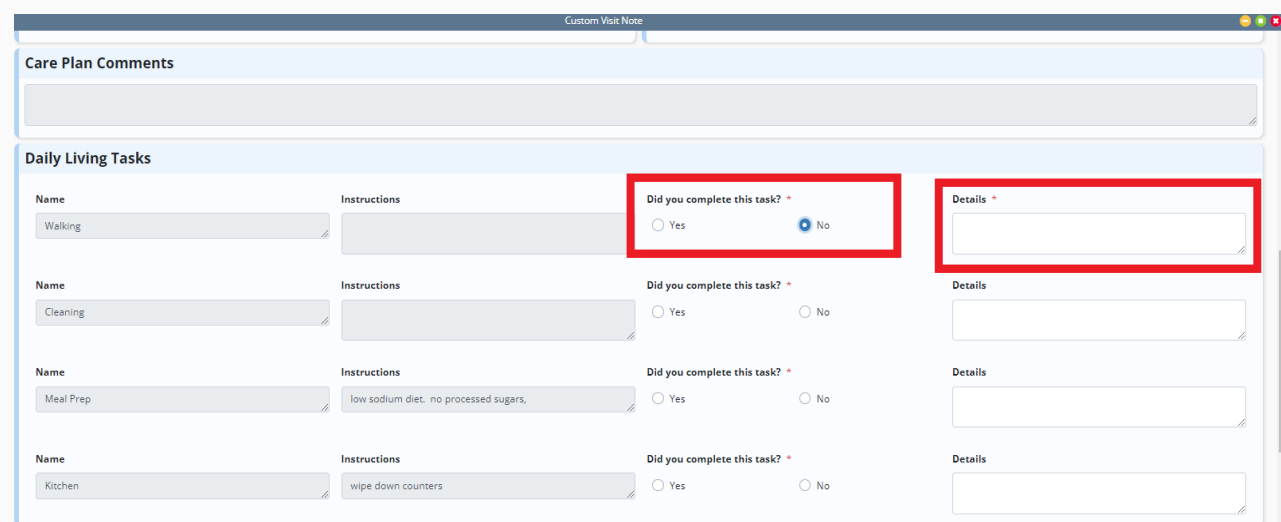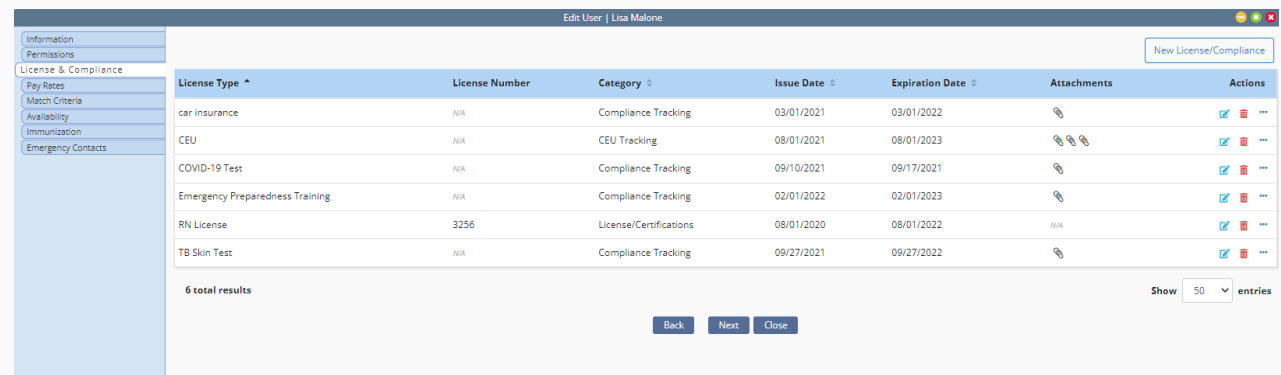# TOP TEN HOME CARE DEFICIENCIES FOR 2021
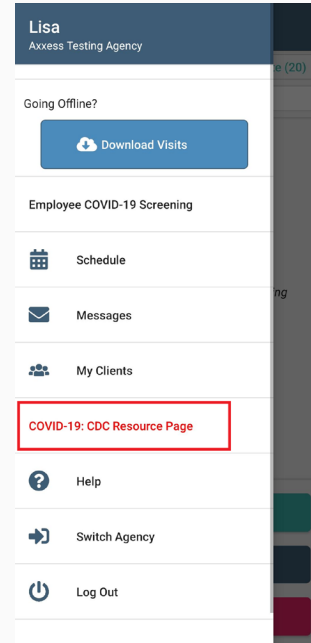## and How Axxess Home Care Helps
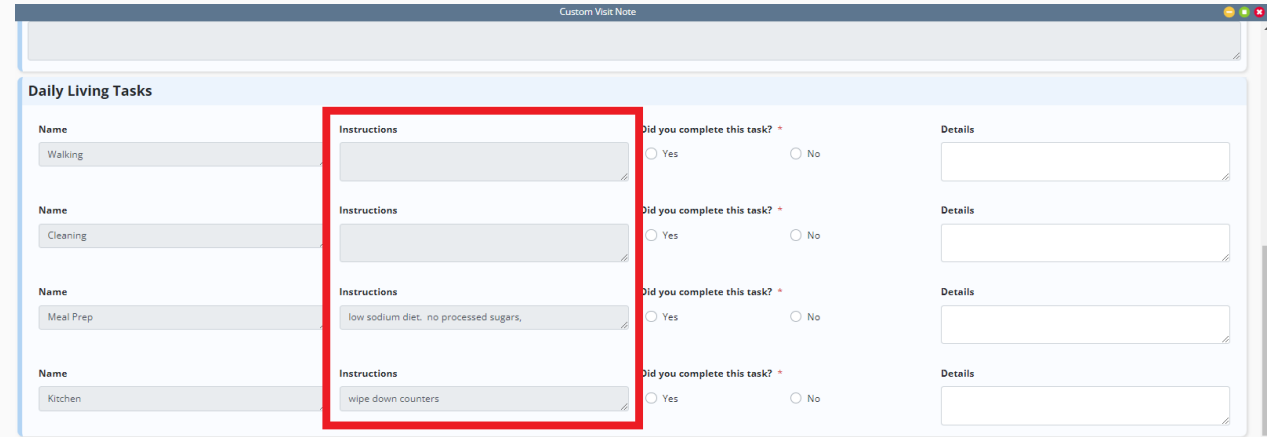
HCPC.9

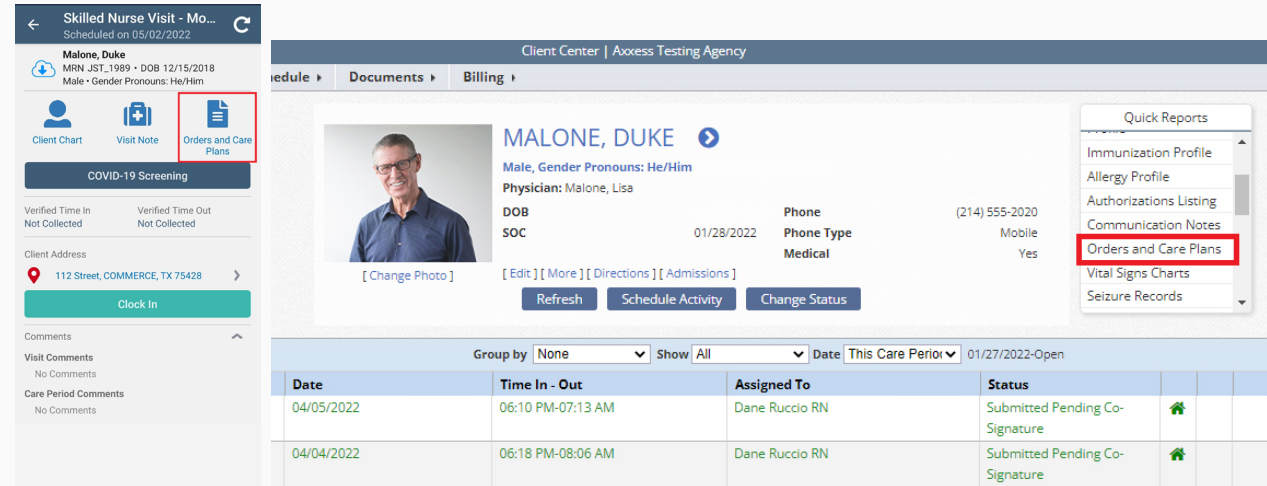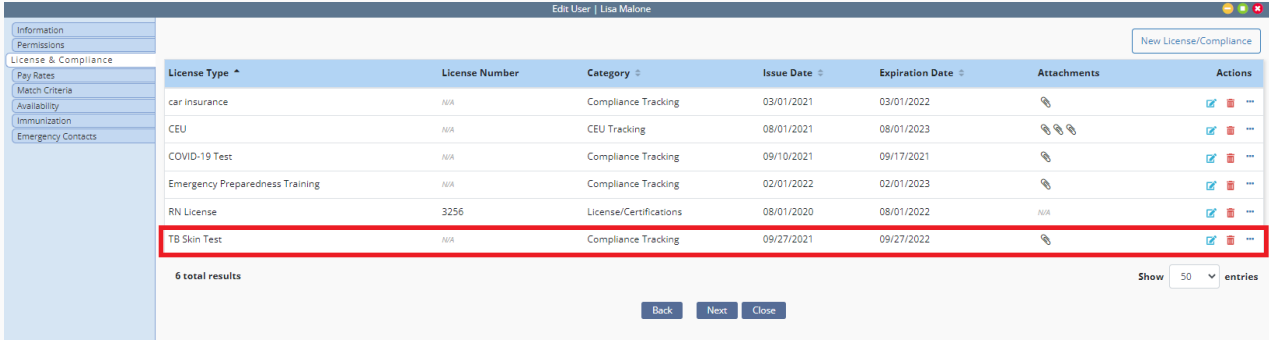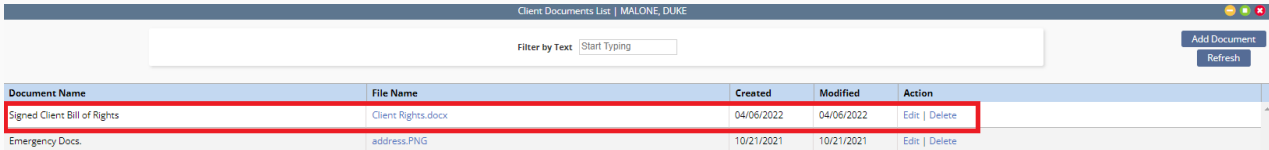| Standard Content	Tips for Compliance	Axxess Solution
Staff members provide personal care services per the current service plan. Reasons for exceptions to the service plan are documented.	• Educate aides regarding following aide care plan / assignment. • Reinforce that the aide must notify the supervisor or the assigned responsible staff member prior to making any changes. • Ensure a responsible staff member is revising the plan as changes occur. • Audit to ensure compliance.	 The Custom Visit Note only displays services assigned from the Custom Care Plan. When a service is marked as not provided, documentation of a reason is required.

HCMG.8

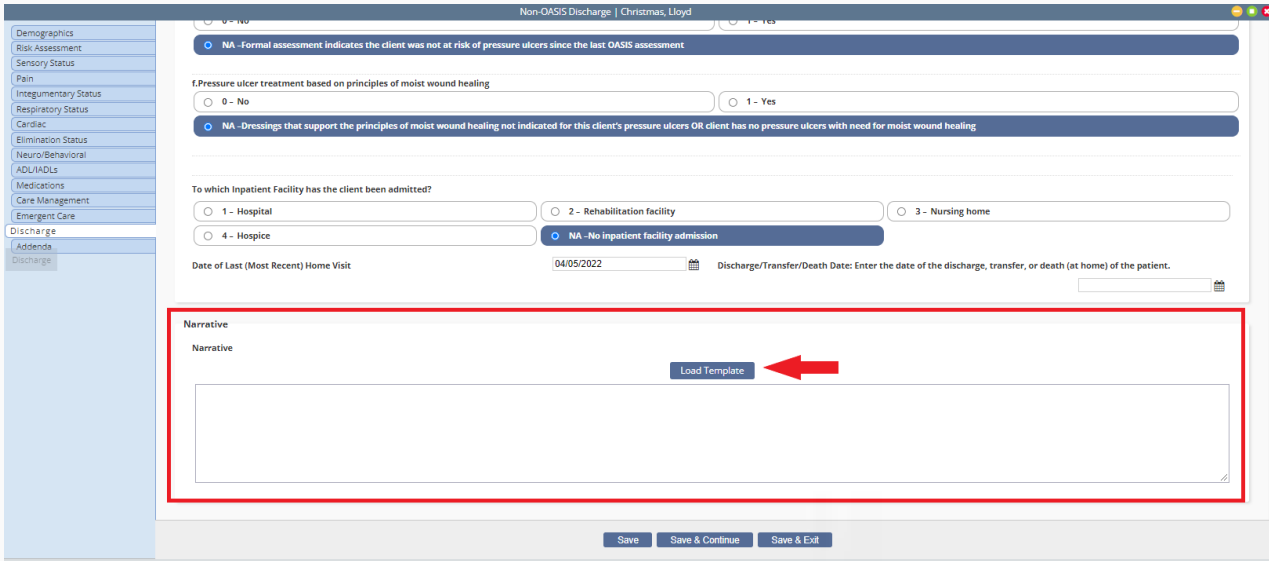| Standard Content	Tips for Compliance	Axxess Solution
Staff personnel records include evidence of: 1. Meeting the qualifications of their job description 2. Competency and evaluation per organizational policy and procedure	• Ensure ongoing personnel checklists are up-to-date. • Utilize tracking systems to ensure compliance. Audit personnel file audits quarterly. • Ensure aide competency and supervisory visits are compliant.	 Utilize the Compliance Tracking feature. **Best Practice:** Organizations can create compliance tracking for any item, such as an Annual Competency assessment or an Annual Evaluation. A report for upcoming expiration dates for Compliance Tracking items can be utilized. Alerts can be set up to remind both employees and the HR team when Compliance Tracking items are going to expire. Personnel records can have a signed job description uploaded into the employee documents. Personnel notes can be used to review a job description (which can be entered as a template), then can be sent to the employee. Employee comments can be captured on the Personnel note.

HCIC.3

Standard Content	Tips for Compliance	Axxess Solution
Staff must have access to PPE and use standard precautions appropriate to the client, care/service provided, CDC and the state or county health department.	• Ongoing training on revisions by CDC, public health, etc. • Competencies for handwashing, bag technique, donning and doffing PPE and proper PPE. • Conduct supervisory home visits to ensure compliant infection control techniques. • Audit for compliance.	Mobile app has link to CDC Resources page. **Best Practice:** Compliance tracking items could be created for annual handwashing competency, glove donning/doffing, etc.

HCPC.5

Standard Content	Tips for Compliance	Axxess Solution
Policy and procedure must define minimum plan content to include how often services are provided. Service plan policy and procedure must comply with applicable law and regulation.	• Ensure policy states that the aide care plan mentions how often services are provided. • Educate aides that they must follow the frequency that is on the plan. • Audit for compliance.	Custom Visit Note only displays services assigned from the Custom Care Plan. **Best Practice:** Frequency of specific services/tasks can be documented on the Care Plan in the Instructions box, which displays on the Custom Visit Note.

HCPS.7

Standard Content	Tips for Compliance	Axxess Solution
Professional care services must be consistent with the client's plan of care and orders of a physician or other licensed practitioner and state law.	• Ensure all staff understand all care that is done requires a physician order and nothing can be done without a one. • Educate clinicians on following physician orders and updating as physician's orders change. • Audit visits for compliance.	Orders and Care Plans quick report is available in the client chart on web and from a tab on the mobile app for easily viewing orders/care plans. **Best Practice:** Use compliance tracking for annual education on following POC and physician orders.

HCIC.4

Standard Content	Tips for Compliance	Axxess Solution
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.	• Ensure all current local, state law or regulations and CDC guidelines are known by the organization. • Ensure policy is current to regulations. • Audit regularly to ensure policy is being followed.	 **Best Practice:** Use compliance tracking for TB screening/test requirements.

HCCC.1

Standard Content	Tips for Compliance	Axxess Solution
The organization has a Client Bill of Rights. The client has 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 on behalf of the organization • Refuse care/service.	• Ensure policy has all items addressed in the standard. • Ensure all client rights and responsibility forms and documentation complies to items in the policy. • Educate the clinicians that all items must be communicated to the patient, and caregiver as applicable, and documented as such.	 Client document types can be created for signed Client Bill of Rights. **Best Practice:** Upload a copy of signed rights in the client chart > Documents.

HCPC.15

Standard Content	Tips for Compliance	Axxess Solution
Policy must define the process to end personal care services, whether it is client-requested or organization-initiated, including documentation of the reason for stopping services and the date services are stopped. Policy complies with state law.	• Ensure policy for discharge and transfer is up-to-date. • Educate clinicians on the Discharge/Transfer policy. • Audit Discharge and Transfer summaries for compliance.	 Axxess Home Care provides several documents for Discharge and Transfer summaries **Best Practice:** Use template so that all required information according to the policy is pulled onto the summary and completed. Compliance tracking item for Discharge/Transfer policy review.

HCPS.5

Standard Content	Tips for Compliance	Axxess Solution
Organization policy must define: • Minimum plan of care content to include scope and frequency of care and intervention • Drugs and treatments to manage client symptoms • Medical equipment and supplies needed in care delivery	• Ensure the Plan of Care is current with all drugs/treatments/ equipment and is revised as necessary. • Educate clinicians on the requirements for plan of care. Reinforce physician notification for any discrepancies. • Audit Plan of Care/interim orders to ensure compliance.	 Plan of care includes each of these items that can be autogenerated by an assessment, then reviewed/edited to verify all Plan of Care requirements are included.

HCEP.2

Standard Content	Tips for Compliance	Axxess Solution
There is evidence that staff are trained in the emergency preparedness plan and understand their responsibilities.	• Ensure that management and staff understand the organization's Policy. • Audit to ensure the organization is following the policy. • If policy is stricter than regulations, consider revisions.	 **Best Practice:** Use compliance tracking for annual emergency preparedness training.