

Oregon Health Authority Licensing Update In-Home Care Agencies

Health Facility Licensing and Certification Program
Health Care Regulation and Quality Improvement Section
Public Health Division | Oregon Health Authority
July 2017

Survey Activity IHC 2015-2017

Total IHC Agencies Licensed: 152 [as of 07/01/2017]

Survey type	2017	2016	2015
Initial Surveys resulting in license issued	10 out of 33	16	10
Complaints investigated	10 out of 33	16	18
Relicensure surveys	11 out of 33	7	33
Change class or service	2 out of 33	6	11
Licenses returned	5	4	3

Current IHC Survey Activity [as of 07/01/2017]

Pending Initial Applications: 9

- Reviewed & Waiting for Attestation Forms: 2
- Attestation Received – Pending initial survey: 1
- Waiting for an initial review: 0
- Incomplete applications: 8
- Second Initial Survey Scheduled: 0
(0 second surveys have been completed this year)

Current IHC Survey Activity Cont. [as of

07/01/2017]

Other Survey Activities Currently in Queue:

- Change in Classification/Add Service(s): 0 (2 total 2017)
- Change in Administrator Requests: 0 (23 total in 2017)
- Add Branch Location: 0 (1 total in 2017)
- Potentially Unlicensed Providers Reported: 2 (2 total in 2017)
(1 cease & desist letter sent to unlicensed businesses, with copies to Attorney General's office in 2017).

Citations Issued During Survey

Top 12 IHC Survey Citations (01/01/2017-07/01/2017)	
Tag Number and Title	Frequency
0120 - Client Services Provided	8
0121 - Client Self-Direct Evaluation	7
0142 - Service Plan Development & Completion	5
0146 - Monitoring Visit Schedule	4
0164 - Medication Records	4
0167 - RN Visits for Medication Regimen	4
0186 - Quality Improvement Committee & Activities	4
0128 - Agency Personnel	3
0153 - Caregiver Training	3
0163 - Medication Administration	3
0168 - Medication Administration Training	3
0171 - Nursing Delegation	3

Required Orientation, Training and Competency Evaluation Review

- ▶ Based on survey findings and questions from agencies it is evident there is some misunderstanding about those terms and processes as they are often used interchangeably.

- ▶ Briefly, as used in the Oregon Administrative Rules (OARs) for in-home care agencies the following terms mean:
 1. **Orientation** – an agency-specific process during which a new employee is introduced to the way a particular agency conducts business;

 2. **Training** – a process of teaching an individual about certain subjects or to perform certain tasks for which there are accepted standards, procedures and practices;

 3. **Competency evaluation** – a process of evaluating an individual's knowledge about certain subjects and their ability to perform certain tasks appropriately and safely.

SEE MEMO for Detailed information

IHC Required Orientation, Training and Competency Evaluation Quick Reference Guide

	Orientation	Caregiver Training	Non-Injectable Medication Training	Continued Education
Licensure Classification Required	All Classification types (L, B, I, C)	All Classification types (L, B, I, C)	Basic, Intermediate, Comprehensive [for caregivers providing medication services]	All Classification types (L, B, I, C)
List of Required Topics	333-536-0070(3)(a)(A-K)	333-536-0070(4)(a)(A-L)	333-536-0075(10)(a)(A-H)	333-536-0070(5)
Documentation Requirements	333-536-0070(3)(b)	333-536-0070(4)(b)	333-536-0075(10)(c)	333-536-0070(3)(b)
Competency Evaluation Requirements	None	Yes, 333-536-0070(4)	Yes*, 333-536-0075(10) & 333-536-0075(10)(c)	None specified

*Competency evaluation must be a return demonstration of at least all the topics listed in 333-536-0075(10)(a)(A-H) and must be conducted by a qualified individual (333-536-0005(23)(b)).

Surveyor Updates & Questions

- ▶ Visit the program website for new memos, information and guidance, updated at least quarterly [www.healthoregon.org/hcrqi].

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