



**Health Facility Licensing and Certification**  
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To: Oregon In-home care agencies

From: Health Facility Licensing and Certification (HFLC)  
In-home care agency (IHC) program

RE: **Survey Preparation**

**Purpose:**

The purpose of this memo is to provide guidance on how to prepare for a relicensure survey.

**Applicable Rules:**

The Oregon Administrative Rules 333-536-0041

**IHC Survey Preparation Guidelines**

What can an agency do to prepare for a relicensure survey?

- Practice running the required lists and gathering the required information:
  - ❖ List of all caregivers and nurses who provided any services for the past twelve months, including all those providing services to branch office(s) clients. Include the hire date and title/position held.
  - ❖ List of all clients who received any services during the past twelve months, including all clients served from branch office(s). Include the start of service date and identify all services provided.
- Ensure the following documentation is easily retrievable and available:

- ❖ Complaint Documentation\* [all complaints, grievances, accidents, incidents, medication or treatment errors, allegations of abuse or neglect]

\*Documentation must include the investigation, the results of the investigation and the action taken by the agency.

- ❖ Quality improvement program plan and all activity for the past three years.
  - ❖ Current written, agency-specific policies and procedures.
  - ❖ Orientation, training curriculums, and competency evaluation materials.
  - ❖ Current client admission packet including a blank Disclosure Statement form and service agreement/contract.
- Read the Oregon Administrative Rules
    - ❖ The rules OAR 333-536-0041
  - Read the guidance information available online:
    - ❖ The information and memos are in the licensure and application information section. [www.healthoregon.org/hflc](http://www.healthoregon.org/hflc).
  - Use the survey relicensure tools for file audits:
    - ❖ The tools are available online [www.healthoregon.org/hflc](http://www.healthoregon.org/hflc).

If you have any questions please email the IHC survey team at [mailbox.hclc@state.or.us](mailto:mailbox.hclc@state.or.us).