



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: **In-Home Care Agency Classification of Services**

The purpose of this memo is to clarify the distinction between personal care services and housekeeping and other supportive services.

Personal Care Services

Oregon Administrative Rule (OAR) 333-536-0005(20) defines "personal care services" as "the provision of or assistance with tasks intended to supplement a client's own personal abilities which are necessary to accomplish the client's activities of daily living and other activities as described in OAR 333-536-0045(1), and are preventive and maintaining in nature." OAR 333-536-0045(1) states "The services provided by an agency must include the safe provision of or assistance with, personal care tasks related to one or more of the following:

- a. Bathing;
- b. Personal grooming and hygiene;
- c. Dressing;
- d. Toileting and elimination;
- e. Mobility and movement;
- f. Nutrition/hydration and feeding;
- g. Medication reminding."

The list of personal care services above is not exhaustive, but the services involve activities that directly pertain to the client's body and physical well-being. Some services may be provided daily and other services may be provided less frequently. For example, a client may not take a medication every day, but the client could still receive medication reminding services based on the client's dosing schedule. Similarly, clients who receive foot care services such as trimming and filing of toenails, foot massage, and checking for signs that would require referral to a primary care provider or a podiatrist, might not receive this service each day, but the nature of the task remains personal grooming and hygiene.

Clients receiving personal care services, whether daily or less frequently, require complete documentation from the IHC providing the services, including, but not limited to:

1. Documentation for clients:

OAR 333-536-0045:

- Medication Self-Direct Evaluation Form (for Medication Reminders and Medication Assistance).

OAR 333-536-0055:

- Disclosure Statement

OAR 333-536-0060

- Client's Rights

OAR 333-536-0065

- Initial Assessment
- Service Plans
- Initial Visits
- Monitoring Visits

OAR 333-536-0075 (if the client is receiving medication services)

- Medication Services Documentation
- Medication Administration Documentation [signed physician orders, medication administration records, and medication regimen evaluation by a Registered Nurse (RN) every 90 days]

OAR 333-536-0080 (if the client is receiving nursing or nurse delegated services)

- Nursing Services Documentation [signed treatment orders and delegation documentation]

OAR 333-536-0085

- Documentation of all services provided

2. Documentation for caregivers and RNs providing services from an IHC, includes but is not limited to, licensure and training requirements in accordance with OAR 333-536-0070, 333-536-0075, and 333-536-0080.

Housekeeping and Other Supportive Services

OAR 333-536-0045(6) states "An agency may also provide housekeeping and other supportive services. Such tasks include, but are not limited to:

- a. Housekeeping;
- b. Laundry;
- c. Shopping and errands;
- d. Transportation; and
- e. Arranging for medical appointments."

The list of housekeeping and other supportive services above is not exhaustive, but the services involve activities that primarily relate to the client's living environment and not

to the client's physical state. Housekeeping and other supportive services involve things done for the client as opposed to personal care services which are done to the client physically. Some housekeeping and other supportive services may be provided daily and others may be provided less frequently.

OAR 333-536-0045(7) states that "If an agency has clients who receive only housekeeping and support services, the agency is not required to comply with the following rules for those specific clients: OAR 333-536-0065 [service plans], 333-536-0070[caregiver qualifications and requirements], 333-536-0075 [medication services], 333-536-0080 [nursing services], 333-536-0085 [client records] and 333-536-0090 [quality improvement]."

If you have any questions please email the IHC survey team at mailbox.hclc@state.or.us.