Oregon Health Authority Licensing Update In-Home Care Agencies

Public Health Division | Oregon Health Authority
Health Care Regulation and Quality Improvement Section
Health Facility Licensing and Certification Program
April 2019
Survey Activity IHC 2017-2019

Total IHC Agencies Licensed: 170 [as of 4/1/19]

<table>
<thead>
<tr>
<th>Survey type</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Surveys resulting in license issued</td>
<td>3</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>Complaints investigated</td>
<td>3</td>
<td>37</td>
<td>22</td>
</tr>
<tr>
<td>Relicensure surveys</td>
<td>9</td>
<td>43</td>
<td>36</td>
</tr>
<tr>
<td>Change class or service</td>
<td>0</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Licenses returned</td>
<td>0</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>
Current IHC Survey Activity [as of 4/1/19]

Pending Initial Applications: 8
- Reviewed & Waiting for Attestation Forms: 1
- Attestation Received – Pending initial survey: 2
- Waiting for an initial review: 3
- Incomplete applications: 2
- Second Initial Survey Scheduled: 0
  (0 second initial surveys have been completed in 2019)
Other Survey Activities:

- Change in Classification/Add Service(s): 2
- Change in Administrator Requests: 9
- Add Branch Location: 1
- Potentially Unlicensed Providers Reported: 1

(1 cease & desist letter sent to unlicensed business, with copies to Attorney General’s office in 2019).
## Citations Issued During Survey

### Top 9 IHC Survey Citations

(1/1/19-4/1/19)

<table>
<thead>
<tr>
<th>Tag Number and Title</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>0142 - Service Plan Development &amp; Completion</td>
<td>6</td>
</tr>
<tr>
<td>0186 - Quality Improvement Committee &amp; Activities</td>
<td>6</td>
</tr>
<tr>
<td>0128 - Agency Personnel</td>
<td>4</td>
</tr>
<tr>
<td>0145 - Initial Site Visit</td>
<td>4</td>
</tr>
<tr>
<td>0146 - Monitoring Visit Schedule</td>
<td>4</td>
</tr>
<tr>
<td>0153 - Caregiver Training</td>
<td>4</td>
</tr>
<tr>
<td>0163 - Medication Administration</td>
<td>4</td>
</tr>
<tr>
<td>0168 - Medication Administration Training</td>
<td>4</td>
</tr>
<tr>
<td>0190 - Criminal Records Check Define &amp; Applicability</td>
<td>4</td>
</tr>
</tbody>
</table>
# IHC Rule Interpretive Guidelines

## In-Home Care Interpretive Guidelines for Oregon Administrative Rules

**Chapter 333, Division 536**

### Clients

<table>
<thead>
<tr>
<th>Client Rule Reference</th>
<th>Interpretive Guidelines</th>
</tr>
</thead>
</table>
| 333-536-0055(2)       | • Disclosure statement signed and dated by the client and includes all requirements listed in 333-536-0055(2).  
• “Sign off sheets” need a document version number for content to be verified. |

**Disclosure Statement & Clients Rights:**
(a) A description of the license classification, services offered by the agency, extent of registered nurse involvement in the agency's operations and whether nursing services as described in OAR 333-536-0080 are provided;
(b) If the agency provides medication reminding or medication services, the qualifications of the individual(s) providing oversight of the agency's medication administration systems and the medication training and demonstration;
(c) A clear statement indicating that it is not within the scope of the agency's license to manage the medical and health conditions of clients who are no longer stable or predictable;
Questions from the last meeting:

- How many potential unlicensed businesses were investigated by HFLC for the last 4 years?
  - 2015 = 17
  - 2016 = 10
  - 2017 = 9
  - 2018 = 11
  - 2019 = 2

- When will IHC rules open up for revisions?
  We will have a better understanding of this date after the 2019 legislative session is concluded in June.
Program Updates

- Lisa Finkle is in a job rotation with another department until 7/1/19. Please call 971-673-0540 ext. 0 or email mailbox.hclc@state.or.us until she returns.

- Visit the program website for new and updated memos, information and guidance [www.healthoregon.org/hflc].
HFLC Contact Information

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