

In-Home Care (IHC) Update

Health Care Regulation & Quality Improvement
Section

In-Home Care Program



IHC Survey Activity 2025-26

Total IHC Agencies Licensed: 223 as of 4/1/2026

Survey Type	2026 [1/1/26-4/1/2026]	2025 [1/1/25-12/31/25]
Initial survey - licensed	8	17
Initial applications - pending	53	48
Complaints investigated	16	58
Relicensure surveys	23	69
Revisit (follow-up) surveys	0	5
Change in licensure classification surveys	0	6
Licenses not renewed	4	8

IHC Citation Activity 2026

Top 10 IHC Survey Citations (01/01/26-04/01/26)	
Tag Number and Title	Frequency
0530 - Service Plan Elements - rev. 10.2023	12
0555 - Monitoring Visit Activities & Documentation	10
0580 - Caregiver Training - rev. 10.2023	9
0675 - Client Records Maintenance & Contents	9
0525 - Service Plan Development & Completion	9
0575 - Caregiver Orientation	8
0535 - Service Plan Caregiver Review	7
0405 - Medication Reminding Documentation	7
0460 - Administrator Responsibilities	7
0410 - Client Self-Direct Evaluation	6

IHC Survey Trends

Rising Trends in Survey Citations:

Survey Refusal/Reschedule

Coordination of Care with Other Care Providers

Medication Set-up Signed Agreement

1 Day Caregiver Training

Survey Refusal from Provider — Survey Findings

Agencies cannot reschedule or refuse a survey.

Relicensure surveys are announced at least **72 hours** prior to the entrance.

If the Administrator on record is unavailable, an Administrator Designee must be present for the survey

The Designee must be temporary only.

Refusing a survey will result in a **Violation Tag** and may result in **additional formal enforcement.**

The Designee must meet all **Administrator qualification requirements.**

Coordination of Care — Survey Findings

Communication & Coordination Requirements - OAR

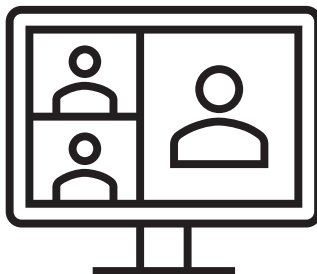
333-536-0055(1)(c) & 333-536-0085(7)

- Agencies must coordinate care with all other health providers involved in client services.
- Communication must be timely, accurate, and documented.
- Shared information must support client safety and continuity of care.

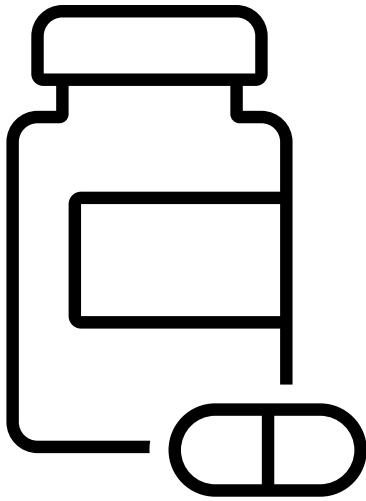
No Directions From Other Agencies

- OAR 333-536-0050(1)(a), (b), & (c)

- Agencies cannot take orders or instructions from:
 - Another agency
 - Another agency's RN
 - Any outside provider not part of the licensed IHC agency
- Agencies are fully responsible for the direction and supervision of their own staff.



Medication Set-Up Agreement — Survey Findings



- If you are providing medication services to a client where medication is being placed into a secondary container by a client, representative or family member, you must have the signed agreement listed in 333-536-0075(2)
- The agreement must document all of the requirements listed.
- The agreement does not eliminate the self-direct form required for medication reminding or assistance (OAR 333-536-0045(3)).

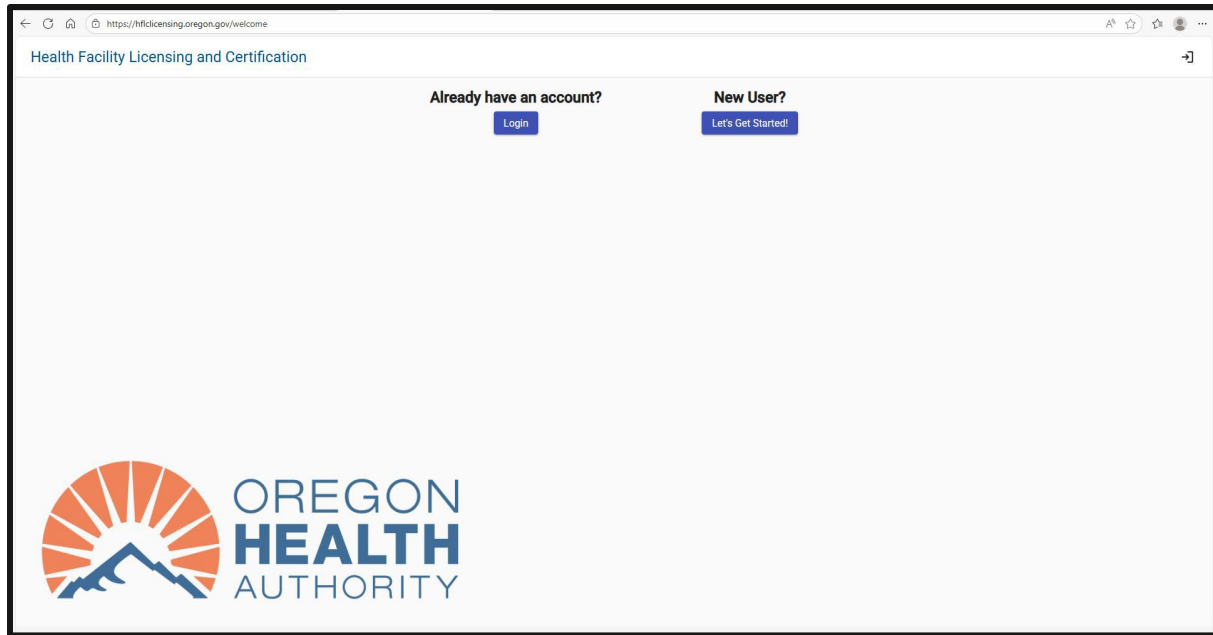
Caregiver Training – Survey Findings



- Agencies are documenting that all required training was completed in a single day.
- When this occurs, the documentation must be verified through a caregiver payroll review.
- Payroll records must show the full 16 hours of training time required, plus any additional competency evaluation time, completed on that same day.



IHC Online Licensure Portal



- <https://hflclicensing.oregon.gov>
- Used for renewals, all changes, CHOWs, subunits
- First step: **Claim your license**
- Support: 971-673-0540 (Option 3) or mailbox.inhomecare@odhsoha.oregon.gov
- Guides: www.healthoregon.org/hflc

IHC Program Team

- Matt Gilman – IHC Program Manager
- Sanya Rusynyk – IHC Program Coordinator
- Lisa Finkle – IHC Client Care Surveyor
- Courtney Marshall – IHC Client Care Surveyor
- Cazzy Harris – IHC Client Care Surveyor
- Andrea Garcia – IHC Client Care Surveyor
- Macie Coronel – IHC Administrative Specialist

Contact the team at:

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- matt.s.gilman@oha.oregon.gov, or
- www.healthoregon.org/hflc, or
- 971-673-0540, Option 3