OREGON HEALTH AUTHORITY

October 2026

In-Home Care (IHC) Update

Health Care Regulation & Quality Improvement Section

In-Home Care Program



IHC Survey Activity 2025-26

242
Licensed IHC Agencies

Survey Type	2026 [1/1/26-10/1/2026]	2025 [1/1/25-12/31/25]
Initial survey - licensed	32	17
Initial applications - pending	69	48
Complaints investigated	36	58
Relicensure surveys	74	69
Revisit (follow-up) surveys	3	5
Change in licensure classification surveys	1	6
Licenses not renewed	7	8

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IHC Citation Activity 2026

Top 11 IHC Survey Citations (01/01/26-10/01/26)

	Tag Number and Title	Frequency
1	0530 - Service Plan Elements - rev. 10.2023	35
2	0575 - Caregiver Orientation	35
3	0620 - Medication Administration - rev. 10.2023	33
4	0580 - Caregiver Training - rev. 10.2023	31
5	0675 - Client Records Maintenance & Contents	29
6	0525 - Service Plan Development & Completion	28
7	0410 - Client Self-Direct Evaluation	26
8	0550 - Monitoring Visit Schedule	23
9	0555 - Monitoring Visit Activities & Documentation	22
10	0400 - Medication Reminding	20
11	0405 - Medication Reminding Documentation	20

IHC Complaint Trends

Complaint Trends Overview

An overview of the key topics that inform the analysis of IHC complaint trends.

- **Key Insights**
- **Most Common Complaint Types**
- **Survey Findings**
- **IHC Rule Requirement**



Key Insights from Complaint Trends

Steady Upward Trend

There has been a steady, year-over-year increase in the number of complaints received.

Moderate Growth 2022–2025

Growth was moderate from 2022–2025 (4% to 14% annually).

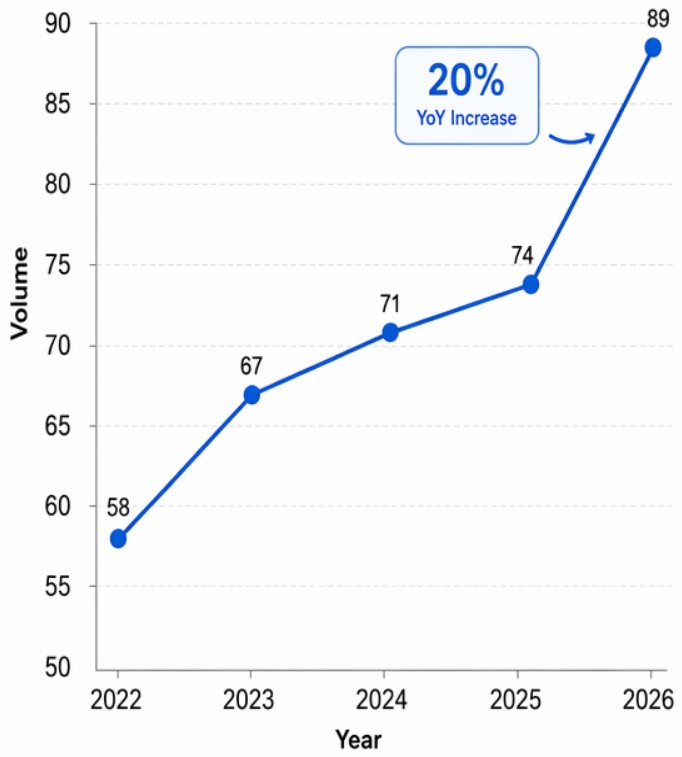
Steady Increases Each Year

Steady increases show more complaints each year, possibly due to changes in provider practices or reporting.

2026 Spike Requires Monitoring

A significant acceleration occurred in 2026, with a 20% year-over-year increase. The 2026 spike may be a new normal or just a one-year jump — we'll need to keep watching the data.

Increase in Volume Over Time



Most Common Complaint Type

Shift not staffed with significant outcome — hospital or death

Results in hospital admission or death.

Shift not staffed frequently or consistently

Occurs regularly or lacks consistent staffing.

Shift not staffed for client with high acuity or hours required

Inadequate staffing for clients with complex needs or high amount of required hours.



Client Shifts not Staffed (45%)



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Survey Findings



IHC Rule Requirement

OAR Rule	What the Rule Says	Connection to Understaffing
333-536-0050(1)(c)	Agencies must maintain administrative and professional oversight to ensure quality services.	Understaffing limits the agency's ability to supervise caregivers, maintain service quality, and ensure compliance.
333-536-0060(d)	Clients have the right to be free from neglect of care.	Too few staff increases the risk of delays, missed tasks, possible adverse outcomes, and neglect, putting the agency out of compliance.
333-536-0065(1)	Services must be delivered according to a written service plan consistent with the agency's capabilities.	Inadequate staffing may prevent the agency from completing required service plan tasks, resulting in a violation.
333-536-0070(1)	Agencies must have enough qualified and trained employees to meet client needs.	Insufficient staffing directly violates requirements to have enough qualified, trained employees to meet client needs.
333-536-0070(3)	The agency owner/administrator shall ensure the agency has qualified and trained employees sufficient in number to meet the needs of all clients receiving services.	Agencies must consistently maintain enough trained staff; failing to do so is a compliance violation.

Bottom Line


Client's needs are too complex.
Client has too many needs.
Client requires too many hours.
Agency doesn't have enough caregivers.
The agency must not accept clients whose required services cannot be safely and consistently provided with available staff.

IHC Program Update

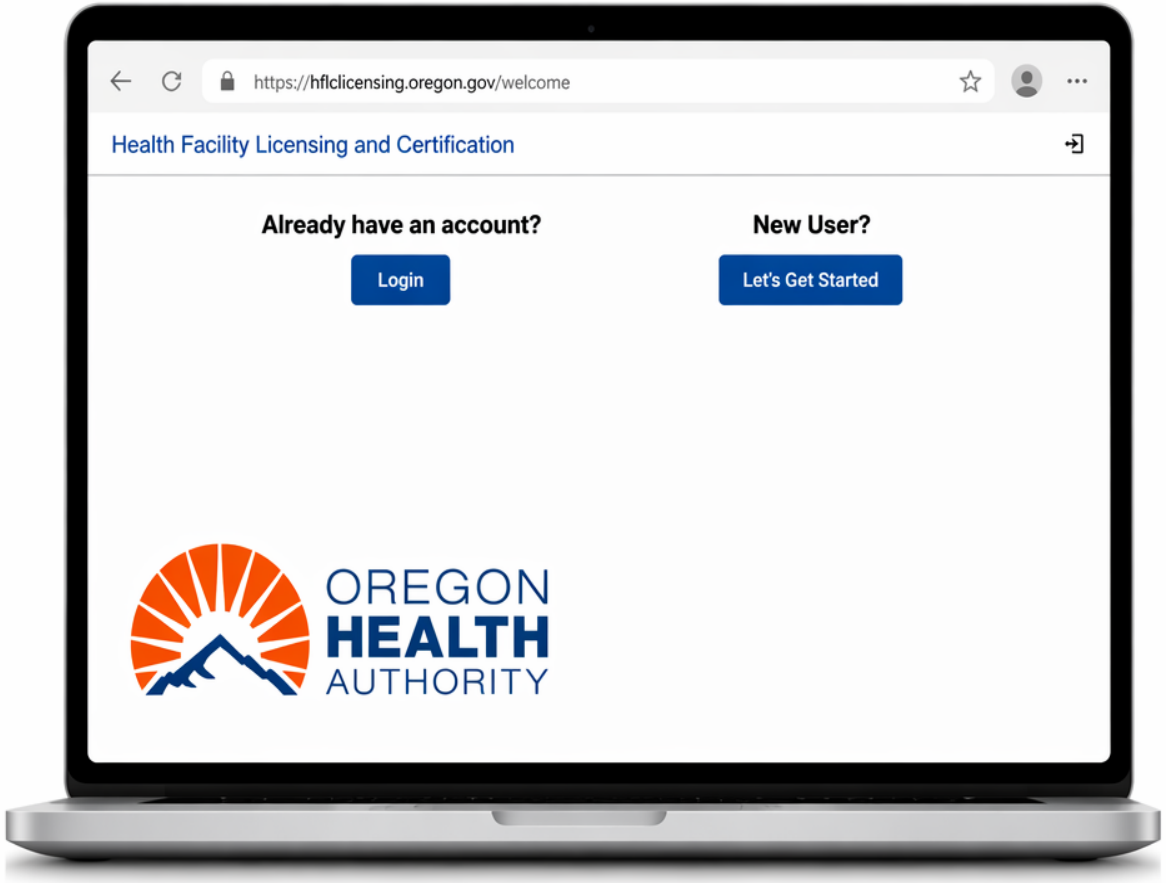
Our program now uses Box.com for document uploads during surveys.

The surveyor will provide a link to the agency contact with the 72-hour notice.

It is confidential and secure to upload client and caregiver information into box.com.



IHC Online Licensure Portal



Portal:
https://hflclicensing.oregon.gov

Used for:
renewals, all changes, CHOWs, subunits

Support:
971-673-0540 (Option 3)
or mailbox.inhomecare@odhsoha.oregon.gov

Guides:
www.healthoregon.org/hflc

IHC Program Team

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:

mailbox.inhomecare@odhsoha.oregon.gov

www.healthoregon.org/hflc, or

matt.s.gilman@oha.oregon.gov, or

971-673-0540, Option 3