

# Memorandum

**To:** Oregon In-home Care Agencies (IHC)

**From:** In-Home Care (IHC) program

**Date:** 5/12/2025

**Subject:** IHC Relicensure Survey Information

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## **IHC Relicensure Survey Preparation Information**

For relicensure surveys, every agency will receive a 72-hour notification via email prior to the entrance of the surveyor. The notification requests the following:

- List of active and inactive clients, be able to separate and include start date and services received;
- List of active and inactive caregivers, be able to separate and include start date, termination date (if applicable), and services provided;
- List of active and inactive nurses, be able to separate and include start date, termination date (if applicable), and licensure type;
- A blank disclosure form and service agreement;
- Last two months pay stubs for current agency RN;
- A list of complaints, which include allegations of abuse or neglect, adverse events, and medication or treatment errors;
- If your agency uses a qualified trainer for caregiver training, provide the name of the Qualified Trainer(s) and proof that they meet the rule requirements; and,
- If your agency uses an electronic database system, provide the name of the database and a read-only username and password for the surveyor to view client and caregiver records.

Your agency will receive an attestation for IHC licensure rules with the 72-hour notice, which will need to be completed and signed for the survey entrance.

What can an agency do to prepare for a re-licensure survey?

- Practice running the required lists and gathering the listed information above.
- Ensure the agency, client, and caregiver documentation is easily retrievable and available, including but not limited to:
  - Complaint documentation
  - Caregiver records
  - Client records
  - Nurse employment records
  - Quality improvement program plan and all activity
  - Current (and updated) written agency-specific policies and procedures
  - Orientation, training curriculums, and competency evaluation materials
  - Current client admission packets, including a service agreement/contract
- Read the Revised Oregon Administrative Rules
  - The rules include many new requirements for most sections and added several new rule sections. Ensure your agency policies, procedures and forms are updated to reflect the new requirements.
- Read the guidance information available online:
  - The information and memos are in the licensure and application information section. [www.healthoregon.org/hcrqi](http://www.healthoregon.org/hcrqi).
- Sign up for IHC program announcements on the listserv:
  - [https://public.govdelivery.com/accounts/ORDHS/subscriber/new?qsp=ORDHS\\_16](https://public.govdelivery.com/accounts/ORDHS/subscriber/new?qsp=ORDHS_16)

## What will be reviewed during the survey?

During routine surveys, surveyors review various types of documentation, including caregiver, client, nurse, and agency records. Complaint investigations may require additional documentation. Below is summary of record requirements which include but is not limited to the following:

1. Caregiver records should include the following documentation and forms:
  - Evidence that the employee has received all the orientation, training and competency evaluations required in 333-536-0070,
  - Evidence of a current Driver's License with current auto insurance (if this position requires transporting clients) 333-536-0053(9), and
  - Evidence that criminal background has been conducted for this employee 333-536-0093.
2. Client records should include the following documentation and forms:
  - Initial assessment documentation 333-536-0065(2),
  - Disclosure statement 333-536-0055(2-3),
  - Client's rights 333-536-0060(1-2),
  - Service plan with a start of service date and the following giving specific information about the following services: personal care (including transportation and medication reminding), medication assistance or medication administration and nursing services 333-536-0065,
  - Initial site visit 333-536-0066(1)(a),
  - Monitoring visit 333-536-0066(1)(b) & (2-6),
  - Documentation of services records (must match service plan, must include narrative information) 333-536-0085(2)(h),
  - A client decline report from an agency caregiver (if applicable) 333-536-0052(6)(j),
  - A Client Medication Self-Direct Determination Form determining a client's ability to self-direct their own medication 333-536-0045 [Medication Reminding and Medication Assistance]
  - Signed physician medication orders or medication list 333-536-0075(3)(d) [Medication Administration],
  - Medication administration records 333-536-0075(3)(f) [Medication Administration],
  - Documentation of the safety and security of any narcotic or controlled substances [Medication Administration],
  - 90-day RN client medication regimen evaluation, including the evaluation process, impact, outcome and summation 333-536-0075(3)(e) [Medication Administration],

- Physician treatment orders 333-536-0080(4) [Nursing or Nurse Delegated Services],
- Nursing services documentation records 333-536-0080(3) [Nursing or Nurse Delegated Services], and
- Delegation documentation records all caregivers providing nurse delegated services including injections 333-536-0080(2) [Nursing or Nurse Delegated Services].

### 3. Nurse records:

- Last two months pay stubs for current agency RN,
- Contact information, and
- RN Oregon licensure verification.

### 4. Agency records

- Infection control program forms, policies and procedures 333-536-0082,
- Complaint investigation documentation (including abuse and neglect reporting) 333-536-0052(6)(h) & (i),
- Quarterly quality assessment and performance improvement program (QAPI) meeting minutes 333-536-0090,
- Client admission packets, including a service agreement/contract, and
- Agency policies and procedures 333-536-0051.

If you have any questions or would like this memo in an alternative format, please email the IHC survey team at [mailbox.inhomecare@odhsoha.oregon.gov](mailto:mailbox.inhomecare@odhsoha.oregon.gov).