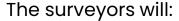


Essential Reminders for Home Health AidesBest Practices for Quality Care

VNS Health Home Care and Hospice are preparing for an in-depth review by CHAP (Community Health Accreditation Partner).



- Accompany staff to visit patient homes.
- Interview patients, family and staff, including Aides.
- Review patient charts, including HHA duty sheets.
- Review personnel records of all staff, including Aides.

We do not know when the surveyors will come, it must be a surprise visit, but we do our best to always provide quality care.

Below some important reminders for Home Health Aides to stay ready.



For example, if the plan of care states that the patient needs assistance with a shower, then the patient **should not** be given a tub bath.

Follow the Plan of Care

- The HHA must follow the tasks ordered by the RN or PT on the plan of care.
- Do not provide any tasks that are not ordered on the plan of care.

If you are unable to follow the plan of care...

- Document any refused tasks and the reason why.
- Contact your supervisor immediately if you cannot find the plan of care.
- Contact your supervisor to report if the plan of care needs to be updated due to changes in patient needs.
- Contact your supervisor if the patient asks for tasks not ordered in the plan of care.



Observe and Report: Home Health Aides are the eyes and ears of the healthcare team.

HHAs should detect and report changes in:

- Skin or wounds
- Nutritional needs
- Emotional status
- Physical well-being
- Respiratory status
- Ambulatory status
- Activity level
- Mental status
- Bowel and bladder function
- Family dynamics
- New or worsening pain
- Ability to follow the plan of care

Always

- Wear your uniform and your ID badge above your waist (unless otherwise instructed to in the plan of care).
- Keep your nails trimmed and clean.
- Diligently practice hand hygiene.
- Use Personal Protective Equipment appropriately and as instructed.

Keep an accurate record of care

- HHA documentation is a legal record.
- HHA documentation is a part of the patient's medical record.
- Document everything done and observed during a patient visit



Keep your employee record current

- Ensure your annual evaluation happens on time every year.
- Complete required trainings by their due date.
- Keep up-to-date on your medical requirements.

If you are interviewed by a surveyor

- Introduce yourself name, title, and role.
- Answer questions truthfully and briefly.
- Speak up, project your voice.
- Give definite answers.
- If you're not sure, say "I'm not sure but I can always call my supervisor."

DON'T

- Lie or guess.
- Overshare focus on answering only what is asked.
- Ask the surveyors for advice –they are not our friends!
- Bring up personal problems or speak negatively about others.
- Use your phone in front of the surveyor unless it is about your patient's care.