

Essential Reminders for Home Health Aides

Best Practices for Quality Care



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

The surveyors will:

- 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



If you didn't write it, you didn't do it.

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

DO

- 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.