

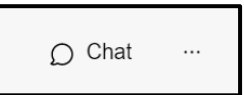


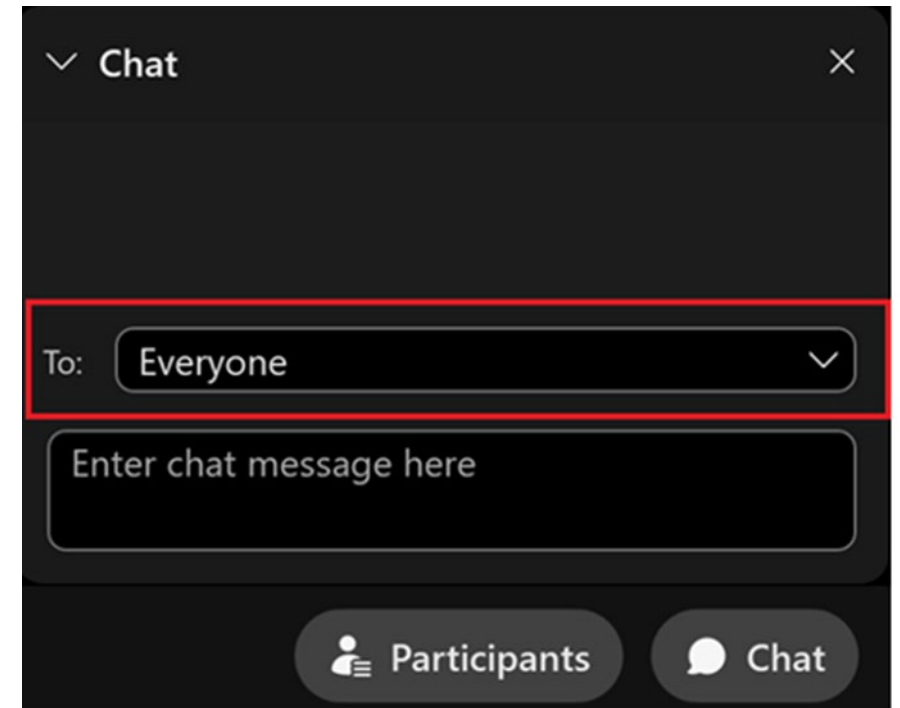
MDH & Home Care Regulation October 7, 2022

Amy Hyers, Regional Operations Manager
Daphne Ponds, Interim Executive Operations Manager
Health Regulation Division | State Programs

- Describe how home care licensure and assisted living licensure differ
- Understand the MDH's home care survey process
- Understand the home care correction orders most cited by MDH
- Learn about MDH's upcoming educational offerings and areas of focus for process/quality improvements

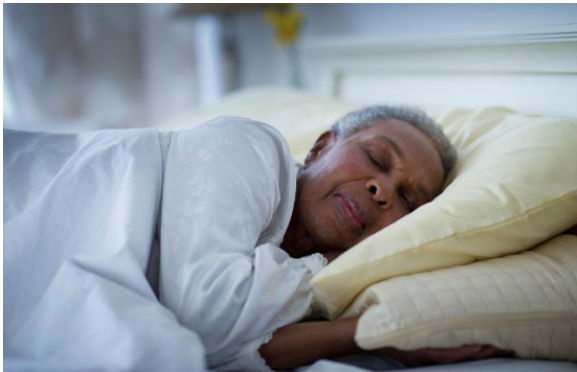
How to Ask a Question

- **Participants are muted.**
- **To ask a question** Click on the chat bubble  to open the chat, select Everyone, and ask a question. Please note that questions sent to panelists directly will not be answered as individual chat boxes are not checked.
- **We will answer** as many questions as we can at the end of the presentation.
- **Please be respectful.**



Home Care to Assisted Living

**Sleeping
accommodations**



**Assisted Living
Services**



**Assisted Living
Facility License**



The Great Conversion of 2021

**1973 converted
to AL**



**1300 - 1500
expected**

**55% retained HC
license**



20% expected



Home Care Licenses

- FY 2021 = 1640 home care licensees
- FY 2022 = 738 home care licensees

55% retained licensure as of 8.1.2021

55% decrease in licensees by 6.30.2022

?????



Surveys

Complaints

Home Care Providers are Community Providers

All Minnesota home care providers are now community providers that may only go into the client's home or other care setting to provide home care services.





Home Care Survey Process

Home Care Survey Schedule

- A basic or comprehensive provider who receives their **temporary license** must have an "**Initial full survey**" completed within **14 months** of the license issue date.
- For all **new** licenses after a **Change of Ownership (CHOW)**, the licensee must be surveyed within **six months** after the new license is issued.
- Once a full Basic or Comprehensive license is issued, a "**Full Survey**" will occur every **three years** to determine compliance.
- A "**Follow-up Survey (LOF)**" is conducted to determine if a home care provider has corrected deficient issues and systems identified during a survey or complaint investigation.

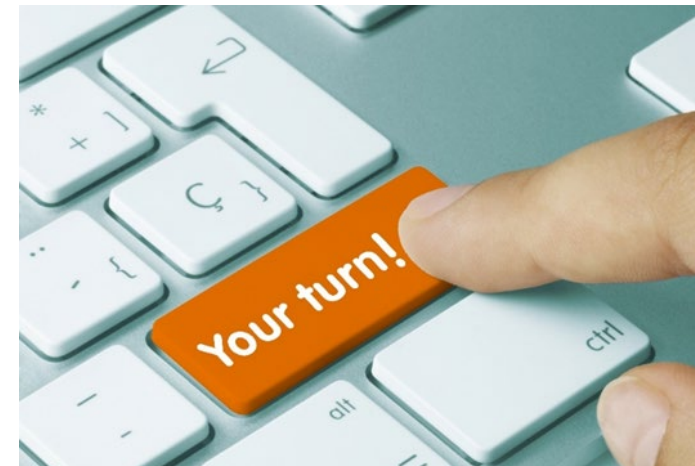
Home Care Survey Purpose

Surveys are intended to determine compliance with [Minn. Stat. 144A Home Care](http://www.revisor.mn.gov/statutes/cite/144A) (www.revisor.mn.gov/statutes/cite/144A)



When Will They Come?

- Although MDH has deadlines when surveys must be scheduled, all surveys are **unannounced**.
- Once a surveyor enters the homecare agency to conduct a survey, the survey must continue until concluded.



Before they arrive...

You can anticipate a phone call followed by an email.
The following attachments will be sent:

- ✓ Current resident roster
- ✓ Discharged resident roster
- ✓ Change of Information form
- ✓ CLIA waiver form
- ✓ Provider resources
- ✓ HIPAA form
- ✓ Guide to survey form
- ✓ Employee Roster



They Have Arrived...

An evaluator has arrived in the office and asked to meet with the senior administrator or available supervisor - Now what?

- Entrance Conference
- Record reviews (provided electronically or in paper form) including:
 - Clients
 - Employees
 - Operational and/or administrative policies and procedures
 - Training documents
 - Incident Reports
 - MAARC Reports or complaints submitted to you
 - TB Risk Assessment
- Interviews
- Observations
- Exit conference



Factors on Length of Survey

Surveys have traditionally lasted between 2-4 days. The length of time the survey takes and the number of evaluators on site depends on:

- Number of clients the homecare agency serves
- Intensity of health-related services provided by the homecare (level of care)
- Scope of regulatory problems identified during the survey
- Preparedness of the homecare provider!



After the Survey...

- Evaluator documents survey findings; findings go through supervisory review prior to being finalized.
- Survey findings will be emailed to the provider within 30 days. After survey findings are emailed to the provider, they are public information.
- Providers must review correction orders and correct each item cited within timeframe required.
- Providers have reconsideration appeal rights (144A.474 Subd. 12) or (144G.32).
 - Reconsideration must be requested within 15 calendar days of the correction order receipt date.

Top Three Most Cited Correction Orders

Content of Service Plan

TB Infection Control

Infection Control Program

Content of Service Plan

The service being provided, the cost, when?

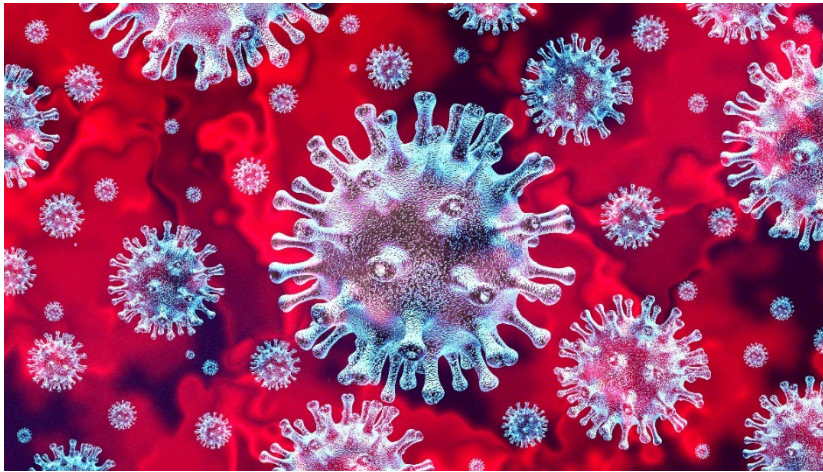
- by whom
- review/assessment schedules
- how/when are staff monitored
- a contingency plan
 - what happens if there is a blizzard on visit day?
 - provide contact info of agency
 - who do you call if emergency with your client?
 - when to or not to call EMS



“...must establish and maintain a comprehensive tuberculosis (TB) infection control program ...”

- Complete the TB risk assessment *annually*
- Complete staff TB education *annually*
- Complete TB screening at the **time of hire** for all health care personnel
 - assessing for current symptoms of active TB disease
 - assessing TB history
 - testing for the presence of Mycobacterium tuberculosis by administering either a two-step tuberculin skin test (TST) or single TB blood test
- For more information, see the following MDH websites:
 - [Tuberculosis \(www.health.state.mn.us/diseases/tb\)](http://www.health.state.mn.us/diseases/tb)
 - [Assisted Living Resources & FAQs \(www.health.state.mn.us/facilities/regulation/assistedliving/faq\)](http://www.health.state.mn.us/facilities/regulation/assistedliving/faq)

Infection Control



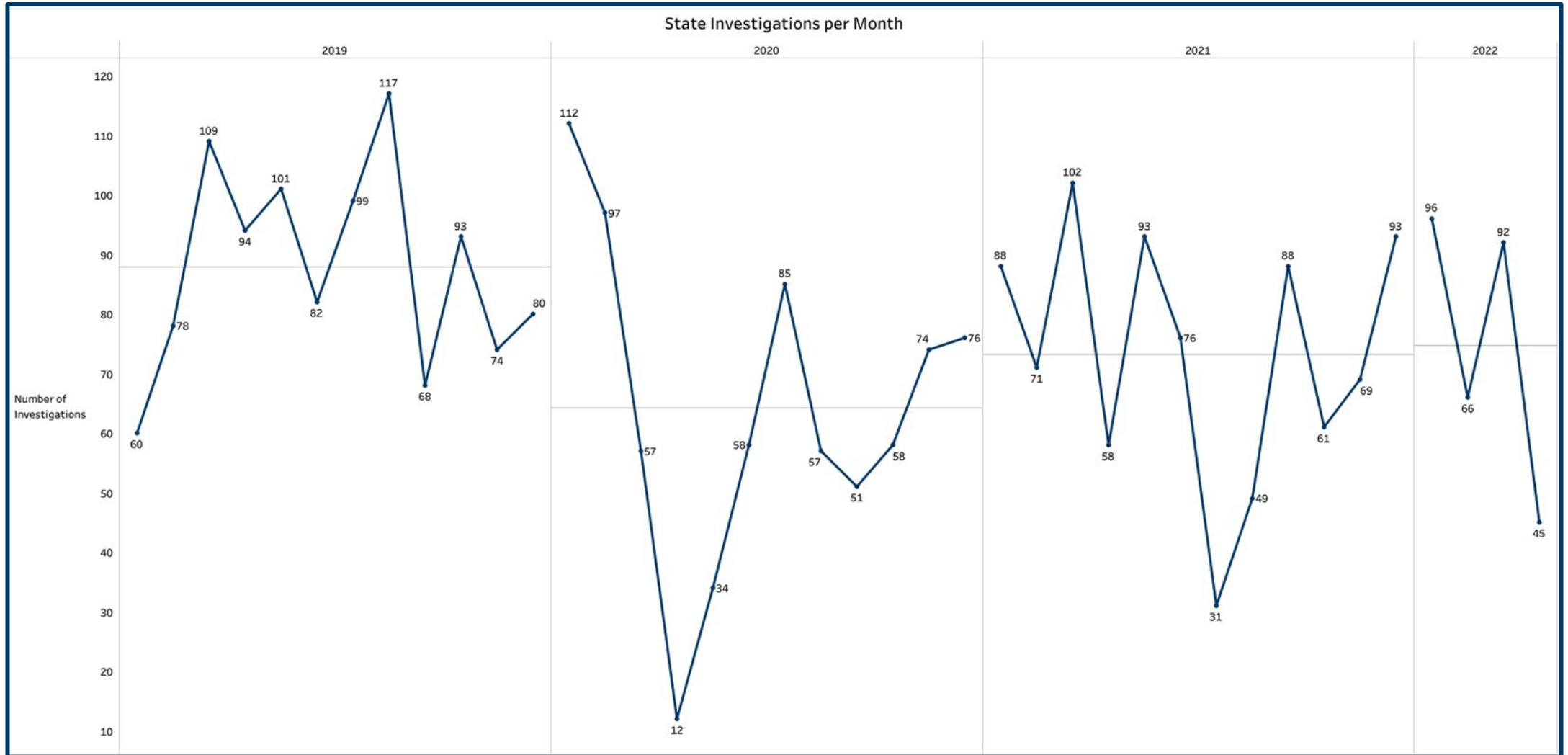
Friday, November 4, 2022
12:00 to 12:50 p.m.

Most Cited Correction Orders:
A Deep Dive Review

Friday, December 2, 2022
12:00 to 12:50 p.m.

OHFC Investigation Process &
Home Care Complaints

HRD Public Dashboard



Better through Technology





Questions?

Thank You!

health.homecare@state.mn.us