

Supplemental Provider Review Tool – Homemaker Service

The waiver includes adult day services, attendant care, case management, homemaker, residential based habilitation, respite care, structured day program, supported employment, behavior management/behavior program and counseling, environmental modifications, healthcare coordination, occupational therapy, personal emergency response system, physical therapy, specialized medical equipment and supplies, speech-language therapy and transportation. These are waiver services options that can be provided and will be services that people are receiving. Not everyone will be receiving the same services, however. Some will receive Physical Therapy or Transportation or Attendant Care, or some other service that reflects their needs.

The **Provider Compliance/Consumer Satisfaction Tool** will be supplemented with the following tool depending on what waiver service the person is currently receiving. A review of the POC/CCB will determine what services the person has. The reviewer will determine by reviewing the POC/CCB and talking with the Case Manager the exact services the person has. By so doing, the Reviewer will take the appropriate supplemental Provider Review Tool to complete the Review. The following is an example of that supplemental Provider Review Tool for a person who is receiving **Homemaker Service**:

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| <p>Waiver Services: Homemaker Services Waiver Assurances</p> <p>Recommended Probes</p> | | <p>Discovery Mechanisms</p> <p>Discovery mechanisms are not meant to be inclusive. They are meant to be suggestions to gather information for the Reviewer. Guidelines are intended to help the Reviewer to make decisions about the presence or absence of the Indicators. The Discovery mechanisms listed here in no way imply they are meant to be directives for completion, or a requirement to be answered in every instance.</p> | | |
| <p>Homemaker Services: Desired Outcome: <i>Homemaker services offer direct and practical assistance consisting of household tasks and related activities. Homemaker services assist the person to remain in a clean, safe, healthy home environment. Homemaker services are provided when the person is unable to meet these needs or when an informal caregiver is unable to meet these needs for the person.</i></p> | | <p>Spending Time With People</p> <p>(Initially during the conversation with the person using the Personal Outcome Measures® then throughout the Review process.)</p> <p>Examples only: specific situations may change observations.</p> | <p>Conversations With People</p> <p>Selected Examples only: specific situations may change conversations with people.</p> | <p>Review of Documents</p> <p>Examples only: specific situations may change documents needing review.</p> |
| <p>Housekeeping</p> | <p>HS I.A.1 The person receives housekeeping services to maintain their home in a clean, safe, healthy manner.</p> <p>If documented in the person's POC/CCB:</p> <ol style="list-style-type: none"> 1. Does the person receive services to dust and straighten furniture? 2. Does the person receive services to clean floors and rugs by wet or dry mop and vacuum? 3. Does the person receive services to clean the kitchen, including washing | <p>Observe for any of the services being provided.</p> <p>Also observe the cleanliness of the home.</p> <p>Observe the outside of the home for incomplete lawn care, including grass that is too long, snow that remains on key walking and driving areas and piles of un-raked leaves.</p> | <p>Ask the person what kinds of services are provided in housekeeping.</p> <p>Ask the person if the services are adequate or too much.</p> <p>Ask the person to describe any services that are not needed, but are provided anyway.</p> | <p>Review the CCB/POC to determine what services are required in housekeeping.</p> |

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| | <p>dishes, pots, and pans; clean the outside of appliances and counters and cupboards; clean ovens and defrost and clean refrigerators?</p> <p>4. Does the person receive services to maintain a clean bathroom, including cleaning the tub, shower, sink, toilet bowl, and medicine cabinet; emptying and cleaning commode chair or urinal?</p> <p>5. Does the person receive services to launder clothes in the home or Laundromat, including washing, drying, folding, putting away, ironing, and basic mending and repair?</p> <p>6. Does the person receive services to change linen and make beds?</p> <p>7. Does the person receive services to wash insides of windows?</p> <p>8. Does the person receive services to remove trash from the home?</p> <p>9. Does the person receive services to choose appropriate procedures, equipment, and supplies; improvise when there are limited supplies, keep equipment clean and in its proper place?</p> | | <p>Ask the person “Do you get receipts for purchases” from staff?</p> <p>Ask the person how satisfied they are with paid staff</p> <ul style="list-style-type: none"> • running errands, • selecting groceries, • and preparing meals, <p>and how comfortable they are with staff</p> <ul style="list-style-type: none"> • paying bills* • handling cash/checks/credit cards, • and correspondence, etc. <p>Ask the service staff what services they provide in housekeeping.</p> | |
| <p>Meals and Nutrition</p> | <p>HS I.B.1 The person receives assistance with meals or nutrition to maintain health.</p> <p>If documented in the person’s POC/CCB:</p> <p>1. Does the person receive services to shop including planning and putting food away?</p> | <p>Observe for food items in the home: cabinets and refrigerator/freezer.</p> <p>Observe the person for obvious issues with weight.</p> | <p>Ask the person what services they receive to shop/make meals and if the services meet their needs.</p> <p>Ask the person if they have any restrictions on what they can eat.</p> | <p>Review the POC/CCB to determine what services in meals and nutrition is needed.</p> <p>Review the POC/CCB to determine if there has been an evaluation by a registered dietitian or other health</p> |

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| | <p>2. Does the person receive services to make meals, including special diets under the supervision of a registered dietitian or health professional?</p> | | <p>Ask the service staff what services they provide to assist the person to shop/make meals.</p> <p>If the services to shop or make meals are provided by someone other than paid services, ask the person how that is working for them.</p> | <p>professional.</p> |
| <p>Errands</p> | <p>HS I.C.1 The person receives services to runs essential errands to ensure sufficient food and medicine is present.</p> <p>If documented in the person's POC/CCB:</p> <ol style="list-style-type: none"> 1. Does the person receive services for grocery shopping? 2. Does the person receive services for household supply shopping? 3. Does the person receive services for prescription pick-up? | | <p>Ask the person who runs errands for them to get groceries, household supplies and prescriptions.</p> <p>Ask the person if they ever run out of medicine due to a lack of paid/unpaid persons to pick up their prescriptions.</p> <p>Ask the service staff what types of errands they run for the person.</p> | <p>Review the POC/CCB to determine the level of services the person needs regarding errands.</p> |
| <p>Correspondence and Bill Paying</p> | <p>HS I.D.1 The person receives assistance with correspondence and bill paying to ensure they are able to pay bills accurately and that they are able to correspond with others.</p> <p>If documented in the person's</p> | | <p>Ask the person what types of services they receive to access their correspondence and to respond to any correspondence.</p> <p>Ask the person if they</p> | <p>Review the POC/CCB to determine the services needed in correspondence and bill paying.</p> |

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| | <p>POC/CCB:</p> <ol style="list-style-type: none"> 1. Does the person receive services to open mail, email etc? 2. Does the person receive services to read letters; emails etc? 3. Does the person receive services to write letters, emails etc 4. Does the person receive services to understand the bills they receive? 5. Does the person receive services to pay their bills (e.g. electronically, write checks, automatic withdrawal etc) | | <p>are able to open mail, email etc with privacy.</p> <p>Ask the person how their bills get paid.</p> <p>Ask the service staff what assistance the person needs to access correspondence and pay bills.</p> <p>Ask the service staff how they ensure the person has the most privacy possible when accessing correspondence or bills.</p> | |
| <p>DOCUMENTATION</p> | <p>HS I.E.1 Documentation standards are maintained by the service staff with assurance from the provider of services.</p> <ol style="list-style-type: none"> 1. Have the person’s needs been documented in the POC/CCB? 2. Do all data recorded by the service provider include the date of service and number of units of service delivered? | | <p>Ask the service staff about the documentation requirements for services provided.</p> <p>Ask the Case Manager what types of services homemaker is providing.</p> <p>Ask the Case Manager what documentation activities they engage in related to homemaker services.</p> | <p>Check documentation to verify the services outlined in the POC/CCB are being provided. This may include logs, a sample of reimbursement data etc.</p> |