

TOP ACHC SURVEY DEFICIENCIES



Programs and Services

ACHC Standard: HC2-2A

Written policies and procedures are established and implemented by the Agency in regard to the creation and distribution of the Client/Patient Rights and Responsibilities statement.

Tips for Compliance:

- Ensure Client/Patient Rights and Responsibilities statement contains the required components including any additional state or federal regulations.
- Ensure there is documented evidence that client/patient received and understood a copy of the notice of rights and responsibilities prior to care or during initial evaluation.
- Ensure there is evidence that personnel have been oriented and provided annual education concerning the Agency's policies and procedures on the Client/Patient Rights and Responsibilities.
- Ensure staff can state three to four client/patient rights.

Services applicable: HCA, HCC, HCN, HCOT, HCPT, HCST, HCSW

Human Resource Management

ACHC Standard: HC4-6A

Written policies and procedures are established and implemented requiring the Agency to design a competency assessment program on the care/service provided for all direct care personnel.

Tips for Compliance:

- Ensure that competency assessments are present in the personnel record and that validation of skills is specific to the individual's role and responsibilities.
- Ensure competency assessments are conducted initially during orientation, prior to providing a new task, and annually.
- Ensure documentation addresses performance and education of personnel when they do not meet competency requirements.

Services applicable: HCA, HCN, HCOT, HCPT, HCST, HCSW

Provision of Care and Record Management

ACHC Standard: HC5-1C

Client/patient records contain documentation of all care/services provided. All entries are legible, clear, complete, appropriately authenticated and dated in accordance with policies and procedures and currently accepted standards of practice.

Tips for Compliance:

- Ensure all records have entries and signatures that are legible, clear, and are complete and appropriately authenticated and dated.
- Ensure that each home visit, treatment, or care/service is documented in the client/patient record and signed by the individual who provided the care/service.
- Ensure stamped signatures are not being utilized.

Services applicable: HCA, HCN, HCOT, HCPT, HCST, HCSW

ACHC Standard: HC5-3C

The comprehensive assessment must be completed in a timely manner, consistent with client's/patient's immediate needs, but no later than 5 calendar days after the start of care.

Tips for Compliance:

- Ensure all components are captured on assessment forms.
- Ensure an addendum is available if software program does not include all components of assessment.
- Ensure that there are no blanks left when completing assessment.
- Ensure staff answer or mark 'N/A' instead of leaving blanks.

Services applicable: HCN

ACHC Standard: HC5-3F

There is a written plan of care for each client/patient accepted to services.

Tips for Compliance:

- Ensure the written plan of care is complete and addresses all required components.
- Ensure physician orders are obtained, as applicable.
- Ensure verbal orders are properly documented and signed with the name and credentials of the personnel receiving the orders, and signed by the physician within the time frame established in agency policies and procedures and/or state requirements, as applicable.

Services applicable: HCN

ACHC Standard: HC5-3G

There is a written plan of care for each client/patient accepted for Aide Services.

Tips for Compliance:

- Ensure the written plan of care is complete and addresses all required components.
- Ensure the plan of care delineates the specific services and assessments to be delivered and include the amount, frequency, duration, and expected outcomes for the client/patient.
- Ensure physician orders are obtained, as applicable.

Services applicable: HCA

ACHC Standard: HC5-3I

The Agency shows evidence of the client/patient participation in the plan of care

Tips for Compliance:

- Ensure the client/patient has the right to be involved in the development of the plan of care and any changes in the plan.
- Ensure the client/patient agrees to the plan of care prior to the beginning of services and as subsequent changes occur.
- Ensure documentation in the client/patient record shows evidence of the client/patient participation in the plan of care.

Services applicable: HCA, HCN, HCOT, HCPT, HCST, HCSW

ACHC Standard: HC5-3K

Care/services are delivered in accordance with the written plan of care.

Tips for Compliance:

- Ensure all care provided is clearly documented in the client/patient record.
- Ensure documentation shows effective communication and coordination between all personnel.
- Ensure documentation supports the reason for any deviation from the plan of care and the physician is notified, as applicable.
- Ensure all client/patient refusals of service are properly documented as a client/patient refusal.

Services applicable: HCA, HCN, HCOT, HCPT, HCST, HCSW

ACHC Standard: HC5-7B

Written policies and procedures are established and implemented that describe the process for discharge of a client/patient.

Tips for Compliance:

- Ensure the client/patient record reflects discharge planning activities, coordination with other care/services providers, the client's/patient's response and understanding of these activities, and client/patient care instructions.
- Ensure the discharge summary is complete and addresses all required components for all closed client/patient records.
- Ensure a copy of the discharge summary is made available to the physician or allowed practitioner upon request.

Services applicable: HCA, HCN, HCOT, HCPT, HCST, HCSW

ACHC Standard: HC5-8C

A Registered Nurse (RN) reviews all client/patient medications, both prescription and non-prescription, on an ongoing basis as part of the care/services to a client/patient.

Tips for Compliance:

- Ensure the medication profile is complete and addresses all required components.

- Ensure an ongoing medication review is completed for all clients/patients.
- Ensure all PRN medications identify an indicator as to when the PRN medication should be administered.
- Ensure oxygen (O2), medicated wound supplies, and infusion flushes are listed on the medication profile.
- Ensure documentation in the medical record supports the physician or allowed practitioner is notified of any medication discrepancies, side effects, problems, or reactions.

Services applicable: HCN