ODA provider certification: Homemaker service

(A) Homemaker (HMK). “Homemaker” is a service designed to enable a consumer to achieve and maintain a clean, safe and healthy environment, assist the consumer to manage their personal appointments and day-to-day household activities as authorized by their case manager, and ensure that the consumer maintains the consumer’s current living arrangements. The service consists of general household activities, such as meal preparation and routine household care when the individual persons regularly responsible for these activities are temporarily absent or unable to manage the home. HMK staff may act as travel attendants for consumer individuals. Homemaker activities include the following:

(1) Assistance with meal planning.

(2) Meal preparation, grocery purchase planning, and assisting individuals with shopping and other errands.

(3) Laundry, including folding, ironing, and putting away laundry.

(4) House cleaning including dusting furniture, sweeping, vacuuming, and mopping floors; kitchen care including dishes, appliances, and counters; bathroom care; emptying and cleaning bedside commodes; changing bed linens; washing inside windows within reach from the floor; and removing trash.

(B) One unit of homemaker service is fifteen minutes.

(C) Homemaker services include, but are not limited to, the following:

(1) Assistance with meal planning;

(2) Meal preparation, grocery purchase planning, and assisting consumers with shopping and other errands;

(3) Laundry, including folding, ironing, and putting away laundry; and,

(4) House cleaning, including, but not limited to, dusting furniture, sweeping, vacuuming and mopping floors; kitchen care (including dishes, appliances and counters); bathroom care, emptying and cleaning bedside commodes, changing bed linens, washing inside windows within reach from the floor, and removing trash.

(B) Requirements for ODA-certified providers of homemaker:
(1) General requirements: The provider shall comply with the requirements for every ODA-certified agency provider in rule 173-39-02 of the Administrative Code.

(2) Eligible providers of homemaker services are ODA-certified long-term care agency providers.

(3) Service verification: HMK providers must maintain a consumer record documenting each episode of service delivery. HMK providers must also obtain the consumer's individual's signature for each episode of service.

(4) HMK providers must demonstrate that they:

- Have the capacity adequate staffing levels to deliver services the service at least five days per week; and shall possess a back-up plan to ensure the service is provided during staff absences.

- Have a service back-up plan to ensure services are delivered during staff absence.

- Comply with and maintain written policies and procedures, as applicable, supporting the operation of the business and the provision of services. These policies and procedures must address:
  
  (a) Reporting and documenting consumer incidents;

  (b) Obtaining written permission from consumers to share information and/or release information to anyone;

  (c) The content of consumer records, as well as the handling, storage and retention or records; and,

- Provider policies: The provider shall develop written personnel requirements matters, including all the following:

  (a) Job descriptions for each position;

  (b) The documentation: Documentation of each employee's qualifications for the service(s) homemaker activities to be provided;
(iii)(c) Performance appraisals for all workers.

(iv) Documentation of compliance with required staff orientation training; and:

(v) The employee code of ethics described in rule 173-39-02 of the Administrative Code.

(G)(6) Staff qualifications. HMK providers must demonstrate evidence of compliance with the following personnel requirements:

(a) Aides:

(1)(i) HMK Homemaker aides must shall meet at least one or more of the following minimum personnel requirements:

(a) Successful completion of the nurse aide training and competency evaluation program conducted by the Ohio department of health under section 3721.31 of the Revised Code within the last twenty-four months;

(b) One year of supervised employment experience in a health or human services field, and successful written and skill testing by return demonstration;

(c) Successful completion of the medicare training and competency evaluation program for home health aides required under 42 C.F.R. Part 484 (October, 2016 edition), without a twenty-four month lapse in employment as a nurse aide or home health aide and compliance with any additional requirements under 42 C.F.R. Part 484 (October, 2016 edition);

(d) Successful completion of a certified vocational program in a health-related field and successful written and skill testing by return demonstration;

(e) Successful completion of at least twenty hours of training and skill testing by return demonstration that includes, but is not limited to all the following topics:

(i) Universal precautions for infection control, including hand washing and the disposal of bodily waste;
(ii) Meal preparation/nutrition that includes special diet preparation, grocery purchase planning and shopping; and other errands, such as picking up prescriptions.

(iii) Laundry, including folding, ironing, and putting away laundry.

(iv) Basic home safety.

(v) House cleaning skills that include dusting furniture; sweeping, vacuuming and washing floors, kitchen care (including washing dishes, appliances and counters), bathroom care, emptying and cleaning bedside commodes, changing bed linens, washing inside windows within reach from the floor, and removing trash.

(vi) Body mechanics.

(vii) Communication skills.

(viii) Emergency protocols; and,

(ix) Documentation skills.

(f)(ii) Prior to the provision of services Before providing homemaker activities to a consumer an individual, the provider must shall conduct written testing, and skill testing by return demonstration, of all HMK staff homemaker aides that are not listed on the Ohio department of health’s nurse aide registry for all subject areas listed in paragraph (G)(1)(e)-(D)(6)(a)(i)(e) of this rule. The training and testing must shall be documented by the provider, and the documentation must shall include training site information, the date of training, the number of hours of training, a list of instruction materials and the subject areas covered, the qualifications of the trainer and the tester, the signatures of the trainer and tester verifying the accuracy of the record, and all testing results.

(2)(b) Supervisors: The HMK supervisor must have a bachelor's or associate's degree in a health or human services area or have a minimum of two years of work experience as a HMK-Homemaker supervisors shall meet at least one of the following requirements:

(i) A bachelor’s or associate’s degree in a health and human services area.
(ii) A current, valid license to be an RN or an LPN under the direction of an RN.

(iii) At least two years of experience as a homemaker aide.

(c) All staff:

(3)(i) Orientation: Prior to working with consumers, all employees who have face-to-face contact with consumers must receive orientation and training that addresses, at a minimum, the following:

(a) The provider's expectations of employees homemaker staff.

(b) The provider's employee code of conduct, ethical standards, as required under rule 173-39-02 of the Administrative Code.

(c) An overview of the provider's personnel policies.

(d) Incident reporting procedures.

(e) (d) The organization and lines of communication of the provider's agency and the lines of communication; and,

(e) Incident reporting procedures.

(f) Emergency procedures.

(g) Person-centered planning process.

(4)(ii) Continuing education: The provider must assure and document a minimum of eight hours of continuing education for each homemaker aide every twelve months on topics listed in paragraph (B)(6)(c)(i) of this rule.

(H)(7) Supervisory requirements:

(a) The supervisor must complete and document a consumer individual home visit, which may occur at the initial homemaker visit to the consumer individual to define the expected activities of the homemaker aide and prepare a written activities plan consistent with the case manager's plan.
manager and the consumer prior to consumer service initiation individual before the individual's first episode of service.

(2)(b) The supervisor must—shall evaluate HMK—the homemaker aide's compliance with the activities plan, consumer—the individual's satisfaction, and job performance during a home visit with the consumer individual at least every ninety three days to evaluate the HMK homemaker aide’s compliance with the plan. The HMK homemaker aide need not be present during the visit. The visit must—shall be documented, including the date of the visit, the name of the HMK homemaker supervisor, name of the consumer individual, and must—shall include the signature of the consumer—individual and the HMK homemaker supervisor or the electronic signature of the HMK homemaker supervisor.

(C) Units and rates:

(1) One unit of homemaker service equals fifteen minutes.

(2) The maximum rate allowable for a unit of homemaker activities is established in Appendix A to rule 5160-1-06.1 of the Administrative Code.

(3) The rates are subject to the rate-setting methodology in rule 5160-31-07 of the Administrative Code.
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CERTIFIED ELECTRONICALLY

Certification

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