

Home Care/Hospice Patient Tracer Tool

KEY: IDT = Interdisciplinary Team PoC = Care Plan

Area	Questions to Caregivers (Staff, Physicians)	Not Met	Actions Needed to Achieve Compliance
Plan of care	<ul style="list-style-type: none"> • Do you know your current policies and procedures? Are you following them? • What documents (paper and/or electronic) make up your plan of care? Is this supported by policy? • Can you explain how the Interdisciplinary Team is involved in the development of the Plan of Care? • How are they involved in the management of the Plan of Care? • Does staff understand the care planning process? • Tell me about how you individualize the Care Plan? • How do you ensure the Care Plan reflects the patient's goals? • How do you make your goals measurable? 		
Comprehensive Assessment	<ul style="list-style-type: none"> • Do you know your current P&Ps? Are you following them? • What documents make up the comprehensive assessment? • What processes make up the comprehensive assessment? • How are the findings communicated to the members of the Interdisciplinary Team? • How are the findings of the comprehensive assessment used to develop or update the Plan of Care? • Does the documentation show progress or lack of progress towards goals? Are goals then revised? 		

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Coordination of services	<ul style="list-style-type: none"> • Does your documentation system tie to plan of care? • If your documentation system does not tie to the Plan of Care, how does coordination of services happen? When does this happen? How Often? • How does the IDT know the current status and needs of the patient? • How do you communicate with contracted providers? How is that communication documented? 		

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Area	Task	Not Met	Actions to Achieve Compliance
Clinical Record	<ul style="list-style-type: none"> • Do you have real time documentation? If No, when must your documentation be completed by? • How do you know who made what entries in the record? • Is every visit documented? How do you know? • Is every note signed? If electronic signatures, are proper controls in place? • Is every entry dated? Is every entry timed? • Are there documents that must be co-signed? Are they dated and timed when signed? Are the signatures legible? 		
Nursing Services	<ul style="list-style-type: none"> • When nursing services are provided as a component of care, are the services rendered within the scope of practice of the practitioner? • Can the organization provide evidence that the Nurse has been deemed competent to perform the services provided? • Describe the complaint management process? • Describe the competency assessment process? • How do you provide education to your nursing team? How often is education provided? How do you determine topics for education? 		

Role Specific	Questions:	Not Met	Actions to Achieve Compliance
Administrative C-Suite	<p>How is the Governing Body aware of the operations? Quality? Resources?</p> <p>How do you know about quality of care?</p> <p>What do you know about the Competency of staff?</p> <p>What is your role in the complaint process?</p> <p>How do you ensure adequate resources?</p> <p>How do you monitor the performance of contracted services?</p>		

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Clinical Leaders	How are assignments made? How do you know about the quality of care? What do you do when you hear about a complaint?		
Education Leaders	How are educational needs determined? How are the educational regulatory requirements for various positions met? What is your role in remediation/growth through education process?		
QAPI Coordinator	What is the QAPI plan? What Improvement Initiatives have you taken on in the last year? What have the results revealed? Who was a part of this/these initiatives? How do licensed professionals participate in QAPI? How does your Governing Body oversee quality?		
Volunteer Coordinator	Tell me about your recruitment, retention and training of volunteers. What are the qualifications to serve as a volunteer? How are the services provided by volunteers evaluated? How does a volunteer know what they can and cannot do for a patient?		
Bereavement Services (if applicable)	How is the initial bereavement assessment completed? How is the bereavement assessment updated and BPOC developed after death? How do you identify risk? Show me bereavement plans of care and care documentation		

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Role Specific	Questions:	Not Met	Actions to Achieve Compliance
Patient care visits	<p><i>Home visit</i></p> <ul style="list-style-type: none"> • Car check: no visible PHI, no loose supplies, no medications unless on a delivery. • If delivering medications, are they properly stored to preserve integrity? • How do you protect PHI (car, facility, phone)? • How do you know the plan of care and deliver care? • How do you know you are caring for the right person? • What would you do if you felt it was not safe to enter the residence? • How do you ensure that you are not bringing infections into or out of the residence. 		

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	<ul style="list-style-type: none"> • How do you provide or reinforce education with the patient? • What do you do if you detect a new problem with your patient? • How do you ensure the patient know what to do and how to do it? • Do you teach patients about things they should not do? • How and when do you document your visit? <p><i>Alternate Care Site (Non Private home) visit:</i></p> <ul style="list-style-type: none"> • Are all required documents in the nursing home or Assisted Living or Group Home record? • How do you know the check in process? • Do you review the alternate care site record for changes? How do you use that information? • Describe for me the “report off” process between you and the alternate care site. • Do you communicate changes in the plan of care and education which occurred? 		
Coordination of care	<ul style="list-style-type: none"> • How are contract staff communicated with? • How will coordination occur when patient has planned visit or diagnostic work up? Is it part of the plan of care? • How will changes and updates be communicated ? • What is the process and how quickly will updated plan of care be provided to contractors? 		
Orders	<ul style="list-style-type: none"> • If new orders are needed, who is responsible for obtaining them and from whom do they come from? 		
Eligibility	<ul style="list-style-type: none"> • Is there a balance between care planning discussions and eligibility discussions? 		