

APPENDIX C – HOMEMAKER SERVICE

A. PURPOSE

- (1) Homemaker (HMK) service is designed to enable participants to achieve and maintain clean, safe, and healthy environments.
- (2) The HMK service component is intended for the participant and specifically excludes services for all other household members except when homemaker services are utilized for the purpose of respite for care-givers, the participant must be present during service delivery.

B. UNIT OF SERVICE

- (1) One unit of HMK service is one hour of direct service.
- (2) The unit rate shall include all administrative costs, travel, and record documentation time.
- (3) The number of units is determined according to the Agency and Service Provider contract.
- (4) Tasks in this service include, but are not limited to:
 - a) performing house cleaning including dusting furniture; sweeping, vacuuming, and washing floors; kitchen care including washing dishes, appliances, and counters; washing inside windows within reach from the floor; removing trash,
 - b) maintaining a clean bathroom including cleansing the tub, shower, sink, toilet bowl, commode chair/urinal, mirrors, and tub or shower lining;
 - c) planning and preparing the participant's meals, including special diets; shopping for and purchasing groceries; running errands; and
 - d) changing bed linens; and washing, drying, folding, ironing, and putting away the participant's laundry.

C. SERVICE PROVIDER AGENCY REQUIREMENTS

- (1) The Service Provider must be able to deliver services five days a week. Evidence of a back-up service delivery plan must be provided.
- (2) The Service Provider shall maintain a participant record of each episode of service delivery that documents service tasks performed, HMK arrival and departure times, and the participant's or care giver's signature upon completion of service delivery.

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- (3) The Service Provider shall document that the HMK meets one or more of these training criteria prior to participant service provision:
 - (a) STNA or the Medicare Competency Evaluation Program for Home Health Aides as set forth in 42 CFR 484; or
 - (b) has received Service Provider agency training and skills testing. The subject area listed in these specifications shall be included in training programs and in skills testing. Skills testing shall include a return demonstration of the skills. Training and testing shall be documented by the Service Provider and shall include the number of hours, instruction material and subjects, signature of the trainer, and all testing results; or

- (4) Immediate, independent participant services may be provided by the HMK for specific tasks on which instruction and skill testing, or skill testing for individuals described in these specifications, shall include all these subject areas:
 - (a) house cleaning skills including dusting furniture; sweeping, vacuuming and washing floors; kitchen care, including washing dishes, appliances, and counters; bathroom care; emptying and cleaning the bedside commode; changing bed linens; washing inside windows within reach from the floor; and removing trash;
 - (b) meal preparation/nutrition including special diet preparation; grocery planning and shopping; and errands for the sole purpose of picking up prescriptions;
 - (c) laundry that includes folding, ironing, and putting away laundry;
 - (d) basic home safety;
 - (e) universal precautions for infection control including hand washing and disposal of bodily waste;
 - (f) body mechanics;
 - (g) communication and listening skills;
 - (h) participant mobility;
 - (i) emergency protocol; and

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- (j) documentation skills.
- (5) The Service Provider shall maintain evidence of the completion of eight hours of in-service continuing education for each HMK in a twelve-month period, excluding agency and program specific orientation, initiated after the first anniversary of employment with the Service Provider, and each year following.
- (6) HMK may not transport the participant or drive the participant's vehicle.

D. SUPERVISORY REQUIREMENTS

- (1) The supervisor shall complete and document a participant home visit, which may occur at the initial HMK visit to the participant, to define the expected activities of the HMK, and prepare a written activities plan.
- (2) The supervisor shall evaluate the HMK's compliance with the activity plan, and the HMK's performance. If the Agency is providing case management services to the participant, the supervisor shall discuss recommended modifications with the Agency. The supervisor shall conduct and document at least:
 - (a) Participant visit at least every ninety-three days to evaluate the HMK's compliance with the plan or activity checklist; and
 - (b) Supervisory participant visit at least every one hundred eighty-six days while the HMK is present and providing participant services.

E. PERSONNEL QUALIFICATIONS

- (1) The HMK shall be a high school graduate, or possess a GED, or have a minimum of two years of work experience.
- (2) A supervisor shall meet at least one of these qualifications:
 - (a) Be an RN, LPN under the supervision of an RN, or LSW currently licensed to practice in the State of Ohio; or
 - (b) Have a BS, BA, or AA Degree in one of these areas:
 - (i) home economics/nutrition or dietetics;
 - (ii) counseling;

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- (iii) gerontology;
 - (iv) social work;
 - (v) nursing;
 - (vi) public health;
 - (vii) health education; or
 - (viii) other related field; or
- (c) Have a minimum of four (4) years of direct community service experience in the provision of home care services.