

Bureau of Long Term Care

Quality Assurance

Provider Help Aid

PURPOSE

This Help Aid is designed to support *Home and Community Based Service (HCBS) Providers develop and implement Quality Assurance programs that assure service delivery consistent with all applicable Idaho Administrative Procedures Act (IDAPA) rules as well as the Idaho Medicaid Provider Additional Terms for Aged and Disabled (A&D) Waiver, Personal Care Services.

The QA program should include oversight by the Agency RN Supervisor. The RN Supervisor must be of such quality that the overall program is enhanced. The Idaho Department of Health and Welfare will review the RN oversight of delivery of services to ensure quality of care is being provided. These providers include Personal Assistance Agencies, Certified Family Homes and Residential Assisted Living Facilities.

*Providers delivering services to Medicaid participants on the Aged & Disabled (A&D) Waiver or State Plan Personal Care Services

QUALITY ASSURANCE REQUIREMENTS

Quarterly Audits

The provider must conduct a quality assurance program which includes quarterly audits including:

- Service delivery
- Participant site visits including:
 - Ensure the care plan is being followed
 - Provide instruction to the caregiver if needed
 - Assess and document the general health status of the participant
 - Assess and document the effectiveness of the Service Plan

Site visits may be conducted by any staff member as determined appropriate by the Provider. The audit sample is at the discretion of the provider

- Participant satisfaction
- Staff professional credential review
- Staff competency review

The results of the quarterly audits should be available for review by the Idaho Department of Health and Welfare.

Participant Rights & Responsibilities

The provider is required to inform the participant about their rights as well as the availability of protection and advocacy services.

Registered Nurse Oversight

Service Delivery oversight is the responsibility of the agency Registered Nurse. All oversight should be documented as part of the Quality Assurance program.

The agency RN is responsible to ensure compliance in the following areas:

- Review of the Service Plan and Daily Progress Notes to ensure that the assessment accurately reflects and addresses the participants needs
- Notify the IDHW of any changes in participants conditions as noted during service delivery, using the approved Significant Change form
- Ensure the Service Plan reflects and addresses the participants needs
- Ensure the Service Plan is placed in the participants home on or before service delivery
- Ensure that all caregivers understand and are capable of implementing the plan of care
- Notify the IDHW if service delivery is deficient or if the participant exhibits indications of abuse, neglect or exploitation
- The RN should be reasonably accessible to participants, caregivers and the IDHW to respond when care issues arise
- Document the oversight of LPN services every 30 days