



Home Care Agency Accreditation Program

Any organization who is a member of the Iowa Center for Home Care and providing supportive or private duty home care services in Iowa may apply for Accreditation by the Iowa Center for Home Care.

1. Written Privacy Policy: The agency location maintains a written privacy policy to safeguard the personal, health, and financial information about their clients and employees

Required Documentation: *Agency location or corporate privacy policies.*

2. Service Agreement: The agency location must have an established service agreement for each client they are providing services for. The service agreement should include at a minimum, an explanation of the cost of services client rights and responsibilities, and informed consent.

Required Documentation: *Standard agency location service agreement, or contract.*

3. The agency location has evidence of a detailed and mutually agreed upon service plan for all clients receiving care and services. This service plan is kept confidential, reviewed, and maintained on a regular basis.

Required Documentation: *Client service plan example.*

4. The agency has and uses a procedure to accept, investigate, and respond to client or employee complaints. Written information about this procedure is available to clients and employees upon request.

Required Documentation: *Copy of complaint policy and written notice to clients & employee grievance policy.*

5. Complaint/Grievance Policies and Procedures: The agency location has evidence of policies and procedures to receive, respond, and investigate to complaints and/or grievances brought forth by either clients, employees, or others. Policy should include evidence of process for documentation, investigation, and follow-up for complaints and/ or grievances and timeline of initial acknowledgement of complaint or grievance within two business days.

Required Documentation: *Complaint and/or grievance policy and procedures.*



6. The agency trains all client service staff in identifying and reporting suspected abuse and follows a written procedure to respond swiftly and compassionately whenever client abuse, neglect, or theft is suspected or alleged.

Required Documentation: *Copy of abuse reporting and investigation policy, including documents informing clients about how to report grievances.*

7. Abuse Policies and Procedures: The agency location requires all staff is trained in identifying and reporting suspected abuse and has a written policy statement available for review by employees or clients on request. In absence of current up to date training, Dependent Adult Abuse and Child Abuse training must be completed within 6 months of hire, in accordance with Iowa Code section 235B.3(2)

Required Documentation: *Evidence or attestation of staff training in identification and reporting of suspected abuse, neglect, or theft, AND agency location investigation policy for abuse.*

8. The agency directly employs – or contracts with agencies that directly employ – essentially all its client service staff and maintains workers compensation insurance coverage for all employees. If the agency uses any independent contractors for infrequently needed professional services, it ensures that they carry their own liability and workers compensation insurance.

Required Documentation: *Declaration's page of current workers compensation insurance policy and signed attestation.*

9. The agency maintains a payroll process which includes prompt payment at established rates for all work performed, reporting of employment wages to the appropriate governmental agency, collecting state and federal withholding payroll taxes, and payment of these taxes and all other state and federal payroll taxes to the appropriate governmental agencies.

Required Documentation: *Complete the Signed Attestation on the Accreditation Application.*

10. Location has evidence of directly employing all private duty home care caregivers and maintains appropriate workers compensation coverage for its employees as well as has job descriptions available for each employee role. Additionally, the agency location maintains a comprehensive payroll process which includes prompt, mutually agreed upon payment at established rates for all work performed.

The agency's payroll process must include reporting of employment wages to required federal and state governmental agencies, collection of state and federal withholding, payroll taxes, and payment of these taxes and all other indicated state and federal payroll taxes submitting them to the appropriate government agencies.

Required Documentation: *Declaration's page of current workers compensation insurance policy (including appropriate caregiver codes), current job descriptions by role, and signed private duty home care application attestation statement of compliance indicating payroll and payment requirements.*



11. The agency ensures that, prior to assignment, will have received training & orientation (reviewed at least annually) in the following areas:

- Confidentiality/privacy and client's rights.
- Infection control and communicable diseases.
- Handling of emergencies, including safety and falls prevention; or
- Observation, reporting & documenting changes in client needs & environment

Required Documentation: *Copy of new hire checklist or orientation outline.*

12. The agency ensures that all workers assigned to consumers requiring personal cares duties have met one of the following training or equivalency requirements before providing personal care:

- Successful completion of Certified Home Health Aide/CNA training
OR
- One year or more experience providing personal care services in a supervised (home care agency or facility) setting.
OR
- Has successfully completed the agency personal cares competency checklist

Required Documentation: *Copy of policy regarding training requirements and personal cares competency check list*

13. The agency verifies current licensure with required professional or state licensing boards.

Required Documentation: *Signed private duty home care application attestation statement.*

14. **24/7 Access and Availability of Administrative Staff for After Hours Emergencies:** The agency location ensures that supervisors or care team members are accessible by telephone 24/7 in the event of an emergency. Both employees and clients should be given information about the after/hours or emergency policies and procedures. **DOCUMENTATION:** Written emergency and after-hours policies and procedures.

The agency conducts on-going quality assurance/supervision visits for all client service workers on a regular basis.

Required Documentation: *Copy of quality assurance/ supervision policy and form.*



15. Agency location has evidence of a formal quality and performance improvement program to assure all stakeholders that the agency works to continuously evaluate and improve, if necessary, the quality of care and delivery of services.

Required Documentation: *Quality performance improvement plan or equivalent*

16. The agency conducts background screening checks upon hire for all direct care employees, including at a minimum:

- Use of SING or State/county criminal history screenings for each location in which the applicant is known to have lived or worked during at least the last five years.
- Adult and Child abuse registry
- Social Security number verification and trace.
- Office of the Inspector General (OIG) Exclusion List.
- Verification of eligibility to work in the US; and

For all employees who transport clients, verification of motor vehicle registration, auto insurance and driving license, and driving record for a minimum of the last five years

Required Documentation: *Verification of current, copy of policy and procedure for background checks that includes all nine of the required points listed above.*

17. The agency maintains liability insurance including coverage of at least the following:

- General and Professional Liability
- Automobile Liability
- Employee Dishonesty including coverage for third parties

Required Documentation: *The declarations page of the current insurance policy.*

18. Conducts Business in Compliance with All Appropriate Federal, State, Local Licensure Standards: Assures stakeholders that the organization complies with the law and program regulations; and that the organization maintains a high level of integrity in all areas of operation according to local, state, and federal rules and regulations, and adheres to the [Code of Business Ethics](#).

Agency location has evidence of formal client and employee experience measurement demonstrating commitment to quality care and service delivery at a minimum of annually.

Required Documentation: *Copy of measurement instrument.*