



Home Healthcare Services Standard Intents

HHC.1 A qualified individual directs the home healthcare services.

- HHC.1.1 The home healthcare unit is directed by a qualified individual preferably with experience in home healthcare services.
- HHC.1.2 The unit head develops the scope of services of the unit.
- HHC.1.3 A qualified individual (e.g., registered nurse) is available at all times during working hours and participate in all activities relevant to the professional home healthcare services provided.
- HHC.1.4 Emergency care is available to meet the patient's needs in a timely manner outside normal working hours.

HHC.2 Home healthcare services are provided by qualified individuals.

- HHC.2.1 Qualified individuals provide home healthcare services in accordance with laws and regulations.
- HHC.2.2 Home healthcare staff receive the appropriate training on relevant tasks and procedures to be performed for patients at home.

HHC.3 The home healthcare services have admission and discharge criteria.

- HHC.3.1 The home healthcare services have admission and discharge criteria.
- HHC.3.2 Criteria are collaboratively developed by physicians, nursing and other relevant staff.
- HHC.3.3 Criteria are based upon the patient's needs and the ability of the hospital to meet the medical, nursing, social, nutritional and other needs of the patient in the patient's residence.

HHC.4 Policies and procedures guide the provision of home healthcare services.

- HHC.4.1 The unit head develops policies and procedures in collaboration with other relevant departments.
- HHC.4.2 Policies and procedures address the requirements of relevant standards specified in the different chapters of this manual and are tailored to the home healthcare setting (examples include, but are not limited to, facility management and safety, infection control, medical records, patient and family rights and education, provision of care, medical staff and nursing).

HHC.5 There are policies and procedures for initiation, implementation, review and revision of plans of care.

- HHC.5.1 Each home healthcare service episode is ordered by a most responsible physician.
- HHC.5.2 Comprehensive initial assessment is performed for each patient.



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- HHC.5.3 The need for home healthcare and choice of modality are based on sound clinical principles and a thorough clinical evaluation of medical condition and co-morbidities.
 - HHC.5.4 Patients are reassessed at regular intervals (as defined in policies and procedures), their response to the plan of care is monitored and adjustments are made accordingly.
 - HHC.5.5 The assessment, reassessment, plan of care and the response to treatment are documented in the patient's medical record as part of multidisciplinary team planning.
 - HHC.5.6 The completion of an episode of home healthcare service is considered by a discharge order by the most responsible physician with documentation in the patient's medical record.
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HHC.6 The hospital ensures coordination and integration of home healthcare services.

- HHC.6.1 The hospital assigns an individual (e.g., registered nurse) responsible for coordination and integration of care of each patient.
 - HHC.6.1.1 The assigned individual provides a link in the continuum of care between different staff members, caregivers and the patient.
 - HHC.6.1.2 The assigned individual communicates all relevant information to relevant staff and care givers on a timely manner.
 - HHC.6.2 The hospital provides the most responsible physician with information about the patient in defined time frames.
 - HHC.6.3 Changes in the patient's condition are reported to the most responsible physician.
 - HHC.6.4 Each patient/family can identify and contact the individual responsible for the coordination of his care.
 - HHC.6.5 The patient/family is educated about how and when to contact the individual responsible for coordinating his care.
 - HHC.6.6 Care is provided by the same healthcare provider whenever possible.
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HHC.7 Policies and procedures govern the use of laboratory investigations in the home healthcare setting.

- HHC.7.1 Point of care testing is performed by trained and competent individuals.
 - HHC.7.2 Quality control of point of care testing is performed and reviewed regularly by a qualified individual.
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HHC.8 The hospital provides appropriate education to patient/family/caregiver to ensure safe care delivery and participation of patient/family in the care process.

- HHC.8.1 Patient/family/caregiver education includes, but is not limited to, the following:
 - HHC.8.1.1 Safe use of medications.
 - HHC.8.1.2 Safe use of medical equipment.