



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.