

173-39-02.8

**Homemaker service.**

- (A) Homemaker (HMK) is a service designed to enable a consumer to achieve and maintain a clean, safe and healthy environment, assist the consumer to manage personal appointments and day-to-day household activities as authorized by the case manager, and ensure that the consumer maintains the consumer's current living arrangement. HMK service consists of general household activities, such as meal preparation and routine household care when the individual regularly responsible for these activities is temporarily absent or unable to manage the home. HMK staff may act as travel attendants for a consumer.
- (B) One unit of homemaker service is fifteen minutes.
- (C) Homemaker services include, but are not limited to, the following:
- (1) Assistance with meal planning;
  - (2) Meal preparation, grocery purchase planning, and assisting consumers with shopping and other errands;
  - (3) Laundry, including folding, ironing, and putting away laundry; and,
  - (4) House cleaning, including, but not limited to, dusting furniture sweeping, vacuuming and mopping floors; kitchen care (including dishes, appliances and counters), bathroom care, emptying and cleaning bedside commodes, changing bed linens, washing inside windows within reach from the floor, and removing trash.
- (D) Eligible providers of homemaker services are certified long-term care agency providers.
- (E) HMK providers must maintain a consumer record documenting each episode of service delivery. The record must include the date of service delivery, a description of the service tasks performed, the name of the aide providing the service(s), the aide's arrival and departure time, and the aide's written or electronic signature to verify the accuracy of the record. A provider that does not utilize an electronic verification system to document services and keep records must also obtain the consumer's signature for each episode of service.
- (F) HMK providers must demonstrate that they:
- (1) Have the capacity to deliver services at least five days per week;

- (2) Have a service back-up plan to ensure services are delivered during staff absence;
  - (3) Comply with and maintain written policies and procedures, as applicable, supporting the operation of the business and the provision of services. These policies and procedures must address:
    - (a) Reporting and documenting consumer incidents;
    - (b) Obtaining written permission from consumers to share information and/or release information to anyone;
    - (c) The content of consumer records, as well as the handling, storage and retention of records; and,
    - (d) Personnel matters, including:
      - (i) Job descriptions for each position;
      - (ii) The documentation of each employee's qualifications for the service(s) to be provided;
      - (iii) Performance appraisals for all workers;
      - (iv) Documentation of compliance with required staff orientation training; and,
      - (v) The employee code of ethics described in rule 173-39-02 of the Administrative Code.
- (G) HMK providers must demonstrate evidence of compliance with the following personnel requirements:
- (1) HMK aides must meet one or more of the following minimum personnel requirements:
    - (a) Successful completion of the nurse aide competency evaluation program conducted by the Ohio department of health under section 3721.31 of the Revised Code within the last twenty-four months;

- (b) One year of supervised employment experience in a health or human services field, and successful written and skill testing by return demonstration;
- (c) Successful completion of the medicare competency evaluation program for home health aides required under 42 C.F.R. Part 484, without a twenty-four month lapse in employment as a nurse aide or home health aide;
- (d) Successful completion of a certified vocational program in a health-related field and successful written and skill testing by return demonstration;
- (e) Successful completion of at least twenty hours of training and skill testing by return demonstration that includes, but is not limited to:
  - (i) Universal precautions for infection control, including hand washing and the disposal of bodily waste;
  - (ii) Meal preparation/nutrition that includes special diet preparation, grocery purchase planning and shopping; and other errands, such as picking up prescriptions;
  - (iii) Laundry, including folding, ironing, and putting away laundry;
  - (iv) Basic home safety;
  - (v) House cleaning skills that include dusting furniture; sweeping, vacuuming and washing floors, kitchen care (including washing dishes, appliances and counters), bathroom care, emptying and cleaning bedside commodes, changing bed linens, washing inside windows within reach from the floor, and removing trash;
  - (vi) Body mechanics;
  - (vii) Communication skills;
  - (viii) Emergency protocols; and,
  - (ix) Documentation skills.

- (f) Prior to the provision of services to a consumer, the provider must conduct written testing, and skill testing by return demonstration, of all HMK staff that are not listed on the Ohio department of health's nurse aide registry for all subject areas listed in paragraph (G)(1)(e) of this rule. The training and testing must be documented by the provider, and the documentation must include training site information, the date of training, the number of hours of training, a list of instruction materials and the subject areas covered, the qualifications of the trainer and the tester, the signatures of the trainer and tester verifying the accuracy of the record, and all testing results.
- (2) The HMK supervisor must have a bachelor's or associate's degree in a health or human services area or have a minimum of two years of work experience as a HMK.
- (3) Prior to working with consumers, all employees who have face-to-face contact with consumers must receive orientation and training that addresses, at a minimum:
  - (a) The expectations of employees;
  - (b) The employee code of conduct;
  - (c) An overview of the provider's personnel policies;
  - (d) Incident reporting procedures;
  - (e) The organization of the provider's agency and the lines of communication;  
and,
  - (f) Emergency procedures.
- (4) The provider must assure and document a minimum of eight hours of continuing education for each HMK staff every twelve months.

#### (H) Supervisory Requirements

- (1) The supervisor must complete and document a consumer home visit, which may occur at the initial HMK visit to the consumer to define the expected activities of the HMK and prepare a written activities plan consistent with the

case manager authorized plan that has been completed by the case manager and the consumer prior to consumer service initiation.

- (2) The supervisor must evaluate HMK compliance with the plan, consumer satisfaction, and job performance during a home visit with the consumer at least every ninety three days to evaluate the HMK aide's compliance with the plan. The HMK aide need not be present during the visit. The visit must be documented, including the date of the visit, the name of the HMK supervisor, name of the consumer, and must include the signature of the consumer and the HMK supervisor or the electronic signature of the HMK supervisor.

R.C. 119.032 review dates: 11/18/2010 and 11/16/2015

CERTIFIED ELECTRONICALLY

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Certification

11/18/2010

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Date

Promulgated Under: 119.03  
Statutory Authority: 173.02, 173.391  
Rule Amplifies: 173.39, 173.391, 173.431  
Prior Effective Dates: 03/31/2006