

## **449.3982 Supervisory home visits or telephone calls required to ensure quality of care provided; documentation of evaluation**

### **1.**

The administrator of an agency or the administrator's designee shall conduct supervisory home visits or telephone calls to the home of each client of the agency to ensure that quality personal care services are provided to the client.

### **2.**

Each supervisory visit and each telephone call must be documented. The documentation must be dated and signed by the administrator or the administrator's designee. Each supervisory visit and each telephone call must consist of an evaluation of whether: (a) Appropriate and safe techniques have been used in the provision of personal care services to the client; (b) The service plan established for the client has been followed; (c) The service plan established for the client is meeting the personal care needs of the client; (d) The attendant providing personal care services to the client has received sufficient training relating to the personal care services that the attendant is providing to the client; and (e) It is necessary for the administrator or the administrator's designee to follow up with the attendant or client concerning any problems in the personal care services being provided to the client or the service plan established for the client that are identified as the result of the supervisory visit or telephone call.

**(a)**

Appropriate and safe techniques have been used in the provision of personal care services to the client;

**(b)**

The service plan established for the client has been followed;

**(c)**

The service plan established for the client is meeting the personal care needs of the client;

**(d)**

The attendant providing personal care services to the client has received sufficient training relating to the personal care services that the attendant is providing to the client; and

**(e)**

It is necessary for the administrator or the administrator's designee to follow up with the attendant or client concerning any problems in the personal care services being provided to the client or the service plan established for the client that are identified as the result of the supervisory visit or telephone call.