**144A.479 HOME CARE PROVIDER RESPONSIBILITIES; BUSINESS OPERATION.**

Subd. 3. **Quality management.** The home care provider shall engage in quality management appropriate​ to the size of the home care provider and relevant to the type of services the home care provider provides. ​ The quality management activity means evaluating the quality of care by periodically reviewing client​ services, complaints made, and other issues that have occurred and determining whether changes in services, ​ staffing, or other procedures need to be made in order to ensure safe and competent services to clients. ​Documentation about quality management activity must be available for two years. Information about quality management must be available to the commissioner at the time of the survey, investigation, or renewal.

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| **Location:** |  | | **Date Completed:** | |  | **Quarter:** |  |
| **Submitted by:** |  | | **Title:** |  | | | |
| **Chief Strategy Officer Approval** | | **Name:** | | | | **Date:** | |

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| **Areas Reviewed** | Core Values | Billing | Client Chart Audit | Client Satisfaction | Personnel Files | Emergency Prep | Infection Control | Incidents |

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| **Our mission is about creating relationships that make a meaningful difference in people’s lives.** | | |
| **MISSION**  **&**  **CORE**  **VALUES** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **BILLING** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **CHART AUDIT** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **CLIENT SATISFACTION** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **EMERGENCY**  **PREPAREDNESS** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **EMPLOYEE ENGAGEMENT** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **PERSONNEL**  **RECORD** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **INCIDENTS** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **INFECTION CONTROL** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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| **SURVEY OR**  **OTHER** | Findings / Synopsis / Evaluation | Action Steps: Resolved by next quarter or brought forward to the next. |
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