

Facility:
 Date:
 Surveyor:

Entrance Interview Information Tool
 Home Health Agency

Directions: Fill in appropriate data.

Agency Name:	CCN Number:	Date:
Hours of Operation:		

Entrance interview conducted with:	Time:

Item	Comments
Administrator:	
Person to act in absence of Administrator:	
Supervisory Nurse:	
Team and/or Clinical Manager(s):	
Quality Assurance Manager:	
Registered Nurse (RN) in charge of Home Health Aide competency and/or training program:	
Contact person for survey questions:	
Changes in administration, supervisory nurse, location, phone, or counties served since last survey:	
Organizational Structure (G123) Level 1 requirement—Request verbal explanation of organizational structure, lines of authority, and delegation of responsibility and services furnished.	

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Provide State Disclosure of Ownership Form.	
Provide and/or review <i>Items Needed for Survey</i> from HHA (see list).	
Complete Form CMS-1572 (HHA Survey and Deficiencies Report).	
<ul style="list-style-type: none"> • Are there any services the agency sometimes has trouble staffing? How does the agency handle this? 	
<ul style="list-style-type: none"> • If Licensed Practical Nurses (LPN) are used, how does the agency ensure RNs supervise and manage each case? 	
<ul style="list-style-type: none"> • If Physical Therapy Aide and/or Occupational Therapist Aide are used, how does the agency ensure the Physical Therapists or Occupational Therapists supervise and manage each case? 	
Qualifying service for Medicare? (G127)	

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Are there any psychiatric nursing services? Percent (%) of census?	
Discuss pre-survey Outcome Based Quality Indicators/Outcome Based Quality Monitoring (OBQI/OBQM) reports. Address problems with data submission, if any. (Include patients from Potentially Avoidable Event Patient Listing Report in records chosen for review).	
How does the client investigate and document complaints? (review complaint file) (G107)	
How does the agency ensure all clinical staff members (direct and contract) follow professional practice standards, laws, and agency policy and procedures? (G121)	
How does the agency monitor the professional skills of its staff to determine if those skills are appropriate and adequate for the agency's patients (e.g., competency testing, supervisory visits, skills labs, etc.)? (G121)	
Determine how clinical records (all electronic, all paper, or combination) are maintained, stored, and accessed. (G239)	
How are record's confidentiality maintained out of the office? (G239)	
What time frame do clinicians have to turn in documentation following a visit?	
File documents in the patient record within what time frame?	
What is the agency policy for making corrections in the clinical record?	

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Review clinical record format for where to find aide supervisory visits, case conference notes, phone calls, medication profiles, and summaries to the physician.	Billing Week:
Staffing an order for therapy, Masters in Social Work (MSW), or aide should be done how quickly?	
<ul style="list-style-type: none"> • Policy? 	
Do therapists complete the initial comprehensive (OASIS) assessments?	
What is the agency process for drug regimen review?	
<ul style="list-style-type: none"> • How does the agency check for severe interactions, duplicative drug therapy, etc.? (G337) 	
<ul style="list-style-type: none"> • Therapy-only cases' drug regimen review is completed and documented how? (G337) 	
<ul style="list-style-type: none"> • Is there a list of high-risk drugs? 	
<ul style="list-style-type: none"> • How does the agency document identification and teaching of high-risk drugs? Policy? 	
<ul style="list-style-type: none"> • If the patient reports new medication or new medication is in the home what processes must the staff follow? 	
Review Admission Packet for:	
<ul style="list-style-type: none"> • Written financial information 	
<ul style="list-style-type: none"> • Patient Rights Statement (Level 1—assess for process to make a complaint—G107) 	
<ul style="list-style-type: none"> • OASIS Statement of Patient Privacy Rights 	