

PERSONAL CARE AGENCY INTERPRETIVE GUIDELINES

Tag	Rule Standard	Survey Guidelines
P100	700-30(1) A Home Health - Personal Care Service Agency provides personal care services exclusively.	"Personal Care" means assistance provided to residents in activities of daily living. The intent of this rule is that a PCA will not provide services to residents at any higher level.
P101	700-30(2) The agency shall develop written policies and procedures that address the delivery of personal care services.	R432-1-3(94) "Personal Care" means assistance provided to residents in activities of daily living. R432-1-3(7) "Activities of Daily Living" ("ADL") means those personal functional activities required for an individual for continued well-being; including eating/nutrition, mobility, dressing, bathing, toileting, and behavior management.
P300	700-30(3) The licensee shall appoint by name and in writing a qualified administrator who is responsible for the agency's overall functions.	
P301	700-30(3)(a) The administrator shall have at least one year of managerial or supervisory experience.	This can be managerial or supervisory experience in any field of work.
P302	700-30(3)(b) The administrator shall designate in writing a qualified person who shall act in his absence and the designee shall have sufficient power, authority, and freedom to act in the best interests of the client safety and well being;	
P303	700-30(3)(c) The administrator or designee shall be available during the agency's hours of operation.	
P400	700-30(4) Each employee shall be licensed, certified or registered as required in R432-700-10.	
P500	700-30(5) Each employee shall complete a health screen as described in R432-700-11.	
P600	700-30(6) The agency may accept clients for service if the client's needs do not exceed the level of personal care to be provided by the Home Health - Personal Care Service Agency.	Personal Care Agencies are not licensed to provide any skilled services to clients.
P700	700-30(7) The agency shall complete a functional assessment for each client receiving personal care services, prior to admission to the agency and annually thereafter, or at earlier intervals when a significant change in condition occurs.	"Significant change" means a major change in a resident's status that is self-limiting or impacts on more than one area of the resident's health status.

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P701	700-30(7)(a) A licensed health care professional shall complete the functional assessment. The assessment shall include a statement that personal care services can be provided safely to the client.	Licensed health care professional means a registered nurse (RN), physician assistant, advanced practice registered nurse, or physician licensed by the Utah Department of Commerce.
P702	700-30(7)(b) If the functional assessment reveals that the client's needs exceed the personal care services, the health care professional shall make a referral to a home health agency or other alternative service.	
P800	700-30(8)(a) The agency shall obtain a signed and dated service agreement from the client and his responsible party, if available. The service agreement shall include a description of services to be performed by the Personal Care Aide;	The service agreement shall include a “ description ” of services to be performed by the Personal Care Aide. This should describe the services to be performed and not just a list of services.
P801	700-30(8)(b) The agency shall obtain a signed and dated service agreement from the client and his responsible party, if available. The service agreement shall include charges for the services.	
P802	700-30(8)(c) The agency shall obtain a signed and dated service agreement from the client and his responsible party, if available. The service agreement shall include a statement that a 30-day notice shall be given prior to a change in charges.	
P900	700-30(9) The home Health-Personal Care Service Agency shall maintain and secure client records for each client receiving services.	
P901	700-30(9)(a) Client Records shall be retained by the agency for three years following the last date of service.	
P902	700-30(9)(b)(i) The client record shall contain the Client's name, date of birth and address.	
P903	700-30(9)(b)(ii) The client record shall contain the Client Service Agreement.	
P904	700-30(9)(b)(iii) The client record shall contain the name, address, and telephone number of the individual to be notified in case of accident, emergency or death.	

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P905	700-30(9)(b)(iv)(A) The client record shall contain documentation of date and reason for the termination of services, which may include payment for services cannot be met.	
P906	700-30(9)(b)(iv)(B) The client record shall contain documentation of date and reason for the termination of services, which may include the safety of the client or provider cannot be assured.	
P907	700-30(9)(b)(iv)(C) The client record shall contain documentation of date and reason for the termination of services, which may include the needs of the client exceed the level of care provided by the agency.	
P908	700-30(9)(b)(iv)(D) The client record shall contain documentation of date and reason for the termination of services, which may include the client requests termination of services.	
P909	700-30(9)(b)(iv)(E) The client record shall contain documentation of date and reason for the termination of services, which may include the agency discontinues services.	
P910	700-30(9)(b)(v) The client record shall contain documentation of the Personal Care Aide visit.	This documentation must include services provided by the Personal Care Aide.
P1000	700-30(10)(a) Personal Care Aides shall meet the qualifications of R432-700-23 and be supervised by a Certified Nursing Aide with at least two years experience in personal or home care or;	
P1001	700-30(10)(b) Personal Care Aides shall meet the qualifications of R432-700-23 and be supervised by a licensed health care professional.	
P1100	700-30(11) The supervisor shall evaluate and document the quality of the personal care services provided in the client's place of residence every six months.	This is accomplished by an onsite visit to observe services provided to the client.
P199	700-23 Personal care aides shall be at least 18 years of age	R432-1-3(95) "Personal Care Aide" means a person who assists patients or residents in the activities of daily living and emergency first aid
P201	700-23(1)(a) Personal care aides must receive	

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	written instructions from the supervisor.	
P202	700-23(1)(b) Personal care aides must perform only the tasks and duties outlined in the service agreement.	
P203	700-23(1)(c) Personal care aides must have knowledge of agency policy and procedures.	
P204	700-23(1)(d) Personal care aides must be trained in first aid.	
P205	700-23(1)(e) Personal care aides must be oriented and trained in all aspects of care to be provided to clients.	R432-1-3(7) "Activities of Daily Living" ("ADL") means those personal functional activities required for an individual for continued well-being; including eating/nutrition, mobility, dressing, bathing, toileting, and behavior management.
P206	700-23(1)(f) Personal care aides must be able to demonstrate competency in all areas of training for personal care.	Written documentation is required to verify competency.
P207	700-23(1)(g) Personal care aides must maintain a minimum of six hours of in-service per calendar year, prorated for the first year of employment.	Documentation shall include length of training and subjects covered.
P208	700-23(2)(a)(i) Personal Care Aides may assist clients with self-administration of medications by reminding the client to take medications.	
P209	700-23(2)(a)(ii) Personal Care Aides may assist clients with self-administration of medications by opening containers for the client.	
P210	700-23(2)(b) Personal Care Aides may assist clients with housekeeping.	
P211	700-23(2)(c) Personal Care Aides may assist clients with personal grooming and dressing.	This includes assistance with bathing.
P212	700-23(2)(d) Personal Care Aides may assist clients with eating and meal preparation.	
P213	700-23(2)(e) Personal Care Aides may assist clients with oral hygiene and denture care.	
P214	700-23(2)(f) Personal Care Aides may assist clients with toileting and toilet hygiene.	
P215	700-23(2)(g) Personal Care Aides may assist clients with arranging for medical and dental care including transportation to and from the	

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	appointment.	
P216	700-23(2)(h) Personal Care Aides may assist clients with taking and recording oral temperatures.	
P217	700-23(2)(i) Personal Care Aides may assist clients with administering emergency first aid.	
P218	700-23(2)(j) Personal Care Aides may assist clients with providing or arranging for social interaction.	
P219	700-23(2)(k) Personal Care Aides may assist clients with providing transportation.	
P220	700-23(3) Personal Care Aides shall document observations and services in the individual client record.	Individual client records must be accessible for review by the Department.