

DEFINITIONS OF PERSONAL CARE SERVICES TERMS

Purpose: To provide assistance to the PC/RN and member when the Personal Care Services Plan of Care is developed. If the PC/RN requires further assistance he/she would contact the Bureau for Medical Services (BMS) contracted Operating Agency (OA), the WV Bureau of Senior Services (BoSS) for technical support at 304-558-3317.

- **Medically Necessary:** those services indicated on the Pre-Admission Screening (PAS) tool completed by the Utilization Management Contractor (UMC), KEPRO.
 - **Self/prompting:** those services which the member can perform with supervision and/or cueing (giving a signal or reminding member to do a task); such as meal preparation, eating, bathing, dressing, taking medication as scheduled, toileting, transferring, and maintaining continence.
 - **Partial assistance:** hands-on assistance with an activity; however, the member can participate to a limited degree.
 - **Total assistance:** hands-on activity where the member is incapable of participating in the activity and the provider must perform all of the service.
1. **Toileting:** diapering would not apply to babies up to three (3) years old. Incontinence hygiene can be provided for a child over age 5 or adults.
 - a. **Self/prompting:** supervision and/or cueing for toileting and maintaining continence.
 - b. **Partial assistance:** hands-on assistance such as assisting on and off the toilet, bedpan, commode. Not necessary for provider to clean member. Cleaning of commode chair.
 - c. **Total assistance:** hands-on. Physically placing member on toilet, cleaning member after completing elimination and return to chair, bed, etc. Cleaning of commode chair.
 2. **Bathing:** includes bathing all areas of the body.
 - a. **Self/prompting:** supervision and/or cueing the member to bathe and the type of bath; shower or tub.
 - b. **Partial assistance:** hands-on assistance with an activity; however, the member can participate to a limited degree.
 - c. **Total assistance:** hands-on activity where the member is incapable of participating in the activity and the provider must perform all aspects of the service.
 3. **Transferring:**
 - a. **Self/prompting:** supervision and/or cueing of a member transferring from bed to wheelchair, chair to toilet, etc.
 - b. **Partial assistance:** hands-on assistance with an activity; however, the member can participate to a limited degree by holding onto the Direct Care Worker.

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- c. **Total assistance:** hands-on activity where the person is incapable of transferring safely without assistance of Direct Care Worker.
4. **Walking:** In order to have billable time for this activity on a Plan of Care, the member needs to be rated a level 2 on the PAS indicating partial assistance.
 - a. **Self/prompting:** No time allotted for this.
 - b. **Partial assistance:** Member needs supervision to assure safe ambulation or hands-on equipment assistance such as getting the assistive device for the member or safely setting up the equipment for the member to ambulate.
 - c. **Total assistance:** Member requires hands-on assistance from the DCW to safely ambulate.
5. **Wheeling:**
 - a. **Self/prompting:** member can push or operate own wheelchair but needs prompting or cueing in order to move to certain tasks. Needs assistance with loading and unloading wheelchair.
 - b. **Partial assistance:** hands-on assistance with maneuvering wheelchair in tight spaces, up and down ramps, loading and unloading, etc.
 - c. **Total assistance:** hands-on activity where the member is incapable of wheeling, loading and unloading without assistance of Direct Care Worker.
6. **Dressing:**
 - a. **Self/prompting:** supervision and/or cueing when to dress and what clothes to select.
 - b. **Partial assistance:** assisting member to lay out clothes, helping member put clothes on. Member can dress him/herself but needs hands-on assistance with buttons, zippers, bra, getting underwear and/or pants started and/or pulled up, socks and/or shoes.
 - c. **Total assistance:** hands-on. Requires provider of service to completely dress the member from laying out clothes to physically putting on all apparel.
7. **Grooming:** includes routine skincare and care of hair, nails, teeth and mouth.
 - a. **Self/prompting:** supervision and/or cueing of skincare and care of hair, nails, teeth, mouth.
 - b. **Partial assistance:** hands-on assistance with an activity; however, the member can participate to a limited degree.
 - c. **Total assistance:** hands-on activity where the member is incapable of participating in the activity and the provider must perform all services.
8. **Skincare:** application of special lotions for psoriasis, skin breakdown or other medically recognized skin conditions. *Routine skincare such as applying body lotion after bathing and application of suntan lotion is not considered medically necessary.*

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9. Feeding:

- a. **Self/prompting:** supervision and/or cueing to eat a meal.
- b. **Partial assistance:** in regard to feeding, means the cutting up of meat on a plate or setting up a plate. Partial assistance cannot be marked as a duty to be performed under the Personal Care Services program for children ages three (3) to seven (7) years.
- c. **Total assistance:** in regard to feeding, means placing food on a utensil and placing the food in the member's mouth, prompting member to chew and swallow. Children from birth to three (3) years old require total assistance from their caretaker therefore, this could not be marked as a duty to be performed under the Personal Care Services program.

10. Meal preparation: preparing food to be consumed by members eighteen years of age or older or pureeing foods for children ages four (4) to seventeen years of age.

- a. **Self/prompting:** supervision and/or cueing of meal preparation and cooking with microwave, stove top/oven.
- b. **Partial assistance:** an example of this is taking a frozen dinner out of the paper carton or assisting the member to carry food to the table.
- c. **Total assistance:** an example of this is the provider may be cutting up, cooking, watching and otherwise preparing an entire meal for the member who is physically/mentally incapable of assisting in the preparations.

11. Environmental: Tasks are incidental to the other tasks identified on the Plan of Care and only for the member.

- a. **Light housekeeping:** i.e. dusting, vacuuming, mopping, straightening rooms that the member uses and are not shared with other family members living in the home;
- b. **Laundry:** only the clothing and household items such as sheets, towels that the member dirties;
- c. **Making and changing the bed:** only the member's bed if not shared with a significant other;
- d. **Washing dishes:** only the dishes dirtied for and by the member
- e. **Essential errands:** i.e. shopping for groceries for or picking up medication for the member. If the DCW also lives in the home, grocery shopping would be considered a part of normal household duties and not included on the POC.
- f. **Community activities:** taking the member to an activity in the community so that he/she may be fully integrated in and participate with his/her community. **Going to someone's home to visit is not allowed on the Personal Care Program.**

12. Non-technical physical assistance:

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- a. Non-skilled medical care such as B/P monitoring for a diagnosis of hypertension must be “medically necessary” as prescribed by the physician’s order which clearly instructs all specifics necessary to carry out the function. Documented training of the DCW and competency must be obtained before adding this task to the POC.
- b. Passive Range of Motion (ROM) is an example of an activity needing a physician’s order which specifically describes the activities needed and the number of times per day and length of time per session needed. Documented training of the DCW and competency must be obtained before adding this task to the POC.
- c. Medical equipment: use and care of any medical equipment necessary to maintain member’s needs in the home. List all equipment and how it pertains to the Plan of Care.

13. Other:

- a. **Assist with medication:** includes prompting at right time, providing liquid and assistance in self-administering medication. Documentation of who prepares medication must be present on the assessment.
- b. **Room and Board payments:**
 - (BCF-SFCP Homes Policy definition 8/26/2015) Room and Board Services are defined as the provision of food and shelter including private and common living space; linen, bedding, laundering and laundry supplies; housekeeping duties and common lavatory supplies (i.e. Hand soap, towels, toilet paper); maintenance and operation of home and grounds, including all utility costs. (The Foster Care Homes Policy is the same and applies as well.)
 - Monies paid to an individual/agency on a monthly basis, from a member’s account (SSI) or the Department of Health and Human Resources (DHHR). Payments of room and board from any of these resources will exclude the following services: meal preparation, special dietary needs, and environmental services or any services explicitly listed in contract between entity and the member.
- c. **Incident:** when an activity states “per incident”, it means each time the activity occurs during time of Personal Care services. An example is medication. A member may be on medications that must be taken three (3) times per day, but only taken twice during the service time. Only two (2) incidents would be required to prompt the member to take medication.
- d. **Payment of bills:** only the bills of the member if the member lives alone.