

## PERSONAL CARE SERVICES PROGRAM PLAN OF CARE INSTRUCTIONS

Form Name: Personal Care (PC) Plan of Care (POC) (Policy Section 517.15, Standards of Care and Definitions)

Purpose: To develop a Person-Centered Plan of Care for the initial member service, at six months and annually detailing how Personal Care direct care services will be used to meet the direct care needs of the member. The POC is developed by using the Member Assessment and PAS, based on the member's identified needs, preferences and taking into consideration the informal support available and using the PC Standards of Care and the PC Definitions. A copy of the POC must be provided to the member or legal representative (if applicable). The Personal Care agency will maintain the original document in the member's file. A copy of the POC must be uploaded to the UMC web portal.

1. The PC RN will:

- Enter member's Last, First and Middle name.
- Member's date of birth
- Current service level (1 or 2) and hours per month
- The PC RN must sign and date the POC on the front page on the day the POC was developed. This signature and date will not change until the POC changes.
- Plan period including the month and year (example: 6/2016 – 11/2016 or June 2016 – November 2016). The POC will be valid until the end of the sixth month.
- Enter the day of the week Personal Care direct care services are to be provided.
- The time the PC Direct Care Worker (DCW) is to arrive.
- The time the PC DCW is to leave.
- The total amount of service hours per day.
- Enter the Personal Care tasks down the left side of the page with the days of the week each task is to be performed. Days of the week are required for all services the member receives on the POC. (*Do not use PRN or as needed*). The POC is developed to meet the member's identified needs, taking into consideration his/her preferences gathered from the face-to-face meeting with the member and documented on the Member Assessment.
- The RN must provide specific details for each task for the DCW to follow. The POC is the only document the DCW has for direction of care.
- Enter any specialized treatments to be provided by the PC DCW. Must have an order from the MD for specialized treatments.
- Enter Essential Errands planned.
- Enter Community Activities planned – not to exceed 20 hours per month. Member must be with the DCW for all Community Activities.
- When including Essential Errands and Community Activities on the POC, the RN must develop the POC in such a way that the time spent on Essential Errands or Community Activities is deducted from the time spent on other activities. For example: if the member receives 2 hours and 30 minutes daily of services such as bathing, dressing, grooming, toileting, etc. and is going to the grocery store and the pharmacy in one day for approximately 1 hour to 1 hour and 30 minutes, then all of those home-based services (bathing, dressing, groom, toileting, etc.) will not

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be provided for the member that day. The POC development would need to address the significant changes to the individual services for that day. For example, on a day when the member will be traveling, the person may not receive a bath, but instead the DCW combed the person's hair, dressed them and washed their face. This would take considerably less time than a full bath, hair washing, shaving, lotion application and would account for the time taken to travel with the member. PC RN would document that services are to be completed this way to allow time for travel and the errand and/or activity.

- Consider all informal support and the role they have in the member's care when developing the POC.
  - Environmental tasks must have the number of minutes spent on each task and the day it is to be completed.
  - If the member lives with someone, housekeeping and grocery shopping would be considered part of normal household duties in the common areas of the home and should not be included on the POC unless the RN has provided clear documentation that the household member(s) are physically incapable of performing these duties.
  - The DCW can provide housekeeping for the member's bedroom and bathroom if these rooms are not shared with another household member. (If proper documentation is provided by the RN in the assessment and this task is included on the POC, "member's area" must be indicated on the POC).
2. Once the POC is developed and signed/dated by the PC RN, a copy is provided to the PC DCW to provide direction for services as planned and to the PC member or legal representative (is applicable). Any change in schedule must have pre-approval by the RN. The RN must make a comment on review including the date of the change and the rationale for the change in the Comments section upon review. "Per Member Request" alone is not an acceptable rationale to justify changes to the POC, meaning more information must be provided. An example of an acceptable reason for deviations from the POC would be "Per member request due to doctor appointment".
3. The PC DCW will:
- Enter the Month and the Year the service is provided in the top right corner prior to PC DCW providing service. This date signifies the month and year service was provided.
  - Document services provided by:
    - Circling the day (1 – 31) of the month services are provided.
    - Document the day of the week in the box under the day of the month checked.
    - Document the time he/she arrived at the member's home.
    - Initial in each block out from the service to signify the service was provided that day.

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- Document the time he/she left the member's home.
  - Document the total hours spent providing services.
  - When it is time to leave the member's home, request the member (or legal representative, if applicable) to initial in the block under the total hours on the first page to verify that services were provided.
  - Document any changes in the plan (must be pre-approved by the RN) in the comments section at the bottom of the second page. Each comment must have a date and name of RN approving the change along with the signature of the DCW.
  - Document any transportation for Essential Errands and/or Community Activities in the travel section of the POC on the second page:
    - Note date
    - Destination/purpose of travel
    - Was member with you? Note yes or no
    - How much total time was spent for travel and Essential Errand and/or Community Activity?
    - The member must initial to verify documentation of travel is correct.
  - Document the day of the week the PC environmental services were completed on the POC by initialing the corresponding box under the day of the month.
  - Document the total time spent on environmental tasks each day they are performed in the box beside "TOTAL TIME SPENT" for that day.
4. Once the PC DCW is finished using the form and the form is complete:
- The member (or legal representative, if applicable) must sign and date certifying that the reported information is complete and accurate.
  - The PC DCW must print his/her name in the Printed Name section
  - The PC DCW must sign and date the document certifying that the reported information is complete and accurate. (Each DCW will complete a form).
5. The Comment Section is for any documentation by PC RN or PC DCW to explain variance from the POC. Example: extra hour of service provided on 7/15 due to extended MD visit or a change in day due to member request because her daughter is visiting and will provide support. (Do not document PC DCW-related issues such as "the PC DCW called in sick".)
6. Once the PC DCW submits the completed POC, the PC RN must review to ensure that all services were provided as directed and document the review by:
- Documenting date
  - RN to print name
  - RN must sign and note any comments with the date related to the variance from the POC.