

Personal Assistance Agency RN Oversight and Quality Assurance Program

Provider Help Aid

PURPOSE

This help aid was developed to assist Personal Assistance Agencies (PAAs) with the development and implementation of an internal quality assurance program that assures service delivery consistent with all applicable Idaho Administrative Procedures Act (IDAPA) rules as well as the Idaho Medicaid Provider Agreement and Additional Terms for Aged and Disabled (A&D) Waiver and State Plan Personal Care Services (PCS).

The agency's internal quality assurance program should include oversight by their Registered Nurse (RN). Oversight by the agency RN must be of such quality that the overall quality assurance program is enhanced.

The Bureau of Long Term Care (BLTC) will review the agency's RN oversight of service delivery to ensure quality of care is being provided.

REGISTERED NURSE OVERSIGHT

The agency RN is responsible for oversight of service delivery to all Medicaid participants. All RN oversight should be documented as part of the agency's internal quality assurance program.

The agency RN is responsible to ensure compliance in the following areas:

- Review of the service plan to ensure it reflects and addresses the participant's care needs and that it is accurate and understandable
- Ensure the service plan is developed within thirty (30) days from the date the agency receives the assessment
- Review service delivery documentation to ensure services are delivered in accordance with the service plan and assessment
- Notify the BLTC of any changes in the participant's condition using the approved Significant Change form and following current processes
- Ensure the service plan is developed with the participant and/or family or other support systems
- Ensure that all Direct Care Professionals understand and can implement the plan of care
- Notify the BLTC if service delivery is deficient or if the participant exhibits indications of abuse, neglect, or exploitation
- The agency RN should be reasonably accessible to participants, Direct Care Professionals, and the BLTC to respond when care issues arise
- Document the oversight of LPN services every thirty (30) days

QUALITY ASSURANCE PROGRAM

All PAAs must develop and implement an internal quality assurance program with appropriate RN oversight of the following required quality assurance activities:

- *Quarterly* audits of service delivery including review of the following:
 - Service plans
 - Service delivery documentation
- *Quarterly* participant onsite visits including the following:
 - Ensuring the service plan is being followed
 - Providing education and instruction to the Direct Care Professional if needed
 - Assess and document the general health status of the participant
 - Assess and document the effectiveness of the service plan
- *Quarterly* participant satisfaction surveys
 - Participant satisfaction surveys/results must be documented and maintained within agency files
- Annual professional credential and competency review
- Maintain annual evaluation reports and have them available to the BLTC during quality assurance audits
 - If the agency receives participant satisfaction survey results from the BLTC, the agency should document the review of this data as well as the agency's effort to remediate any issues identified

Quarterly Audit of Services Sample Size

The number of participants to include in the quarterly audit of services and onsite visit is at the discretion of the agency. However, the BLTC recommends, at a minimum, a 30% participant sample size as best business practice.

Agency Staff Responsibilities

The agency's quality assurance program activities may be conducted by any agency staff member as determined appropriate by the agency. *However, oversight is the responsibility of the agency RN and must be retained by the agency RN.*

Quality Improvement Plan

The agency is responsible to develop, implement, and document a quality improvement plan for any deficiencies identified while conducting internal quality assurance program activities.

VERSION HISTORY

Date	Version	Comment
09/2024	v2.0	Updated formatting and added version history
08/2026	v2.1	Accessibility update