**When the State Health Department Shows Up…**

1. ***Preparatory Remarks*** 
   1. **Taking Notes-** You can but don’t have to. I am willing to email anyone everyone of the notes I’m sharing, and including my examples. You just have to email me first to ask for them. [pagecole@visitingangels.com](mailto:pagecole@visitingangels.com)
   2. **I Don’t Know It All.** Speak up or interrupt me at any time with good information.
2. ***Have Your Ducks in a Row***

***Be prepared before they ever show up!***

* 1. **Policies & Procedures**
     1. Policies should be CURRENT and being FOLLOWED!
  2. **Client Files**
     1. Notes are ACCURATE and PROFESSIONAL!
  3. **Caregiver Files**
     1. Personnel, Health, I-9
  4. **Computer Files**
     1. The Health Department staff are NOT allowed into your computer!
     2. However, you may want/need to print things off for them. So info needs to be tagged CONSISTENTLY AND ACCURATELY.
  5. **Special Logs**
     1. Complaint Log, Incident Log & Covid Log
  6. **Licensing**
     1. Certifications on Administrators, Nurses and CNA staff are current.
     2. Your Agency License posted clearly.
     3. HR posters up and visible.

***WHAT WOULD ANYONE ELSE ADD???***

1. ***Drill Baby Drill!***

***Prepare your team for the inevitable***

* 1. **Greeting the Auditor**
     1. Be polite, smile, and get them to the Administrator or Owner as quickly as possible.
  2. **Attitude Issues**
     1. Watch your words, tone of voice and body language.
  3. **Don’t Panic**
     1. If the Surveyor is critical of you not having a specific policy, or criticizes a specific problem then ask what is needed to make it right. Take lots of notes, have a good attitude, and they will work with you.

***WHAT WOULD ANYONE ELSE ADD???***

1. ***Know the Laws***

***If this was easy, everyone would do it!***

* 1. **Know the Home Care Act Thoroughly**
     1. Be aware of the recent changes and call the legislation by number if necessary. Senate Bill 42 in 2021 is the bill where the phrase “on a live-in basis” was replaced with the phrase “in the home.”
     2. DO NOT ARGUE. This doesn’t mean agree with them if they are wrong about the law. You may have to accept that they write you up, only to discover later that they were wrong. IT’S OK!
     3. As of May, 2023 the Home Care Act still had not been updated online.
  2. **Know the Rules**
     1. Newly Changed Rules!!! <https://oklahoma.gov/health/about-us/recently_adopted_amendments_to_osdh_rules.html>
     2. TB Rules For instance, the Rules regarding TB screens for Caregivers has changed in the last few years. This was not a statute, but a rule set by the State Health Department. The new standard basically states that Oklahoma will have as it’s standard what the CDC has as a standard for TB Screening. Therefore, you must have a clean TB screen in their file, but YOU ARE NOT REQUIRED to do an annual TB screening. They only need to do another TB screen if they are exposed.
     3. Flu shots- You are REQUIRED to offer these to your people annually and have a signed form with their acceptance or declination of this shot.
     4. You are required to offer the Hepatitis B shots at employment and must have a signed form with their acceptance or declination of this shot.
     5. Employee health records must be kept separate from their Personnel file… Separate folder, separate file drawer.
     6. Uniform Employment Application- Form ODH 805- REQUIRED FOR EVERYONE!

***WHAT WOULD ANYONE ELSE ADD???***

1. ***Corporate Board Meeting Minutes Up to Date***
   1. **Quarterly meetings!**
   2. **Appropriate format!** 
      1. Date, place, time, attendees
      2. EVALUATIONS- Financial Goals, Staffing, Patient Population, Quality Improvement, Effectiveness of Operational Practices, Policies & Procedures
      3. RECOMMENDATIONS
      4. ACTIONS
      5. SIGNATURES
2. ***It Will Be OK!***
   1. **Worst Case Scenario-** You die, go to jail or lose your business… but those are not very likely!
   2. **More Likely-** Deficiencies.
      1. This means you get a letter in a week to 10 days, telling you what needs to be addressed.
      2. You need to fix it.
      3. You need to respond on their form with how you fixed it, and how you will prevent it from happening again.
      4. Use caution and seek counsel before getting into a war with a surveyor or trying to go over their head for something inconsequential. Just address the issue and move on.

***WHAT WOULD ANYONE ELSE ADD???***