



Direct Care Worker Advisory Workgroup

REPORT TO THE OHIO GENERAL ASSEMBLY

December 31, 2013

Background

Section 323.234 of Ohio House Bill 59 of the 130th General Assembly established the Direct Care Worker Advisory Workgroup. The language instructs the workgroup to (1) Determine core competencies; (2) Designate which direct care workers should meet core competencies; (3) Determine whether existing regulatory requirements are equivalent or similar to core competencies; (4) Identify funding sources that could be used to assist direct care workers in meeting core competencies; (5) Recommend policies that may be incorporated in legislation the General Assembly intends to consider. As outlined in Section 323.234, it is the intent of the General Assembly to enact legislation, with guidance from this report, to direct the Department of Health to establish a direct care worker certification program by October 1, 2014 and for the Department of Medicaid to prohibit payment to a direct care worker who is not certified by October 1, 2015. House Bill 59 requires the workgroup to submit a report to the General Assembly by December 31, 2013. This is the workgroup's report and completes the workgroup's charge.

Membership

Jessica Hawk, Family Voices of Ohio
Greg Moody, Governor's Office of Health Transformation (Chair)
Suzanne Kathman, Health Careers Collaborative of Greater Cincinnati
Steve Wermuth, LeadingAge Ohio
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Susan Yoder, Ohio Nurses Association
Than Johnson, Ohio Provider Resource Association
Jeff Davis, Ohio Provider Resource Association
Shelley Papenfuse, Ohio Olmstead Task Force
Kathy Foley, Services for Independent Living
The Honorable Shannon Jones, Ohio Senate
The Honorable Capri Cafaro, Ohio Senate
The Honorable Anne Gonzales, Ohio House of Representatives

Schedule

October 22, 2013
November 5, 2013
November 19, 2013
December 3, 2013
December 17, 2013

Process

(1) Determine Core Competencies

The Direct Care Worker Advisory Workgroup recommends adopting the core competencies identified as part of the Ohio Direct Service Workforce Initiative (ODSW). This initiative created standards using an evidence-based task analysis that included incumbent workers in the following long-term care sectors: Nursing Homes (State Tested Nurse Aides), Developmental Disabilities, Home Health, and Behavioral Health. This process was used to identify core tasks common to direct care workers in each sector. Representatives from each sector verified the relevance of each task using a standardized assessment and provided feedback throughout the initiative.

The Ohio Direct Service Workforce task analysis revealed six core duties:

- Maintain clean and safe environment;
- Promote clients' development;
- Assist with activities of daily living;
- Communicate client information to authorized persons;
- Perform administrative tasks; and
- Participate in professional development activities.

Within these duties, a total of 61 tasks and 95 knowledge and skills areas were identified as essential to direct care workers. These standards were used to develop a test bank to verify the competence of direct service workers. The test bank includes 217 multiple choice items and 26 performance items.

(2) Designate Which Direct Care Workers Should Meet Core Competencies

The Direct Care Worker Advisory Workgroup recommends that the following direct care workers should meet the core competencies applicable to the workers in those settings:

- State Tested Nurse Aides (STNAs) working in home and community based settings;
- Hospice Aides (STNAs);— An issue was raised in the group as to whether or not Medicaid reimbursable hospice direct care services can be provided by Home Health Aides in addition to Hospice Aides. The group was not able to reach complete agreement that direct care hospice services are limited to those provided by Hospice Aides, but this issue will be clarified and resolved prior to legislation and rule development.
- Home Health Aides providing services through the Home Health Benefit of the Medicaid State Plan;
- Ohio Department of Medicaid (ODM) Waiver Personal Care Aides including non-agency aides or aides employed by Medicare Certified or Otherwise Accredited Home Health Agencies;
- Ohio Department of Aging (ODA) Waiver Providers including Personal Care Aide providing services through the Ohio Assisted Living Waiver and the PACE program; and
- Ohio Department of Developmental Disabilities (DODD) Waiver Providers.

(3) Determine Whether Existing Regulatory Requirements Are Equivalent or Similar To Core Competencies

The Direct Care Worker Advisory Workgroup determined that the following worker types already have regulatory requirements that substantially address the ODSW core competencies and verify their attainment:

- *State Tested Nurse Aides (STNA)* through the Ohio Department of Health (ODH) certification process that includes standardized training and passage of the competency evaluation, as identified in OAC 3701-18 or 42CFR 483(D) and good standing in the Nurse Aide Registry maintained by ODH per OAC 3701-17-07.3 and 42 C.F.R. 483.156. (see Appendix A).
- *Hospice Aides* through the same requirements as STNAs. (see Appendix A)— An issue was raised in the group as to whether or not Medicaid reimbursable hospice direct care services can be provided by Home Health Aides in addition to Hospice Aides. The group was not able to reach complete agreement that direct care hospice services are limited to those provided by Hospice Aides, but this issue will be clarified and resolved prior to legislation and rule development.
- *Home Health Aides* providing services through the Home Health Benefit of the Medicaid State Plan through classroom and supervised practical training totaling at least 75 hours, with at least 16 hours devoted to supervised practical training as defined in 42 CFR 484.36(a)(1). Verification is completed through surveys completed by ODH, the Joint Commission, or the Community Health Accreditation Program, or the Accreditation Commission for Health Care. (see Appendix B).
- *ODM Personal Care Aides employed by an agency* meet national accreditation standards that include training for personal care aides comparable to the home health aide requirements. (see Appendix C) .
- *Ohio Department of Aging Waiver Providers, including Consumer-Directed Personal Care and Agency Providers* through the STNA standards or a training approved by ODA that meets standards defined in 42 CFR 484.36. These standards are substantially correlated with the ODSW core competencies and verified by an RN (or an LPN working at the direction of an RN) employed by, or under contract with, an ODA certified provider. (see Appendix D).
- *Assisted Living Waiver Providers* through required training defined in OAC rules 3701-17-50 to 3701-17-68, which covers standards that are substantially correlated with the ODSW core and verified by ODH through the Residential Care Facility Survey Process. (see Appendix E).

- *Ohio Department of Developmental Disabilities Waiver Providers, including Independent Providers and Agencies* through training requirements defined in OAC 5123 that are verified by periodic DODD reviews of agencies and independent providers, including verifying that the training requirements are met. (see Appendix F).

A detailed description of the correlation between the ODSW core standards and each agency's regulations is provided in the Direct Service Worker Training Crosswalks. (see Appendices A-F).

The Direct Care Worker Advisory Workgroup identified potential gaps in the required competencies and the verification process for *Ohio Department of Medicaid Independent Waiver Providers and for the PACE program*. For the independent workers, standards are partially defined by consumers' identified needs rather than a complete set of core competencies. For the PACE program, the standards are defined in 42 CFR 460.64.

(4) Recommend Policies That May Be Incorporated In Legislation The General Assembly Intends To Consider

The Direct Care Worker Advisory Workgroup recommends that the provisions set forth below be incorporated into future legislation, rules, and policy guidance to establish a direct care worker certification program for Medicaid reimbursed direct care services in Ohio.

- (a) The Ohio Department of Health (ODH) shall adopt the core competencies developed by the Ohio Direct Service Worker Consortium and shall establish a program to assure and certify direct care workers as meeting those core competencies not later than October 1, 2014. ODH will convene state agencies and stakeholders not later than January 1, 2016 to review and refine the standards, if necessary, including for example adding first aid and CPR, which was recommended by a majority but not unanimous in the committee.
- (b) The certification program established by ODH shall include provisions for third party administration and both a written test and skills demonstration, a registry of direct care workers who have been certified as meeting those competencies, and the ability to charge fees to direct care workers.
- (c) The departments of Aging, Developmental Disabilities, Health, and Medicaid shall establish criteria and procedures to assure that each direct care worker under the regulatory oversight of those agencies meets the standards of the core competencies certification program established by the department of health. Agencies may make special provisions for documenting compliance with core competencies for direct care

workers providing consumer directed care to no more than one (1) consumer or up to three (3) consumers residing in the same household.

- (d) Beginning October 1, 2015 the Department of Medicaid shall not reimburse any direct care service provided by a direct care worker who is not assured under the procedures established by the state agencies in (4) (c) above.
- (e) Not later than October 1, 2016 all non-agency direct care workers providing services in the Ohio Home Care Waiver who are not an STNA or a Home Health Aide providing services through the Medicaid State Plan Home Health Benefit or employed by an ODM approved waiver personal care agency provider shall meet certification requirements under the program established by ODH in (4)(b) above. All direct care workers providing services in the Ohio PACE program, who are not an STNA or Home Health Aide providing services through a Medicare certified home health agency, shall meet certification requirements under the program established by ODH in (4)(b) above. Personal care aides providing services to one (1) consumer or up to three (3) consumers residing in the same household through a consumer directed care option shall be exempt from the testing component described in (4)(b) but will be required to have documentation that assures they meet the core competencies.
- (f) Consideration should be given to establishing a rate differential for non-agency providers who are certified under the certification program administered by ODH referenced in (4)(b).
- (g) The departments of Aging, Developmental Disabilities, Health, and Medicaid shall establish procedures to ensure that direct care workers certified under the program administered by ODH referenced in paragraph (4)(b) are given reciprocity in their direct services programs and will only have to receive additional training and testing related to specialized services over and above the core competencies.

(5) Identify Funding Sources That Could Be Used To Assist Direct Care Workers In Meeting Core Competencies

- (a) Funding is available through the Money Follows the Person grant to fund the development of the software for the ODH certification registry.
- (b) The preferred option for funding the ODH certification program written test and skills demonstration is through a fee (estimated to be \$100) that would be recovered by the Direct Care Worker through the enhanced rate noted in (4)(f) above.

Appendix A: STNA /DSW Core Crosswalk

The table below shows the DSW Core tasks and the STNA standards that correlate with those standards. When there is no correlation to Core, the task is indicated in gray and no standard is offered. At the end of the table is a list of the STNA standards not explicitly covered by the DSW Core tasks.

ID	Core Task	ID	STNA Standard
A.01	Change client's bedding	III.1 III.2 VII.4 VII.5	Infection Control Practices that Prevent the Growth and Spread of Pathogenic Microorganisms The Long-Term Care Facility as Home Bed-Making Techniques and Comfort Measures
A.02	Clean client's bedside commode/urinal	III.1 III.2 VII.4 VIII.5	Infection Control Practices that Prevent the Growth and Spread of Pathogenic Microorganisms The Long-Term Care Facility as Home Urinary Elimination/Catheters
A.03	Perform basic housekeeping	II.5 III.1 III.2 VII.4	Communication and Interpersonal Skills Infection Control Practices that Prevent the Growth and Spread of Pathogenic Microorganisms The Long-Term Care Facility as Home
A.04	Maintain clear pathways (e.g., stairs, walkways)	II.5 IV.1 VII.4	Communication and Interpersonal Skills General Safety Practices and Procedures The Long-Term Care Facility as Home
A.05	Report abuse of client (e.g., verbal, neglect, financial)	II.5 II.8 VI.1 VII.1 XI.1	Communication and Interpersonal Skills Legal Responsibilities The Resident's Rights Observational Skills Summary of Residents' Rights
A.06	Respond to safety drills	II.5 IV.1 IV.3 IV.4	Communication and Interpersonal Skills General Safety Practices and Procedures Fire Prevention and Procedures to Follow in Case of Fire Disaster Disaster Preparedness
A.07	Respond to emergency situations	II.5 II.8	Communication and Interpersonal Skills Legal Responsibilities
A.08	Prepare emergency preparedness kit	II.5 IV.4	Communication and Interpersonal Skills Disaster Preparedness
A.09	Respond to home/facility/ equipment maintenance needs	II.5 IV.1 VII.4	Communication and Interpersonal Skills General Safety Practices and Procedures The Long-Term Care Facility as Home
B.01	Promote social interaction	II.5 II.7	Communication and Interpersonal Skills Resident Comprehensive Assessment, Care Plan and

			Care Conferences
		IX.2	Meeting the Basic Emotional Needs of Residents
B.02	Promote client self-esteem	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences
		IX.2	Meeting the Basic Emotional Needs of Residents
		V.1	Promoting the Resident's Independence
B.03	Encourage client self-advocacy	II.5	Communication and Interpersonal Skills
		IX.2	Meeting the Basic Emotional Needs of Residents
		V.1	Promoting the Resident's Independence
		XI.1	Summary of Residents' Rights
B.04	Coordinate client appointments	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences
B.05	Assist client with correspondence	II.5	Communication and Interpersonal Skills
B.06	Provide client emotional support	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences
		IX.2	Meeting the Basic Emotional Needs of Residents
B.07	Encourage client to process feelings	II.5	Communication and Interpersonal Skills
		IX.2	Meeting the Basic Emotional Needs of Residents
		V.1	Promoting the Resident's Independence
B.08	Encourage client to complete ADLs	II.5	Communication and Interpersonal Skills
		IX.2	Meeting the Basic Emotional Needs of Residents
		V.1	Promoting the Resident's Independence
B.09	Redirect client's negative behaviors	II.5	Communication and Interpersonal Skills
		IV.6	Alternative to Restraints and Safe Restraint Use
		IX.2	Meeting the Basic Emotional Needs of Residents
B.10	Encourage healthy eating choices	II.5	Communication and Interpersonal Skills
		VII.8	Nutrition and Fluid Needs
B.11	Promote recreation and leisure activities with client	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences
		IX.2	Meeting the Basic Emotional Needs of Residents
C.01	Assist client with bathing (e.g., shower, bed bath)	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences
		III.2	Practices that Prevent the Growth and Spread of Pathogenic Microorganisms
		IV.1	General Safety Practices and Procedures
		IV.5	Principles of Ergonomics, Body Mechanics, and Body Alignment
		VII.2	Recognizing Changes in Body Functioning
		VIII.2	Bathing
C.02	Assist client with oral care	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences

		VII.2 VIII.1	Recognizing Changes in Body Functioning Oral Hygiene
C.03	Assist client with nail care	II.5 III.1 III.2 III.3 V.1 VII.1 VII.3 VIII.3	Communication and Interpersonal Skills Infection Control Practices that Prevent the Growth and Spread of Pathogenic Microorganisms Signs and Symptoms of Infection Promoting the Resident's Independence Observational Skills Recognizing Signs and Symptoms of Common Diseases Additional Personal Care Skills
C.04	Assist client with hair care	II.5 III.1 VIII.3	Communication and Interpersonal Skills Infection Control Additional Personal Care Skills
C.05	Assist client with shaving	II.5 II.7 III.1 III.2 VIII.3	Communication and Interpersonal Skills Resident Comprehensive Assessment, Care Plan and Care Conferences Infection Control Practices that Prevent the Growth and Spread of Pathogenic Microorganisms Additional Personal Care Skills
C.06	Assist client with dressing/undressing	II.5 III.1 III.2 VIII.3 XI.1	Communication and Interpersonal Skills Infection Control Practices that Prevent the Growth and Spread of Pathogenic Microorganisms Additional Personal Care Skills Summary of Residents' Rights
C.07	Provide skin care to client	II.5 II.9 III.2 III.3 IV.1 VII.1 VII.3 VIII.3 VIII.4	Communication and Interpersonal Skills Medical Record Practices that Prevent the Growth and Spread of Pathogenic Microorganisms Signs and Symptoms of Infection General Safety Practices and Procedures Observational Skills Recognizing Signs and Symptoms of Common Diseases Additional Personal Care Skills Special Skin Care
C.08	Assist client with toileting and incontinence care	II.5 III.1 III.2 VIII.5 VIII.6 VIII.8 X.2	Communication and Interpersonal Skills Infection Control Practices that Prevent the Growth and Spread of Pathogenic Microorganisms Urinary Elimination/Catheters Toileting Bowel Elimination Bowel and Bladder Program
C.09	Assist client with equipment (e.g., medical, adaptive)	II.5 III.1	Communication and Interpersonal Skills Infection Control

		III.2	Practices that Prevent the Growth and Spread of Pathogenic Microorganisms
		IV.1	General Safety Practices and Procedures
C.10	Perform restorative therapy with client (e.g., range of motion, walking)	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences
		IV.5	Principles of Ergonomics, Body Mechanics, and Body Alignment
		VII.1	Observational Skills
C.11	Reposition immobile client	II.5	Communication and Interpersonal Skills
		II.9	Medical Record
		III.1	Infection Control
		III.2	Practices that Prevent the Growth and Spread of Pathogenic Microorganisms
		VII.1	Observational Skills
		VIII.4	Special Skin Care
		X.1	Preventing Complications of Immobility
C.12	Monitor client during mealtime	II.5	Communication and Interpersonal Skills
		IV.1	General Safety Practices and Procedures
		VII.1	Observational Skills
		VII.2	Recognizing Changes in Body Functioning
		VII.7	Mealtime
C.13	Assist client with food preparation	II.5	Communication and Interpersonal Skills
C.14	Assist client with feeding	III.1	Infection Control
		IV.1	General Safety Practices and Procedures
		VII.7	Mealtime
		VII.8	Nutrition and Fluid Needs
		XI.1	Summary of Residents' Rights
C.15	Monitor client's food/fluid intake and output	II.5	Communication and Interpersonal Skills
		II.7	Resident Comprehensive Assessment, Care Plan and Care Conferences
		III.1	Infection Control
		VII.1	Observational Skills
		VII.3	Recognizing Signs and Symptoms of Common Diseases
		VII.7	Mealtime
		VIII.7	Intake and Output
C.16	Assist client with pivotal transfers	II.5	Communication and Interpersonal Skills
		III.1	Infection Control
		III.2	Practices that Prevent the Growth and Spread of Pathogenic Microorganisms
		IV.1	General Safety Practices and Procedures
		IV.5	Principles of Ergonomics, Body Mechanics, and Body Alignment
		IV.7	Mobility and Ambulation Techniques
C.17	Assist client with mechanical transfers	II.5	Communication and Interpersonal Skills
		III.1	Infection Control
		III.2	Practices that Prevent the Growth and Spread of

		Pathogenic Microorganisms IV.1 General Safety Practices and Procedures IV.5 Principles of Ergonomics, Body Mechanics, and Body Alignment IV.7 Mobility and Ambulation Techniques
D.01	Check client's temperature	II.5 Communication and Interpersonal Skills II.9 Medical Record III.1 Infection Control III.2 Practices that Prevent the Growth and Spread of Pathogenic Microorganisms III.3 Signs and Symptoms of Infection VII.1 Observational Skills VII.10 Observing and Measuring Vital Signs
D.02	Check client's pulse	II.5 Communication and Interpersonal Skills II.9 Medical Record III.1 Infection Control III.2 Practices that Prevent the Growth and Spread of Pathogenic Microorganisms III.3 Signs and Symptoms of Infection VII.1 Observational Skills VII.10 Observing and Measuring Vital Signs VII.3 Recognizing Signs and Symptoms of Common Diseases
D.03	Check client's respiration	II.5 Communication and Interpersonal Skills II.9 Medical Record III.1 Infection Control III.2 Practices that Prevent the Growth and Spread of Pathogenic Microorganisms III.3 Signs and Symptoms of Infection VII.1 Observational Skills VII.10 Observing and Measuring Vital Signs VII.3 Recognizing Signs and Symptoms of Common Diseases
D.04	Check client's blood pressure	II.5 Communication and Interpersonal Skills II.9 Medical Record III.1 Infection Control III.2 Practices that Prevent the Growth and Spread of Pathogenic Microorganisms III.3 Signs and Symptoms of Infection VII.1 Observational Skills VII.10 Observing and Measuring Vital Signs VII.3 Recognizing Signs and Symptoms of Common Diseases
D.05	Address client's concerns	II.5 Communication and Interpersonal Skills II.8 Legal Responsibilities
D.06	Complete incident report	II.5 Communication and Interpersonal Skills II.8 Legal Responsibilities
D.07	Report client's physical changes (e.g., bruising, swelling)	II.5 Communication and Interpersonal Skills II.9 Medical Record III.3 Signs and Symptoms of Infection

		VII.1 VII.3 VIII.4	Observational Skills Recognizing Signs and Symptoms of Common Diseases Special Skin Care
D.08	Report client's unusual behavior	II.5 II.8 III.3 IX.7 VII.1	Communication and Interpersonal Skills Legal Responsibilities Signs and Symptoms of Infection Care of the Resident with Depression Observational Skills
D.09	Report changes in client's mental health status (e.g., crying, demeanor)	II.5 II.9 III.3 IX.7 VII.1	Communication and Interpersonal Skills Medical Record Signs and Symptoms of Infection Care of the Resident with Depression Observational Skills
D.10	Respond to authorized persons' request for information	II.5 II.8 XI.1	Communication and Interpersonal Skills Legal Responsibilities Summary of Residents' Rights
E.01	Address staff coverage needs (e.g., on-call, schedule conflicts, additional shifts)	II.5	Communication and Interpersonal Skills
E.02	Participate in client service plan	II.5 II.7	Communication and Interpersonal Skills Resident Comprehensive Assessment, Care Plan and Care Conferences
E.03	Complete client documentation (e.g., care log, progress notes, chart)	II.5 II.7 II.9	Communication and Interpersonal Skills Resident Comprehensive Assessment, Care Plan and Care Conferences Medical Record
E.04	Complete daily staff notes	II.5 II.7	Communication and Interpersonal Skills Resident Comprehensive Assessment, Care Plan and Care Conferences
E.05	Complete daily time record	II.5 II.7	Communication and Interpersonal Skills Resident Comprehensive Assessment, Care Plan and Care Conferences
E.06	Process correspondence (e.g., e-mail, phone)	II.5	Communication and Interpersonal Skills
E.07	Participate in agency/staff meetings	II.1 II.5	Work Environment Communication and Interpersonal Skills
E.08	Participate in staff orientation	I.1 II.1 II.5	Program Overview Work Environment Communication and Interpersonal Skills
E.09	Review new policies and procedures	II.3	Policy and Procedure Manuals
F.01	Maintain professional certifications (e.g., CPR, first aid)		
F.02	Complete required in-service training		
F.03	Complete specialized equipment training (e.g., pressure relief device, lifts, computer software)		

F.04	Network with peers	II.1	Work Environment
		II.5	Communication and Interpersonal Skills
F.05	Participate in job-related workshops	II.1	Work Environment

STNA Standards Not Correlated to DSW Core Tasks

- II.2 Role and Responsibilities
- II.4 Behavior and Appearances
- II.6 Communicating and Interacting with Residents with Impairments
- IV.2 The Use of Oxygen and Oxygen Equipment and Safety Procedures
- IX.1 Basic Facts and Misconceptions Regarding the Elderly
- IX.3 Rest and Sleep
- IX.4 Sexuality in Aging
- IX.5 Special Needs Populations
- IX.6 Care of the Confused Resident
- IX.8 Care of the Dying Resident
- VII.6 Admission and Discharge
- VII.9 Height and Weight
- X.3 Prosthetic Devices

Appendix B: Medicare-Certified Home Health Agency Training Requirement/DSW Core Crosswalk

Medicare Certified Home Health Agencies generally must comply with 42 CFR Part 484, Home Health Services.

Training Requirements: A home health aide training program must address each the subject areas identified in 42 CFR 484.36(a)(1) through classroom and supervised practical training totaling at least 75 hours, with at least 16 hours devoted to supervised practical training. The individual being trained must complete at least 16 hours of classroom training before beginning the supervised practical training.

Instructor Qualifications: Home health aide training must be performed by or under the general supervision of a registered nurse who possesses a minimum of 2 years of nursing experience, at least 1 year of which must be in the provision of home health care. Other individuals may be used to provide instruction under the supervision of a qualified registered nurse.

Verification: Training is reviewed by the Department of Health on surveys and involves record review, home visits, interviews of both staff and clients, and a review of agency policies and procedures.

ID	Core Task	CFR	Medicare Certified Home Health Aide Training
A.01	Change client's bedding	484.36 (a)(1)(vi)	Maintenance of a clean, safe, and healthy environment
A.02	Clean client's bedside commode/urinal	484.36 (a)(1)(vi)	Appropriate and safe techniques in personal hygiene and grooming (toileting and elimination)
A.03	Perform basic housekeeping	484.36 (a)(1)(xiii)	Any other task that the HHA may choose to have the home health aide perform*
A.04	Maintain clear pathways (e.g., stairs, walkways)	484.36 (a)(1)(vi)	Maintenance of a clean, safe and healthy environment
A.05	Report abuse of client (e.g., verbal, neglect, financial)	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36 (a)(1)(vii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
A.06	Respond to safety drills	484.36 (a)(1)(vii)	Recognizing emergencies and knowledge of emergency procedures
A.07	Respond to emergency situations	484.36 (a)(1)(vii)	Recognizing emergencies and knowledge of emergency procedures
A.08	Prepare emergency preparedness kit	484.36 (a)(1)(vii)	Recognizing emergencies and knowledge of emergency procedures

A.09	Respond to home/facility/ equipment maintenance needs	484.36 (a)(1)(xiii)	Any other task that the HHA may choose to have the home health aide perform*
B.01	Promote social interaction	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
B.02	Promote client self-esteem	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
B.03	Encourage client self-advocacy	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
B.04	Coordinate client appointments		<i>See note, below¹</i>
B.05	Assist client with correspondence		<i>See note, below²</i>
B.06	Provide client emotional support	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
B.07	Encourage client to process feelings	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
B.08	Encourage client to complete ADLs	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property

* Incidental Services - When a home health aide visits a member to provide a health-related service, the home health aide may also perform some incidental services that do not meet the definition of a home health aide service (for example, light cleaning, preparing a meal, removing trash, or shopping). However, the purpose of a home health aide visit must not be to provide these incidental services, since they are not health-related services.

¹ Not a Medicare benefit; however, may be performed by a home health agency as a waiver service. Training would be done under that waiver service's requirements

² *Id.*

B.09	Redirect client's negative behaviors	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
B.10	Encourage healthy eating choices	484.36(a)(1)(xii)	Adequate nutrition and fluid intake
B.11	Promote recreation and leisure activities with client	484.36 (a)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
C.01	Assist client with bathing (e.g., shower, bed bath)	484.36(a)(1)(ix)	Maintenance of a clean, safe and healthy environment (bed bath; sponge, tub or shower bath)
C.02	Assist client with oral care	484.36(a)(1)(ix)	Maintenance of a clean, safe and healthy environment (oral hygiene)
C.03	Assist client with nail care	484.36(a)(1)(ix)	Maintenance of a clean, safe and healthy environment (nail and skin care)
C.04	Assist client with hair care	484.36(a)(1)(ix)	Maintenance of a clean, safe and healthy environment (shampoo, sink, tub, or bed)
C.05	Assist client with shaving	484.36(a)(1)(ix)	Maintenance of a clean, safe and healthy environment (nail and skin care)
C.06	Assist client with dressing/undressing	484.36(a)(1)(xiii)	Any other task that the HHA may choose to have the home health aide perform
C.07	Provide skin care to client	484.36(a)(1)(ix)	Maintenance of a clean, safe and healthy environment (nail and skin care)
C.08	Assist client with toileting and incontinence care	484.36(a)(1)(ix)(F)	Maintenance of a clean, safe and healthy environment (toileting and elimination)
C.09	Assist client with equipment (e.g., medical, adaptive)	484.36 (a)(1)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property
		484.36 (a)(1)(x)	Safe transfer techniques and ambulation
		484.36 (a)(1)(xi)	Normal range of motion and positioning
C.10	Perform restorative therapy with client (e.g., range of motion, walking)	484.36 (a)(1)(xi)	Normal range of motion and positioning
C.11	Reposition immobile client	484.36(a)(1)(xi)	Normal range of motion and positioning
		484.36 (a)(1)(x)	Safe transfer techniques and ambulation
C.12	Monitor client during mealtime	484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36(a)(1)(v)	Basic elements of body functioning and changes in body function that must be reported to and aide's supervisor
		484.36(a)(1)(xii)	Adequate nutrition and fluid intake

C.13	Assist client with food preparation	484.36(a)(1)(xii)	Adequate nutrition and fluid intake
C.14	Assist client with feeding	484.36(a)(1)(xii)	Adequate nutrition and fluid intake.
		484.36 (a)(1)(i)	Communications skills.
C.15	Monitor client's food/fluid intake and output	484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36(a)(1)(v)	Basic elements of body functioning and changes in body function that must be reported to and aide's supervisor
		484.36(a)(1)(xii)	Adequate nutrition and fluid intake
C.16	Assist client with pivotal transfers	484.36(a)(1)(x)	Safe transfer techniques and ambulation
C.17	Assist client with mechanical transfers	484.36(a)(1)(x)	Safe transfer techniques and ambulation
D.01	Check client's temperature	484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36(a)(1)(iii)	Reading and recording temperature, pulse, and respiration
D.02	Check client's pulse	484.36(a)(1)(iii)	Reading and recording temperature, pulse, and respiration
		484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
D.03	Check client's respiration	484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36(a)(1)(iii)	Reading and recording temperature, pulse, and respiration
D.04	Check client's blood pressure	484.36(a)(1)(xiii)	Any other task that the HHA may choose to have the home health aide perform
D.05	Address client's concerns	484.36 (a)(1)(i)	Communications skills
		484.36 (a) (1) (ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36 (a)(1)(v)	Basic elements of body functioning and changes in body function that must be reported to an aide's supervisor
D.06	Complete incident report		
D.07	Report client's physical changes (e.g., bruising, swelling)	484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36(a)(1)(v)	Basic elements of body functioning and changes in body function that must be reported to and aide's supervisor
D.08	Report client's unusual behavior	484.36 (a)(1)(ii)	Observation, reporting and documentation of

			patient status and the care or service furnished
		484.36(a)(1)(v)	Basic elements of body functioning and changes in body function that must be reported to and aide's supervisor
D.09	Report changes in client's mental health status (e.g., crying, demeanor)	484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36(a)(1)(v)	Basic elements of body functioning and changes in body function that must be reported to and aide's supervisor
D.10	Respond to authorized persons' request for information	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
E.01	Address staff coverage needs (e.g., on-call, schedule conflicts, additional shifts)		
E.02	Participate in client service plan	484.18(a)	Standard: Plan of Care
E.03	Complete client documentation (e.g., care log, progress notes, chart)	484.36 (a)(1)(i)	Communications skills
		484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
		484.36(a)(1)(iii)	Reading and recording temperature, pulse, and respiration
E.04	Complete daily staff notes	484.36 (a)(1)(ii)	Observation, reporting and documentation of patient status and the care or service furnished
E.05	Complete daily time record		
E.06	Process correspondence (e.g., e-mail, phone)		
E.07	Participate in agency/staff meetings		
E.08	Participate in staff orientation		
E.09	Review new policies and procedures		
F.01	Maintain professional certifications (e.g., CPR, first aid)	484.12(c)	Standard: Compliance with accepted professional standards and principles
F.02	Complete required in-service training	484.36 (b)(2)(iii)	The home health aide must receive at least 12 hours of in-service training during each 12-month period
F.03	Complete specialized equipment training (e.g., pressure relief device, lifts, computer software)	484.36(a)(1)(xiii)	Any other task that the HHA may choose to have the home health aide perform
F.04	Network with peers		
F.05	Participate in job-related workshops		

Appendix C: Direct Service Worker Training Crosswalk

Ohio Home Care Waiver Non-Agency (Independent) Personal Care Aide Requirements
for “Other Equivalent Training Program” Correlated to DSW Core

ID	DSW Core Task	ID OAC 5101:3- 46-04	Home Care Waiver Non-Agency Requirement
Duty A.	Maintain Clean and Safe Environment		
A.01	Change client’s bedding	(B)(1)(b)	Personal care aide services—Bed-making
A.02	Clean client’s bedside commode	(B)(1)(b)	Personal care aide services—Waste disposal
A.03	Perform basic housekeeping	(B)(1)(b)	Personal care aide services—General homemaking activities, including but not limited to: meal preparation and cleanup, laundry, bed-making, dusting, vacuuming, and waste disposal
		(B)(1)(c)	Personal care aide services—Household chores, including but not limited to washing floors, windows and walls; tacking down loose rugs and tiles; and moving heavy items to provide safe access and exit
A.04	Maintain clear pathways (e.g., stairs, walkways)	(B)(1)(c)	Personal care aide services—Tacking down loose rugs and tiles; and moving heavy items to provide safe access and exit
		(B)(7)(a)(i)(b)	Basic home safety
A.05	Report abuse of client		
A.06	Respond to safety drills	(B)(7)(a)(i)(b)	Basic home safety
A.07	Respond to emergency situations	(B)(7)(a)(i)(b)	Basic home safety
		(B)(7)(a)(ii)	Obtained and maintain first aid certification from a class that is not solely internet-based and that includes hands-on training by a certified first-aid instructor and a successful return demonstration of what was learned in the course
A.08	Prepare emergency preparedness kit	(B)(7)(a)(i)(b)	Basic home safety (?)
A.09	Respond to home/facility/equipment maintenance needs	(B)(7)(a)(i)(b)	Basic home safety (?)
Duty B.	Promote Client’s Development		
B.01	Promote social interaction	(B)(1)(d)	Assist with personal correspondence
B.02	Promote client self-esteem		
B.03	Encourage client self-advocacy		
B.04	Coordinate client appointments		
B.05	Assist client with correspondence	(B)(1)(d)	Assist with personal correspondence
B.07	Encourage client to process feelings		
B.08	Encourage client to complete ADLs		
B.09	Redirect client’s negative behaviors		
B.10	Encourage healthy eating choices		
B.11	Promote recreation and leisure activities with client		

Duty C.	Assist with Activities of Daily Living		
C.01	Assist client with bathing (e.g., shower, bed bath)	(B)(1)(a)	Personal care aide services—Bathing
C.02	Assist client with oral care	(B)(1)(a)	Personal care aide services—Oral hygiene
C.03	Assist client with nail care	(B)(1)(a)	Personal care aide services—Nail care
C.04	Assist client with hair care	(B)(1)(a)	Personal care aide services—Hair care
C.05	Assist client with shaving	(B)(1)(a)	Personal care aide services—Shaving
C.06	Assist client with dressing/undressing	(B)(1)(a)	Personal care aide services—Dressing
C.07	Provide skin care to client	(B)(1)(a)	Personal care aide services—Skin care
C.08	Assist client with toileting and incontinence care	(B)(1)(a)	Personal care aide services—Toileting
C.09	Assist client with equipment		
C.10	Perform restorative therapy with client (e.g., range of motion, walking)	(B)(1)(a)	Personal care aide services—Assisting with ambulation, range of motion exercises
C.11	Reposition immobile client	(B)(1)(a)	Personal care aide services—Positioning in bed
C.12	Monitor client during mealtime	(B)(1)(b)	Personal care aide services—General homemaking activities, including but not limited to meal preparation and cleanup
C.13	Assist client with feeding	(B)(1)(a)	Personal care aide services—Feeding
C.14	Assist client with food preparation	(B)(1)(b)	Personal care aide services—Meal preparation
C.15	Monitor client’s food/fluid intake and output	(B)(1)(a)	Personal care aide services—Monitoring intake and output
C.16	Assist client with pivotal transfers	(B)(1)(a)	Personal care aide services—Transferring
C.17	Assist client with mechanical transfers	(B)(1)(a)	Personal care aide services—Transferring
Duty D.	Communicate Client Information to Authorized Persons		
D.01	Check client’s temperature		
D.02	Check client’s pulse		
D.03	Check client’s respiration		
D.04	Check client’s blood pressure		
D.05	Address client’s concerns		
D.06	Complete incident report		
D.07	Report client’s physical changes (e.g., bruising, swelling)		
D.08	Report client’s unusual behavior		
D.09	Report changes in client’s mental health status (e.g., crying, demeanor)		
D.10	Respond to authorized persons’ request for information		
Duty E.	Perform Administrative Tasks		
E.01	Address staff coverage need (e.g., on-call, schedule conflicts, additional shifts)		
E.02	Participate in client service plan		
E.03	Complete client documentation (e.g., care log, progress notes, chart)		
E.04	Complete daily staff notes		

E.05	Complete daily time record		
E.06	Process correspondence (e.g., e-mail, phone)		
E.07	Participate in agency staff meetings		
E.08	Participate in staff orientation		
E.09	Review new policies and procedures		
Duty F.	Participate in Professional Development Activities		
F.01	Maintain professional certifications (e.g., CPR, first aid)	(B)(7)(a)(ii)	Obtained and maintain first aid certification from a class that is not solely internet-based and that includes hands-on training by a certified first-aid instructor and a successful return demonstration of what was learned in the course
F.02	Complete required in-service training		
F.03	Complete specialized equipment training (e.g., pressure relief device, lifts)		
F.04	Network with peers		
F.05	Participate in job-related workshops		

Appendix D: Direct Service Worker Training Program Correlated to DSW Core

ODA requires an individual applying to be a Consumer-Directed Personal Care Provider to be either a STNA or have completed a direct service worker training program. Agencies apply to ODA to become approved to provide the specific training program. The requirements are set by the Code of Federal Regulations, Title 42, Volume 3, Part 484 – Home Health Aide Services.

ID	Core Task	CFR	Home Health Aide Training
A.01	Change client’s bedding	484.36 (a)(i)	Communications skills.
		484.36 (a)(iv)	Basic infection control procedures
		484.36(a)(iv)	Maintenance of a clean, safe, and healthy environment.
A.02	Clean client’s bedside commode/urinal	484.36 (a)(i)	Communications skills.
		484.36 (a)(iv)	Basic infection control procedures.
		484.36(a)(vi)	Maintenance of a clean, safe, and healthy environment.
A.03	Perform basic housekeeping	484.36 (a)(i)	Communications skills.
		484.36 (a)(iv)	Basic infection control procedures.
		484.36(a)(vi)	Maintenance of a clean, safe, and healthy environment.
A.04	Maintain clear pathways (e.g., stairs, walkways)	484.36 (a)(i)	Communications skills.
		484.36(a)(vi)	Maintenance of a clean, safe and healthy environment.
A.05	Report abuse of client (e.g., verbal, neglect, financial)	484.36 (a)(i)	Communications skills.
		484.36(a)(ii)	Observation, reporting and documentation of patient status and the care or service furnished.
A.06	Respond to safety drills	484.36 (a)(i)	Communications skills.
		484.36(a)(vii)	Recognizing emergencies and knowledge of emergency procedures.
A.07	Respond to emergency situations	484.36 (a)(i)	Communications skills.
		484.36(a)(vii)	Recognizing emergencies and knowledge of emergency procedures.
A.08	Prepare emergency preparedness kit	484.36 (a)(i)	Communications skills.
		484.36(a)(vii)	Recognizing emergencies and knowledge of emergency procedures.
A.09	Respond to home/facility/ equipment maintenance needs	484.36 (a)(i)	Communications skills.
B.01	Promote social interaction	484.36 (a)(i)	Communications skills.
		484.36(a)(viii)	The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for

			respect for the patient, his or her privacy and his or her property.
B.02	Promote client self-esteem	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.03	Encourage client self-advocacy	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.04	Coordinate client appointments	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.05	Assist client with correspondence	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.06	Provide client emotional support	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.07	Encourage client to process feelings	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.08	Encourage client to complete ADLs	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.09	Redirect client's negative behaviors	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations

			served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.10	Encourage healthy eating choices	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
B.11	Promote recreation and leisure activities with client	484.36 (a)(i) 484.36(a)(viii)	Communications skills. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
C.01	Assist client with bathing (e.g., shower, bed bath)	484.36 (a)(i) 484.36(a)(ix)(A) 484.36(a)(ix)(B)	Communications skills. Bed bath. Sponge, tub or shower bath.
C.02	Assist client with oral care	484.36 (a)(i) 484.36(a)(ix)(E)	Communications skills. Oral hygiene.
C.03	Assist client with nail care	484.36 (a)(i) 484.36(a)(ix)(D)	Communications skills. Nail and skin care.
C.04	Assist client with hair care	484.36 (a)(i) 484.36(a)(ix)(C)	Communications skills. Shampoo, sink, tub, or bed.
C.05	Assist client with shaving	484.36 (a)(i) 484.36(a)(ix)(D)	Communications skills. Nail and skin care.
C.06	Assist client with dressing/undressing	484.36 (a)(i) 484.36(a)(ix)(A) 484.36(a)(ix)(B)	Communications skills. Bed bath. Sponge, tub or shower bath.
C.07	Provide skin care to client	484.36 (a)(i) 484.36(a)(ix)(D)	Communications skills. Nail and skin care.
C.08	Assist client with toileting and incontinence care	484.36 (a)(i) 484.36(a)(ix)(F)	Communications skills. Toileting and elimination.
C.09	Assist client with equipment (e.g., medical, adaptive)	484.36 (a)(i)	Communications skills.
C.10	Perform restorative therapy with client (e.g., range of motion, walking)	484.36 (a)(i) 484.36(a)(xi)	Communications skills. Normal range of motion and positioning.
C.11	Reposition immobile client	484.36 (a)(i) 484.36(a)(xi)	Communications skills. Normal range of motion and positioning.
C.12	Monitor client during mealtime	484.36 (a)(i) 484.36(a)(xii)	Communications skills. Adequate nutrition and fluid intake.
C.13	Assist client with food preparation	484.36 (a)(i)	Communications skills.

		484.36(a)(xii)	Adequate nutrition and fluid intake.
C.14	Assist client with feeding	484.36 (a)(i) 484.36(a)(xii)	Communications skills. Adequate nutrition and fluid intake.
C.15	Monitor client's food/fluid intake and output	484.36 (a)(i) 484.36(a)(xii)	Communications skills. Adequate nutrition and fluid intake.
C.16	Assist client with pivotal transfers	484.36 (a)(i) 484.36(a)(x)	Communications skills. Safe transfer techniques and ambulation.
C.17	Assist client with mechanical transfers	484.36 (a)(i) 484.36(a)(x)	Communications skills. Safe transfer techniques and ambulation.
D.01	Check client's temperature	484.36 (a)(i) 484.36(a)(iii)	Communications skills. Reading and recording temperature, pulse, and respiration.
D.02	Check client's pulse	484.36 (a)(i) 484.36(a)(iii)	Communications skills. Reading and recording temperature, pulse, and respiration.
D.03	Check client's respiration	484.36 (a)(i) 484.36(a)(iii)	Communications skills. Reading and recording temperature, pulse, and respiration.
D.04	Check client's blood pressure	484.36 (a)(i) 484.36(a)(iii)	Communications skills. Reading and recording temperature, pulse, and respiration.
D.05	Address client's concerns	484.36 (a)(i) 484.36(v)	Communications skills. Basic elements of body functioning and changes in body function that must be reported to an aide's supervisor.
D.06	Complete incident report	484.36 (a)(i) 484.36(a)(vii)	Communications skills. Recognizing emergencies and knowledge of emergency procedures.
D.07	Report client's physical changes (e.g., bruising, swelling)	484.36 (a)(i) 484.36(v)	Communications skills. Basic elements of body functioning and changes in body function that must be reported to an aide's supervisor.
D.08	Report client's unusual behavior	484.36 (a)(i) 484.36(v)	Communications skills. Basic elements of body functioning and changes in body function that must be reported to an aide's supervisor.
D.09	Report changes in client's mental health status (e.g., crying, demeanor)	484.36 (a)(i) 484.36(v)	Communications skills. Basic elements of body functioning and changes in body function that must be reported to an aide's supervisor.
D.10	Respond to authorized persons' request for information	484.36 (a)(i)	Communications skills.
E.01	Address staff coverage needs (e.g., on-call, schedule conflicts, additional shifts)	484.36 (a)(i)	Communications skills.
E.02	Participate in client service plan	484.36 (a)(i) 484.36(a)(ii)	Communications skills. Observations, reporting and documentation of

			patient status and the care or services furnished.
E.03	Complete client documentation (e.g., care log, progress notes, chart)	484.36 (a)(i) 484.36(a)(ii)	Communications skills. Observations, reporting and documentation of patient status and the care or services furnished.
E.04	Complete daily staff notes	484.36 (a)(i) 484.36(a)(ii)	Communications skills. Observations, reporting and documentation of patient status and the care or services furnished.
E.05	Complete daily time record	484.36 (a)(i) 484.36(a)(ii)	Communications skills. Observations, reporting and documentation of patient status and the care or services furnished.
E.06	Process correspondence (e.g., e-mail, phone)	484.36 (a)(i)	Communications skills.
E.07	Participate in agency/staff meetings	484.36 (a)(i)	Communications skills.
E.08	Participate in staff orientation	484.36 (a)(i)	Communications skills.
E.09	Review new policies and procedures	484.36 (a)(i)	Communications skills.
F.01	Maintain professional certifications (e.g., CPR, first aid)		
F.02	Complete required in-service training		
F.03	Complete specialized equipment training (e.g., pressure relief device, lifts, computer software)		
F.04	Network with peers		
F.05	Participate in job-related workshops		

Appendix E

Direct Care Worker Core Competencies:

Crosswalk to the existing training, safeguards, and oversight requirements in the Ohio Residential Care Facility (Assisted Living) rules and Ohio law

Submitted by the Ohio Assisted Living Association

Supervised, licensed facility setting. All services by staff that provide “*personal care services*” in a Residential Care Facility (RCF; Assisted Living) are provided within the supervised environment of a facility that is licensed and regularly surveyed by the Ohio Department of Health (at least every 15 months, and sooner if a complaint is received) by the same trained surveyors that survey skilled nursing facilities in Ohio. In this setting the administrator and facility’s owner/operator are accountable for the resident’s health and safety; as well as all services that are delivered. Additionally, a number of the identified general core competencies are commonly done by other designated staff with specialized training in licensed RCFs (for example housekeeping, maintenance, food service, or activities staff; or licensed nurses).

Training requirements. *The licensed Residential Care Facility (Assisted Living) rules already require training for all staff that provide personal care services for residents on these identified core competencies.* All training is done by a licensed nurse; and workers are required to demonstrate these skills before providing care. In addition 8 hours of continuing education is required each year. Population-specific training and continuing education is also required in facilities that serve residents with special needs (dementia, mental illness, emotional, behaviors).

Below we have shown how each of the state identified competencies for Direct Care Workers are addressed in the Ohio Administrative Code for licensed Residential Care Facilities or in the Ohio law for “licensed homes”.

DUTIES Core Competencies	Ohio Licensed Residential Care Facility (Assisted Living)
Maintain Clean and Safe Environment	
A.01 Change client’s bedding A.02 Clean client’s bedside commode/urinal A.03 Perform basic housekeeping	Facility is responsible to have staff to “ <i>properly</i> ” provide housekeeping services, <i>OAC 3701-17-54 (2)</i> ; and to provide a “ <i>clean, healthy environment</i> ”, <i>OAC 3701-17-65B</i> . Specially trained housekeeping staff or direct care aides.
A.04 Maintain clear pathways (e.g., stairs, walkways)	Staff must maintain clear egress routes <i>OAC 3701-17-63 I</i> Staff training is required at orientation on general fire control and evacuation procedures, <i>OAC 3701-17-55 L</i> . RCFs are also covered by the Ohio Fire Code; with their compliance, including clear egress routes, inspected every 15 months.
A.05 Report abuse of client (e.g., verbal, neglect, financial)	Reporting of abuse, neglect and misappropriation of funds to the Ohio Dept. of Health required in Ohio law, <i>ORC 3721.22</i>

<p>A.06 Respond to safety drills A.07 Respond to emergency situations A.08 Prepare emergency preparedness kit</p>	<p><i>OAC 3701-17-63 J & K:</i> Requires fire drills on all shifts every 3 months, along with 2 disaster drills each year. <i>Each staff member shall participate in at least one fire drill annually.</i> Facility responsible for disaster preparedness plan. Staff training required at orientation and annually.</p> <p><i>(P) All staff members in each residential care facility shall be trained in fire control and evacuation procedures within three working days of beginning employment. A staff member shall not stay alone in the residential care facility with residents until the staff member has received the training in fire control and evacuation procedures required by this rule.</i></p> <p><i>(Q) Each residential care facility shall provide for annual training in fire prevention for regularly scheduled staff members on all shifts to be conducted by the state fire marshal or township, municipal or local legally constituted fire department. Records of this training shall be kept at the facility.</i></p> <p><i>(R) Each residential care facility shall train all residents in the proper actions to take in the event of fire, tornado, disaster, or other emergency.</i></p> <p>First aid supplies are available, <i>OAC 3701-17-65 I(6)</i>; along with water and a weeks supply of nonperishable foods <i>OAC 3701-17-65</i>. Arrangements are also made with another facility in case evacuation is necessary <i>OAC 3701-17-63 J</i></p>
<p>A.09 Respond to home/facility/equipment maintenance needs</p>	<p>Specially trained maintenance staff. Facility responsible to “<i>properly provide</i>” “<i>facility maintenance services</i>” <i>OAC 3701-17-54 (2)b</i> and to “<i>establish</i>” and implement maintenance procedures <i>OAC 3701-17-65 B</i>. Building services equipment must be maintained in “<i>good working order and safe condition</i>” <i>OAC 3701-17-65 A</i>. Facility shall maintain appropriate arrangements with qualified persons for emergency service in the event of equipment failure or malfunction, with all necessary repairs completed within 48 hours <i>OAC 3701-17-66 F</i>. RCFs are also covered by Ohio Fire Code requirements.</p>
<p>Promote Client’s Development</p>	
<p>B.01 Promote social interaction B.02 Promote client self-esteem B.03 Encourage client self-advocacy</p>	<p>Facility responsible to have staff to provide or arrange for resident activities. <i>OAC 3701-17-54 C(2)</i> Residents are encouraged to participate in meaningful activities, with consideration given to their preferences, <i>OAC 3701-17-61 B</i>. Training is required if a staff person is planning activities for special populations, <i>OAC 3701-17-55 D(3)</i>. Staff training on residents’ rights required at orientation and annually <i>OAC 3701-17-55 L and M</i>. All residents and staff are to be given advocacy group phone numbers; along with resident rights information, including explanations. A written acknowledgement is kept in the employee file. <i>ORC 3721.12 A through C</i></p>
<p>B.04 Coordinate client appointments B.05 Assist client with correspondence</p>	<p>A functional assessment is required that includes Activities of Daily Living, and Instrumental Activities of Daily Living; along with a health assessment of type of care and services needed <i>OAC 3701-17-58 C (8 & 9)</i>. A service plan is then required to meet the assessed needs of the resident, including needed assistance with the coordination of appointments and correspondence. <i>OAC 3701-17-58 C (13)</i>.</p>
<p>B.06 Provide client emotional support B.07 Encourage client to process feelings</p>	<p>Additional training required in care for resident’s with special needs (behaviors, dementia, mental illness) within fourteen days of the first day of work; along with annual continuing education requirements <i>OAC 3701-17-55 E, G, H, & I</i></p>

<p>B.08 Encourage client to complete ADLs B.09 Redirect client’s negative behavior</p>	<p>This includes appropriate interventions for emotional needs and behaviors: <i>OAC 3701-17-55 E (3) If the residential care facility provides accommodations to individuals with increased emotional needs or presenting behaviors that cause problems for the resident or other residents, or both, each staff member shall have documentation that the staff member successfully completed training or continuing education in the appropriate interventions for meeting these needs and for handling and minimizing such problems. The documentation required by this paragraph shall be signed and dated by the provider of the training.</i></p> <p>Can’t impose ADL services on residents, <i>OAC 3701-17-51 C</i>. The services provided must be based on the assessed needs of the resident, <i>OAC 3701-17-58 C</i>.</p>
<p>B.10 Encourage healthy eating choices</p>	<p>Facility menus must be based on “Food and Nutrition Board of the National Academy of Science”, or a standard meal planning guide published by a dietitian, approved by a dietitian, or both. <i>OAC 3701-17-60 B & C</i>. The resident’s dietary requirements are assessed, with a required plan for addressing these needs <i>OAC 3701-17-58 C</i>. Staff who provide complex therapeutic diets are trained by a dietitian, <i>OAC 3701-17-55 F</i>.</p>
<p>B.11 Promote recreation and leisure activities with client</p>	<p>Facility responsible to have staff to provide or arrange for resident activities, <i>OAC 3701-17-54 C(2)</i>. Residents are encouraged to participate in meaningful activities, with consideration given to their preferences, <i>OAC 3701-17-61 B</i>. Training is required if a staff person is planning activities for special populations, <i>OAC 3701-17-55 D(3)</i>.</p>
<p>Assist with Activities of Daily Living (ADL)</p>	
<p>C.01 Assist client with bathing (e.g., shower, bedbath) C.02 Assist client with oral care C.03 Assist client with nail care C.04 Assist client with hair care C.05 Assist client with shaving C.06 Assist client with dressing/undressing C.07 Provide skin care to client C.08 Assist client with toileting and incontinence care C.09 Assist client with equipment (e.g., medical, adaptive) C.10 Perform restorative therapy with client (e.g., range of motion, walking) C.11 Reposition immobile client C.12 Monitor client during mealtime C.13 Assist client with food preparation* C.14 Assist client with feeding C.15 Monitor client’s food/fluid intake and output C.16 Assist client with pivotal transfers C.17 Assist client with mechanical transfers</p>	<p>Training is required for all staff that provide personal care services. All training is done by a licensed nurse; and workers are required to demonstrate these skills before providing care. In addition 8 hours of continuing education is required each year. <i>OAC 3701-17-55 E(2)</i> <i>(E) Staff members who provide personal care services in a residential care facility, except licensed health professionals whose scope of practice include the provision of personal care services, shall meet the following training requirements:</i> ... <i>(2) <u>Have documentation</u> that, prior to providing personal care services without supervision in the facility, the staff member met one of the following requirements:</i> <i>(a) Successfully completed training or continuing education that shall cover, as is necessary to meet the needs of residents in the facility, the following:</i> <i>(i) The correct techniques of providing personal care services as required by the staff member's job responsibilities;</i> ... <i>The training or continuing education shall be provided by a registered nurse or a licensed practical nurse under the direction of a registered nurse and be sufficient to ensure that the staff member receiving the training can <u>demonstrate an ability</u> to provide the personal care services. The facility may utilize other health care professionals acting within the scope of the professional's practice as part of the training or continuing education; or</i> <i>(b) Successfully completed the training and competency evaluation program and competency evaluation program approved or conducted by the director under section 3721.31 of the Revised Code; or</i></p>

	<p>(c) Successfully completed the training or testing requirements in accordance with the medicare condition of participation of home health aide services, 42 C.F.R. 484.4(January 15, 2008) and 42 C.F.R.484.36(June 18, 2001);</p> <p>Facility menus must be based on “Food and Nutrition Board of the National Academy of Science”, or a standard meal planning guide published by a dietitian, approved by a dietitian, or both. OAC 3701-17-60 B & C. The resident’s dietary requirements are assessed, with a required plan for addressing these needs OAC 3701-17-58 C. Staff who provide complex therapeutic diets are trained by a dietitian, OAC 3701-17-55 F.</p>
Communicate Client Information to Authorized Persons	
<p>D.01 Check client’s temperature D.02 Check client’s pulse D.03 Check client’s respiration D.04 Check client’s blood pressure</p>	Licensed nursing task in facility; or delegated by nurse to aide after training by a nurse according to Ohio Board of Nursing nurse delegation rules OAC 4723-13-02
D.05 Address client’s concerns	Staff training on residents’ rights required at orientation and annually OAC 3701-17-55 L and M Facility required grievance procedure and committee in Ohio law for all “licensed homes” ORC 3721.17
D.06 Complete incident report	Facility required to keep incident log with documented follow-up for any accident or episode which presents a risk to the health, safety, or well-being of a resident, OAC 371-17-62B. The aide is required to receive observation and reporting training, OAC 301-17-55 E(2).
<p>D.07 Report client’s physical changes (e.g., bruising, swelling) D.08 Report client’s unusual behavior D.09 Report changes in client’s mental health status (e.g., crying, demeanor) D.10 Respond to authorized persons’ requests for information</p>	<p>Training requirements include observational skills and procedures for communicating information and reporting changes OAC 301-17-55 E(2) (E) Staff members who provide personal care services in a residential care facility, except licensed health professionals whose scope of practice include the provision of personal care services, shall meet the following training requirements:</p> <p>(2) Have documentation that, prior to providing personal care services without supervision in the facility, the staff member ...</p> <p>(a) Successfully completed training or continuing education that shall cover, as is necessary to meet the needs of residents in the facility, the following:</p> <p>...</p> <p>(ii) Observational skills such as recognizing changes in residents' normal status and the facility's procedures for reporting changes; and</p> <p>(iii) Communication and interpersonal skills.</p>
Perform Administrative Tasks	
E.01 Address staff coverage needs (e.g., on-call, schedule conflicts, additional shifts)	Facility responsibility to have “sufficient” staff to meet residents needs “in a timely manner” OAC 3701-17-54 C (2). Administrator is responsible for the daily operations of the licensed facility, including staff coverage OAC 3701-17-54 A.
<p>E.02 Participate in client service plan E.03 Complete client documentation (e.g., care log, progress notes, chart) E.04 Complete daily staff notes E.05 Complete daily time record E.06 Process correspondence (e.g., e-mail, phone) E.07 Participate in agency/staff meetings E.08 Participate in staff orientation</p>	OAC 3701-17-55 (L) The operator or administrator shall ensure that each staff member, other than a volunteer who does not provide personal care services, receives and completes orientation and training applicable to the staff member's job responsibilities within three working days after beginning employment with the residential care facility. The orientation and training required by this paragraph shall include at least orientation to the physical layout of the residential care facility, the staff member's job responsibilities, the residential care facility's policies and procedures, training in how to secure emergency assistance, and residents' rights. A staff member shall not stay alone in the residential care facility with residents until the staff member has received the orientation and training required under this paragraph and the general staff training in fire control and evacuation procedures required

<p>E.09 Review new policies and procedures</p>	<p><i>under paragraph (P) of rule 3701-17-63 of the Administrative Code.</i></p>
<p>Participate in Professional Development Activities</p>	
<p>F.01 Maintain professional certifications (e.g., CPR, first aid)</p>	<p><i>OAC 3701-17-55 (E) Staff members who provide personal care services in a residential care facility, except licensed health professionals whose scope of practice include the provision of personal care services, shall meet the following training requirements:</i></p> <p><i>(1) Within sixty days of hire, have first-aid training evidenced by one of the following:</i></p> <p><i>(a) Currently valid documentation of successful completion of the "American Red Cross Standard First-Aid Course", the "American Red Cross First-Aid Basics", or any other American Red Cross course covering the training topics described in paragraph (E)(1)(c) of this rule; (b) Currently valid documentation of successful completion of the "American Heart Association Heartsaver First-Aid" course, or any other "American Heart Association" course covering the training topics described in paragraph (E)(1)(c) of this rule; or (c) Documentation of successful completion, within the past three years, of first-aid training by a physician or registered nurse, an emergency medical technician, or an instructor certified by the "American Red Cross" or the "American Heart Association." This training shall include recognition and emergency management of bleeding, burns, poisoning, respiratory distress including choking, musculoskeletal injury, wounds including animal and insect bites, sudden illness, shock, hypothermia, heat stroke and exhaustion, and frost bite;</i></p>
<p>F.02 Complete required in-service training F.03 Complete specialized equipment training (e.g., pressure relief device, lifts, computer software) F.04 Network with peers F.05 Participate in job-related workshops</p>	<p><i>OAC 3701-17-55 E</i></p> <p><i>(4) Successfully complete at least eight hours of continuing education annually.</i></p>

Appendix F: Direct Service Worker Training Crosswalk

DODD providers are required to obtain initial training prior to providing services and ongoing annual training.

ID	DSW Core Task	ID OAC 5123:	DODD Training Requirement
Duty A.	Maintain Clean and Safe Environment		
A.01	Change client's bedding	2-1-11	Based on ISP
A.02	Clean client's bedside commode	2-1-11 2-2-01	Based on ISP Universal Precautions
A.03	Perform basic housekeeping	2-1-11	Based on ISP
A.04	Maintain clear pathways (e.g., stairs, walkways)	2-1-11 2-2-01	Based on ISP Requires providers to take all steps necessary to prevent the occurrence of adverse incidents
A.05	Report abuse of client	2-17-02 2-2-01	All providers are required to have initial and annual training to recognize and report major unusual incidents.
A.06	Respond to safety drills	2-1-11	Based on ISP
A.07	Respond to emergency situations	2-1-11 2-2-01 2-6-06	Based on ISP First Aid and CPR Med Admin Cert 1
A.08	Prepare emergency preparedness kit	2-1-11	Based on ISP
A.09	Respond to home/facility/equipment maintenance needs	2-1-11	Based on ISP
Duty B.	Promote Client's Development		
B.01	Promote social interaction	2-2-01 2-9-30 2-1-11	8 hrs initial training to include: overview of serving individuals with DD and Individual Rights Homemaker Personal Care- 8 hrs of annual training to include Self-Determination; Positive Intervention Culture; and Individual Rights Based on ISP
B.02	Promote client self-esteem	2-2-01 2-9-30	8 hrs initial training to include: overview of serving individuals with DD and Individual Rights Homemaker Personal Care- 8 hrs of annual training to include Self-Determination; Positive Intervention Culture; and Individual Rights
B.03	Encourage client self-advocacy	2-2-01 2-9-30	8 hrs initial training to include: overview of serving individuals with DD and Individual Rights Homemaker Personal Care- 8 hrs of annual training to include Self-Determination; Positive

			Intervention Culture; and Individual Rights
B.04	Coordinate client appointments	2-1-11	Based on ISP
B.05	Assist client with correspondence	2-1-11	Based on ISP
B.07	Encourage client to process feelings	2-9-30	Annual training requirement for positive intervention culture and provider's role in providing behavior supports.
B.08	Encourage client to complete ADLs	2-9-30	Annual training requirements for positive intervention culture and individual rights
		2-2-01	Initial training in individual rights
		2-1-11	Based on ISP
B.09	Redirect client's negative behaviors	2-9-30	Annual training requirement for positive intervention culture and provider's role in providing behavior supports.
B.10	Encourage healthy eating choices	2-9-30	Annual training requirements for positive intervention culture and individual rights
		2-2-01	Initial training in individual rights
		2-1-11	Based on ISP
B.11	Promote recreation and leisure activities with client	2-9-30	Annual training requirements for positive intervention culture, self-determination, and individual rights
		2-2-01	Initial training in individual rights
		2-1-11	Based on ISP
Duty C.	Assist with Activities of Daily Living		
C.01	Assist client with bathing (e.g., shower, bed bath)	2-1-11	Based on ISP
		2-2-01	Universal Precautions
C.02	Assist client with oral care	2-1-11	Based on ISP
C.03	Assist client with nail care	2-1-11	Based on ISP
C.04	Assist client with hair care	2-1-11	Based on ISP
C.05	Assist client with shaving	2-1-11	Based on ISP
C.06	Assist client with dressing/undressing	2-1-11	Based on ISP
C.07	Provide skin care to client	2-1-11	Based on ISP
C.08	Assist client with toileting and incontinence care	2-1-11	Based on ISP
		2-2-01	Universal Precautions
C.09	Assist client with equipment	2-1-11	Based on ISP
C.10	Perform restorative therapy with client (e.g., range of motion, walking)	2-1-11	Based on ISP
C.11	Reposition immobile client	2-1-11	Based on ISP
C.12	Monitor client during mealtime	2-1-11	Based on ISP
C.13	Assist client with feeding	2-1-11	Based on ISP
C.14	Assist client with food preparation	2-1-11	Based on ISP

C.15	Monitor client's food/fluid intake and output	2-6-06	Med Admin Cert 1
C.16	Assist client with pivotal transfers	2-1-11	Based on ISP
C.17	Assist client with mechanical transfers	2-1-11	Based on ISP
Duty D.	Communicate Client Information to Authorized Persons		
D.01	Check client's temperature	2-6-06	Med Admin Cert 1
D.02	Check client's pulse	2-6-06	Med Admin Cert 1
D.03	Check client's respiration	2-6-06	Med Admin Cert 1
D.04	Check client's blood pressure	2-6-06	Med Admin Cert 1
D.05	Address client's concerns	2-1-11 2-2-01 2-17-02	Based on ISP Overview of serving individuals with developmental disabilities and overview of basic principles and requirements of providing HCBS waiver services MUI/UI training- initial and ongoing
D.06	Complete incident report	2-17-02	Initial and annual MUI/UI training
D.07	Report client's physical changes (e.g., bruising, swelling)	2-6-06 2-17-02	Med Admin Cert 1 MUI/UI training- initial and ongoing
D.08	Report client's unusual behavior	2-6-06 2-17-02	Med Admin Cert 1 MUI/UI training- initial and ongoing
D.09	Report changes in client's mental health status (e.g., crying, demeanor)	2-6-06 2-17-02	Med Admin Cert 1 MUI/UI training- initial and ongoing
D.10	Respond to authorized persons' request for information	2-6-06 2-2-01	Med Admin Cert 1 8 hrs of Initial Training- includes overview of serving individuals with developmental disabilities and overview of basic principles and requirements of providing (HCBS) waiver services
Duty E.	Perform Administrative Tasks		
E.01	Address staff coverage need (e.g., on-call, schedule conflicts, additional shifts)	2-2-01	8 hrs of Initial Training- includes overview of basic principles and requirements of providing (HCBS) waiver services
E.02	Participate in client service plan	2-2-01	8 hrs of Initial Training- includes overview of serving individuals with developmental disabilities
E.03	Complete client documentation (e.g., care log, progress notes, chart)	2-2-01 2-6-06	8 hrs of Initial Training- includes overview of basic principles and requirements of providing (HCBS) waiver services Med Admin Cert 1
E.04	Complete daily staff notes	2-2-01	8 hrs of Initial Training- includes overview of basic principles and requirements of providing (HCBS) waiver services

E.05	Complete daily time record	2-2-01	8 hrs of Initial Training- includes overview of basic principles and requirements of providing (HCBS) waiver services
E.06	Process correspondence (e.g., e-mail, phone)	2-2-01	8 hrs of Initial Training- includes overview of basic principles and requirements of providing (HCBS) waiver services
E.07	Participate in agency staff meetings	2-2-01	Requires agency providers to have management practices in place to address staff training and supervision
E.08	Participate in staff orientation	2-2-01	Requires agency providers to have management practices in place to address staff training and supervision
E.09	Review new policies and procedures	2-2-01	Requires agency providers to have management practices in place to address staff training and supervision
Duty F.	Participate in Professional Development Activities		
F.01	Maintain professional certifications (e.g., CPR, first aid)	2-2-01 2-2-06	Requires First Aid and CPR prior to providing services and ongoing Certification to administer medications and perform health-related tasks
F.02	Complete required in-service training	2-2-01 2-9-30	8 hrs of annual training required for HPC providers/staff. Annual training topics include, but aren't limited to, MUI/UI, rights, provider's role in behavior supports, positive intervention culture, and self-determination.
F.03	Complete specialized equip. training (e.g., pressure relief device, lifts)	2-1-11	Based on ISP
F.04	Network with peers	2-2-01 2-9-30	Agencies required to develop staff training plans Annual training may be structured or unstructured and may include, but is not limited to, lectures, seminars, formal coursework, workshops, conferences, demonstrations, visitations or observations of other facilities/services/programs, distance and other means of electronic learning, video and audio-visual training, and staff meetings.
F.05	Participate in job-related workshops	2-2-01 2-9-30	Agencies required to develop staff training plans Annual training may be structured or unstructured and may include, but is not limited to, lectures, seminars, formal coursework, workshops, conferences, demonstrations, visitations or observations of other facilities/services/programs, distance and other means of electronic learning, video and audio-visual training, and staff meetings.