

HOME HEALTH CARE RISK MANAGEMENT CHECKLIST



Risk Management is the process of analyzing your operation, identifying any exposures and implementing controls and techniques to mitigate these exposures. This process is essential to your business insurance but more importantly, to your business in general. From an insurance perspective, the presence of a high quality risk management process will result in a much lower possibility and probability of loss. However, from a business perspective, having risk management controls in place will result in an operation that maintains the highest standards of performance and ethics. Managing a high quality operation will result in greater production and longevity in the marketplace.

The following checklist can be used and enhanced, as needed, as part of your risk management process. Following these guidelines will assist you in managing a high quality operation for many years to come.

PRE-EMPLOYMENT PROCESS

- When hiring new employees or contractors, have you considered the necessary skill set and temperament needed to perform your agency's services? Yes No
- Have you performed background checks, including criminal, on each of your new hires? Yes No
- Have you contacted each potential employee's or contractor's references? Yes No

DIRECT SERVICES

Each client presents a unique challenge to you as a care provider. Clients will have different physical capabilities and mental capacity resulting in the need for individualized care.

- Have you performed a "pre-care" interview of each client, their family or legal guardian to assess their specific needs and adequately match them up with the most appropriate caregiver? Yes No
- Have you provided training on proper lifting and moving techniques? Yes No
- Have you interviewed the client, their family or legal guardians to determine any dietary restrictions or nutritional needs? Yes No
- Have you interviewed the client, their family or legal guardian to determine any chemicals or substances that the client may be allergic to when doing laundry or light housekeeping? Yes No
- Have you made certain that any floors or walkways are kept dry and free of debris? Yes No

If providing some incidental transportation:

- Have you ordered and reviewed MVRs for all employees and contractors providing transportation services on your behalf? Yes No
- Have you required that employees and contractors that provide transportation services on your behalf maintain their own auto insurance at limits of \$100k or higher? Yes No
- Have you maintained current records of MVRs and insurance for each employee and contractor? Yes No

INCIDENT REPORTING

- Have all employees been trained on proper procedures when reporting incidents? Yes No
- Have all employees been instructed to report ANY visual observations about clients' health or well-being? Yes No
- Do employees complete daily reports on all clients upon completion of their visits? Yes No
- Does supervisor or manager review these reports on a daily basis? Yes No

EMERGENCY PROCEDURE

- Have you developed a procedure for emergency situations while providing services to clients? Yes No
- Have all employees been trained on proper procedure in emergency situations? Yes No
- In the event of ANY incident that prompts even the slightest cause for concern, is the family or guardian notified? Yes No