



## HOME HEALTH AGENCY: QUESTIONS FOR MANAGING YOUR SERVICE AREA

Wisconsin Department of Health Services / Division of Quality Assurance  
P-02557 (12/2019)

There are a number of factors that you may want to consider when determining the service area for your home health agency to ensure you are able to meet the needs of your patients and comply with state law.

Wis. Admin. Code § DHS 133.09(1) states, "A patient shall be accepted for service on the basis of a reasonable expectation that the patient's medical, nursing and social needs can be met adequately by the home health agency."

These questions are for your internal use only. You do not need to give these answers to the Division of Quality Assurance (DQA). If you have any questions about your home health agency service area, contact the DQA Licensing, Certification, and CLIA Section at **608-266-7297**.

### AREA OF COVERAGE

1. What is the geographic area served by your home health agency, including any areas that are across state lines?
2. How does this service area relate to any charting/drop locations, branches, or caregiver home offices?

### PERIOD OF COVERAGE

3. Do you provide 24/7 or limited coverage to your patients?
4. Are there times during these hours when providing service in parts of your service area would be difficult?

### STAFF

5. Will some/all of your staff work out of home offices versus an existing licensed, physical office?
6. Do you use contract staff to cover a portion of this area?
7. When assigning care for patients, what will be the furthest allowable distance between a patient's home and the daily workspace of staff members?
8. How will you handle absenteeism and staff vacancies that cause patients to be **outside** of this range?

### SUPERVISION AND COMMUNICATION

9. Consider the location of your management and supervisors' offices. How do you supervise the provision and quality of patient care and monitor all staff to ensure that the policies and procedures established by your agency are being followed?
10. What means will be utilized to maintain regular and consistent communications between management and distant staff?

### RECORDS

11. Are your clinical records electronic, paper, or a mix of both?
12. Where are they maintained, both in temporary form (for staff use) and permanent form?
13. How will records be securely/confidentially maintained and accessed by staff between visits to their licensed 'home office' location.