# Workflow/Key Process Interview Guide:

# Home Health Staff

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| **Individual/s interviewed:** |  |
| **Interviewee’s position/title** |  |
| **Agency/Organization Name** |  |
| **Interviewers/Workflow Assessors:** |  |
| **Workflow Assessment Date:** |  |
| **Number/type of providers observed:** |  |

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| --- | --- |
| staff to interview | names/positions interviewed |
| office staffHH nurses (RNs)HH aidescase manager |  |

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| General Information |  |
| Number of patients: |  |
| Number of assessments per day:weekday:weekend: |  |
| What is your perception of your workload?What do you believe is unnecessary?What would you like to do more of or less of?Do you have interest in some particular aspect of your job that you would like us to observe?  |  |
| Busiest day of the week and what makes it so hectic?  |  |
| What are your operating hours? |  |
| Do discharges from hospital to your HHA occur other than 8:00am-5:00pm, for example? |  |
| Does your agency have a 24/7 call center in case of emergencies for patients? |  |
| Who is involved in patient transitions?  |  |

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| Office Staff |  |
| Who is involved in post-hospitalization initial assessment process? |  |
| How are assessments scheduled/how are you notified? |  |
| Do you always know the patient is coming from the hospital? |  |
| What paperwork/documentation do you get from the hospital? |  |
| What do you do to prepare for a client coming from the hospital? |  |
| When does the paperwork/documentation arrive?* before the client assessment?
* with the client
* after the client assessment?
 |  |
| When the paperwork arrives do you check for outstanding labs, missing consults, etc.?What do you do if something is missing? |  |
| What paperwork/documentation do you send to other providers? i.e. hospital, NH, PCP? |  |
| What do you do if you can’t find a chart? |  |
| Are caregivers available when needed? |  |

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| **Assessment Visit** |  |
| What is your assessment process with the client?  |  |
| What is your check-in process?* Information verification (how)
* Papers the patient must sign
* Do you add forms to the chart before?

Would you like to have forms electronically? |  |
| What do you do to verify that the patient understood the hospital/nursing home discharge instructions? What do you do if they don’t? |  |

Additional Notes:

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