

A quill pen is positioned vertically on the left side of the slide, with its tip resting in a small, dark inkwell. The quill is light-colored with fine, dark lines indicating its texture. The inkwell is a simple, dark-colored container. The background is a solid, dark red color with a subtle gradient and a dark, curved shadow or shadow-like shape extending from the bottom left towards the right.

2011 Governor's Conference on Aging

“A Day in the Life of a Home Care
Supervisor”

Illinois Association of Community Care Home Care Providers

- Ms. Diane Drew
 - Executive Director
 - CHELP
- Ms. Margaret Rainer
 - Operations Manager
 - Addus HealthCare
- Ms. Kathy Stark
 - Supervisor
 - CHELP
- Mr. R. W. Thieman, Jr., CAE
 - Executive Director
 - IACCPHP

Responsibilities

- Scheduling
- Payroll
- Calendars
- Home Visits
- Face-to-face visits
- Annual home care aide evaluation
- Coordination with case manager
- Investigate all complaints
- Education

Scheduling

Clients

Times

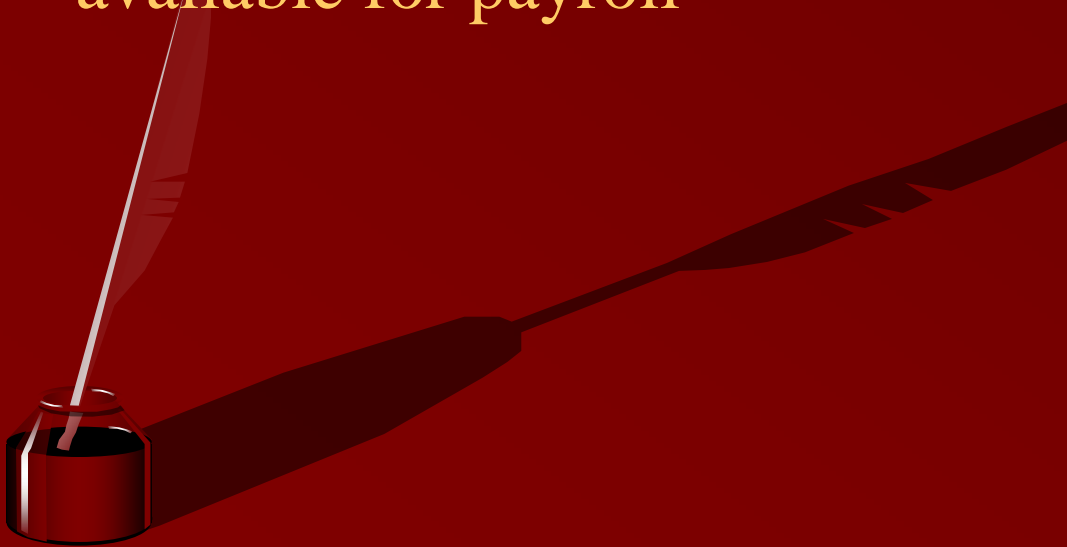
Activities

Telephony



Payroll

- Calculate payroll
- Process payroll
- Hope there is funds available for payroll



Calendars

- Preparation of scheduling calendars
- Reporting on the state system.
- Don't we wish!



Home Visits

- Schedule visit with participant
- Interview and discuss the plan of care
- Determine the Home Care Aide for this participant



Face-to-Face Visits

- Follow-up on program
- Determine if there are any additional services that are required
- Determine how the Home Care Aide is doing



Annual Home Care Aide Evaluation

- Evaluation of performance
- Recommendations for what assistance may be necessary
- Salary recommendations



Coordination with Case Manager

- On-going discussions with Case Manager
- Changes recommended in plan of care
- Changes in participant's situation



Investigate ALL Complaints

- Check out the facts
- Investigate the situation
- Write up a report
- Recommend remediation
- Take appropriate action
- Report what is discovered to case management if necessary
- Report to proper authorities if necessary



Education

- HOST Training
- Continuing Education



Oops!

- Home Care Aide sick
 - Supervisor handles
- Participant problems
 - Supervisor investigates and handles
- Transportation issues
 - Supervisor handles
- Missing Home Care Aide
 - Supervisor finds Aide and handles
- Missing Participant
 - Supervisor finds and handles



Home Care Aide Sick

- Supervisor looks for coverage
- Supervisor covers Home Care Aide's work



Participant Problem



- Participant has unrealistic idea of Aide's duties
- Participant is abusive
- Participant has developed other issues



Transportation Issues



- Home Care Aide has no transportation
- There is no access to public transportation
- Supervisor takes care of situation.



Missing Home Care Aide

- Home Care Aide does not report for assignment
- Supervisor must locate Aide
- Supervisor must see that participant hours are covered
- Supervisor must deal with situation accordingly



Missing Participant

- Supervisor must determine where participant has gone
 - Hospital
 - Vacation
 - Out with family/friends
 - Un-responsive in home
- Supervisor must handle and report accordingly



QUESTIONS

- Now's the time to get all your questions answered.
- WHO WANTS TO BE A HOME CARE SUPERVISOR!!!?????



Contact Information

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THANK YOU
..And to All a Good Night!

