

## Licensed and Certified Facilities

Aloha,

*CTA is distributing this information which is approved by the Office of Health Care Assurance.* It is being distributed to all CCFFHs.



ABOUT COMMUNITY TIES OF AMERICA, INC.

Aloha CCFFH Operators:

**1. Time to respond to a visit:** As part of a Medicaid and State certified facility, as a Primary Caregiver at a CCFFH, you have responsibilities when it comes to agency visits. Individuals from MedQuest, DOH, CTA, APS and CMAs (referred here as agency staff) may conduct unannounced visits at any time; during evenings, nights, weekends, and holidays.

Entrance into your CCFFH is **expected if anyone living in the CCFFH is home.** All caregivers and household members must allow agency staff into the CCFFH. **You must have a system that will allow visitors to announce themselves when visiting the CCFFH.** For example, you

Community Ties of America, Inc. provides licensure and certification on behalf of the State of Hawaii, Office of Health Care Assurance

Our website address to find forms, information and helpful tools including COVID-19 resources:  
<http://www.comties.com>  
<http://www.comties.com/ccffh-forms>

OHCA website for posted surveys  
<http://health.hawaii.gov/ohca/inspection-reports/>

camera, or something similar at the point of entry. Point of entry could be your front door or:

- if you have a locked gate at your entrance, the system must be installed at this point of entry.
- if your point of entry includes dogs or other animals, you must have the system installed where visitors will not have to approach the animal. (Dog barking is NOT an acceptable method of notification.)

If anyone is providing direct care to your client (e.g., assisting with shower or using the bathroom), you should safely complete that task before answering the door. However, visitors should not have to wait for extended periods of time. Anyone in the CCFFH can and should allow the visitor entrance into the CCFFH in a timely manner. CTA staff can and will call 911 for assistance if they believe a client may be in your CCFFH alone.

**2. Types of visits:** Does it feel like you are getting a visit from a CTA compliance manager all the time? Are you caught off guard when the compliance manager shows up at your door? There are certain types of visits we are required to conduct during specified time periods throughout your certification cycle. ***All visits are required to be unannounced visits*** and may take place anytime including evenings, nights, weekends, and holidays per the Hawaii Revised Statute [§321-1.9].

**Required Visits:** By law, CTA is required to make a minimum of two visits to each CCFFH each calendar year.

**QUICK Visit:** These will be short visits, focused on specific rules and regulations. Although we can review any of the rules at this time, we will do a “snapshot” type of visit to ensure things are in order and check on any changes, health, safety or welfare issues.

**INSPECTION Visit:** This is a longer visit where the compliance manager will inspect the home, speak with the clients or caregivers and review CCFH records.

**Annual Visit** – This is a shorter inspection and will not affect your recertification date.

**Recertification Visit** – A longer inspection and will include a review of the Hawaii Administrative Rules (HAR). Please note that during Covid-19, these visits are being abbreviated to focus on high priority items. This type of visit is associated with your recertification date.

### **Types of Visits Made to Homes when Applicable:**

**Complaint Visit:** This type of visit will occur if CTA receives a complaint and a visit is determined to be necessary to properly investigate the allegation.

**Follow Up Visit:** This type of visit will be conducted for any necessary follow up from a previous visit.

**Correction of Deficiency:** This type of visit will be conducted to ensure the home corrected a deficiency identified on any previous visit/inspection.

**Announced Visits:** These may be conducted to gather more information as a result of finding deficiencies in a previous visit. Because certain people may need to be

present for the visit, this will be scheduled with the CCFH.

A Corrective Action Report (CAR) will be generated during any type of visit which identifies regulatory violations/ deficiencies. A written Corrective Action Plan (CAP) will be submitted by the PCG showing that all deficiencies were corrected. A specified timeframe to submit a CAP to CTA will be identified on the CAR.

The Compliance Managers require a place to work which is free of distractions and also limits contact with individuals in CCFH.

Make sure you put your pet in a kennel, a separate room, or outside during any visit to minimize the possibility of any allergy and any possibilities of being bitten.

The best way to manage the different types of visits is to always be prepared! If your CCFH is ready and your paperwork is organized, **the faster we will be able to complete the visit.**

We expect children to be children, clients to receive their needed care during our visit (we want to see care being provided), household members in the living room watching TV, etc. We aren't looking for an institutional environment. The program is designed to be in a home like environment and that is our expectation. Household members do not need to run and hide or leave the property. In fact, this can be considered suspicious behavior or rather odd.


To practice the best infection control practices, we ask that when reviewing documents that caregivers not be present in the room when possible. We will identify any issues at the end of the binder reviews and

give you an opportunity to locate anything we could not. We want to limit interactions as much as we can while ensuring compliance, health, safety and welfare of clients in the CCFFH program.



 [Update Subscription Preferences](#)

 [Unsubscribe](#)

 [Forward to a Friend](#)

**Mailing address: 500 Ala Moana Blvd,  
Suite 7400, Honolulu, HI 96813**

Fax number: 808-234-5470  
Phone number: 808-234-5380

This email was sent to <<Email Address>>

[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)

Community Ties of America, Inc. · 500 Ala Moana Blvd Suite 7400 · Honolulu, Hawaii 96813 · USA

