

1 10A NCAC 13J .1004 is readopted with changes as published in 31:24 NCR 2442-2448 as follows:

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3 **10A NCAC 13J .1004 EVALUATION**

4 (a) The agency's governing body or its designee ~~shall, at least annually,~~ shall annually conduct a comprehensive  
5 evaluation of the agency's total operation.

6 (b) The evaluation shall ~~assure review the appropriateness and~~ quality of the agency's services with findings used to  
7 verify policy implementation, to identify problems, and to establish problem resolution and policy revision as  
8 necessary.

9 (c) The evaluation shall consist of ~~an overall policy~~ a policy and administration review, including the scope of services  
10 offered, arrangements for services with other agencies or individuals, admission and discharge policies, supervision  
11 and plan of care, emergency care, service records, personnel ~~qualifications~~ qualifications, and program evaluation.  
12 Data to be assessed shall include ~~at a minimum~~ the following:

- 13 (1) number of clients receiving each ~~services;~~ service;  
14 (2) number of visits or hours for each service;  
15 (3) client outcomes;  
16 (4) adequacy of staff to meet client needs;  
17 (5) numbers and reasons for nonacceptance of clients; and  
18 (6) reasons for discharge.

19 (d) ~~An evaluation of the agency's client records shall be carried out at least quarterly by appropriate professionals~~  
20 ~~representing the scope of the agency's program. The agency's governing body or its designee shall evaluate the~~  
21 ~~agency's client records~~ [quarterly;] every ninety days. The evaluation shall include a review of sample active and  
22 closed client records to ensure that agency policies are followed in providing services, both direct and under  
23 ~~arrangement, contract,~~ and to assure ~~that the quality of service is satisfactory and appropriate.~~ service meets the client's  
24 needs. The review shall consist of a representative sample of all home care services provided by the agency.

25 (e) Documentation of the evaluation shall include the names and qualifications of the persons carrying out the  
26 evaluation, the criteria and methods used to accomplish it, and any action taken by the agency as a result of its findings.

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28 *History Note: Authority G.S. 131E-140;*  
29 *Eff. July 1, 1992;*  
30 *RRC Objection due to lack of statutory authority Eff. November 16, 1995;*  
31 *Amended Eff. February 1, 1996-1996;*  
32 *Readopted Eff. January 1, 2018.*