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To: Oregon In-Home Care (IHC) Agencies
From: IHC Program
RE: **IHC Agency Caregiver Orientation, Training, and Competency Evaluation**

The purpose of this memo is to provide clarification related to the requirements for caregiver orientation, training, and competency evaluations.

Oregon Administrative Rule (OAR) 333-536-0070.

IHC Agency Caregiver Orientation, Training, and Competency Evaluation Information

In reference to the Oregon Administrative Rules (OARs) for in-home care agencies, the following terms mean:

1. **Orientation** - an agency-specific process during by which a new employee is introduced to the way a particular agency conducts business.
2. **Training** - a process of teaching an individual about certain subjects or to perform certain tasks for which there are accepted standards, procedures, and practices.
3. **Competency evaluation** - a process of evaluating an individual's knowledge about certain subjects and their ability to perform certain tasks appropriately and safely.

Orientation

OAR 333-536-0070(5) states "Caregivers shall complete an agency-specific orientation, conducted by the agency administrator, administrator's designee, or administrator's delegate before independently providing services to clients. The orientation shall be a minimum of four hours, obtained online or in person, and include topics listed in rule."

The "orientation" must include the topics listed in OAR 333-536-0070(5)(a) through (j). The completion of orientation must be separately documented as required in 0070(9)(a-c).

“Orientation”, as used in these rules, is a usual and common practice for new employees in any business or company. It refers to the process of informing, introducing, and teaching new employees about the business or company. It is designed to acquaint new employees with how that specific business or company operates and conducts its business. It is the process during which the employer communicates to new employees its policies, procedures, and systems.

The OARs require that orientation include certain subject areas and that it be agency-specific. As a result, orientation will vary from agency to agency as each has their own way of doing business. Orientation cannot be substituted for required training.

Caregiver training and competency evaluation

OAR 333-536-0070(6) states “Caregivers shall complete appropriate caregiver training from a qualified individual, qualified entity, or qualified trainer and must have their competency evaluated and documented by the administrator or administrator's designee before independently providing services to clients. The competency evaluation shall include a combination of both direct observation and written or oral testing.”

OAR 333-536-0070(7) states “A caregiver shall receive a minimum of eight hours of initial caregiver training...” and include topics listed in rule.

The “training” referred to must include the topics listed in OAR 333-536-0070(7)(A) through (N). The completion of training must be separately documented as required in OAR 333-536-0070(9)(a-c). Additionally, the rule requires that the agency evaluate whether the caregiver is competent to provide services independently. This process is referred to as competency evaluation and must be completed for each caregiver.

Competency must be evaluated using a combination of written testing, documented verbal testing, and observation & return demonstration. Each agency must determine how it will conduct and document competency evaluations for each caregiver and this method of evaluation must be specified in written policies and procedures. Competency evaluations must be documented, with the assessment and determination included.

Non-injectable medication training and competency evaluation

OAR 333-536-0070(8) states “Caregivers assigned to provide medication services must obtain a minimum of four hours of basic non-injectable medication training before providing the services.”

The medication “training” must include the topics listed in OAR 333-536-0070(8)(A) through (H). The completion of training must be separately documented as required in OAR 333-536-0070(9).

The rule requires that agencies evaluate whether the caregiver is competent to provide medication services before providing the services. A return demonstration competency evaluation must be used to determine competency for medication training topics listed in rule.

Documentation of competency evaluation must be, at a minimum, in accordance with OAR 333-536-0070(9) and must be conducted by a Qualified Individual (see 333-536-0005(37)(b) for a list of acceptable qualified individuals). Each agency must ensure it complies with these requirements by developing and implementing specific written policies and procedures.

Additional comments

Written testing, completed in conjunction with training, such as for on-line training, may be considered part of competency evaluation but does not fully satisfy the competency evaluation requirements. Written or documented verbal testing may not be substituted for return demonstration when return demonstration is required. See attached chart for additional information.

Orientation, Caregiver Training, and Medication Training all need to be separately documented in order to ensure topic, length, and instructor requirements have been met.

Information about caregivers moving from one subunit to another is located in OAR 333-536-0070(11).

Information about caregiver training portability from one agency to another is located in OAR 333-536-0070(12).

Information about exemptions to caregiver training (medication training is always required for caregivers providing medication services regardless of current licensure status) is located in OAR 333-536-0070(13).

For more information on Qualified Trainers, Qualified Entities and Qualified Individuals, see the memo titled “Qualified Individual and Qualified Entity Memo,” online at www.healthoregon.org/hflc, in the In-Home Care Agency Section.

If you need this material in an alternate format, please contact our office at 971-673-0540 or TTY 711

IHC Required Caregiver Orientation, Training and Competency Evaluation Quick Reference Guide

	Orientation	Caregiver Training	Non-Injectable Medication Training	Continued Education
Licensure Classification Required	All Classification types	All Classification types	Basic, Intermediate, & Comprehensive	All Classification types
List of Required Topics	333-536-0070(5)(a-j)	333-536-0070(7)(A-N)	333-536-0070(8)(A-H)	333-536-0070(14)
Length Requirement	At least 4 hours	At least 8 hours	At least 4 hours	6 hours related to caregiver duties + 1 hour related to medication services
Timeframe Requirement	Must be completed prior to providing services to clients	Must be completed prior to providing services to clients independently	Must be completed prior to providing any medication services	Must be completed annually
Instructor Requirement	Agency chooses instructor or can utilize a QE, QI, or QT as defined by Rule	QE, QI, or QT as defined by Rule	QE or QI as defined by Rule	QE or QI as defined by Rule
Documentation Requirement	Content, dates, times, topics, names and signature of the instructor, QI, QE or QT	Content, dates, times, topics, names and signature of the QI, QE or QT	Content, dates, times, topics, names and signature of the QI or QE, evidence of successful return demonstration competency evaluation and QI statement	Content, dates, times, topics, names and signature of the QI or QE
Competency Evaluation Requirements	None	Must have their competency evaluated and documented by the administrator or administrator's designee before independently providing services to clients. The competency evaluation shall include a combination of both direct observation and written or oral testing.	Evidence of successful return demonstrations; and a statement from the qualified individual that the caregiver has been evaluated to be competent to provide the medication services described in section 0070(8).	None specified

*Competency evaluation must be a return demonstration of at least all the topics listed in 333-536-0070(8) and must be conducted by a qualified individual (333-536-0005(37)(b)).