



Jonathan Speaks

Over the next four months, we shall discuss corrective action plans, tax deductions, policies and procedures, and the role internal audit can play in a

home health agency's overall health. Home Health Agencies have become a critical part of the healthcare landscape. The previously mentioned topics may address some of the challenges your organization might encounter as it grows.



Food for Thought!

- a) *Is your home healthcare agency subject to periodic audits?*
- b) *Do you have a robust internal control system in place?*
- c) *Are the policies and procedures of your company appropriately documented to support the consistent delivery of good operational outcomes?*
- d) *Do the executives of your company have access to the foundational, competency, productivity, and resource allocation tools necessary to create wealth for your business?*



Although accountability is often viewed as burdensome and in some quarters as unnecessary, our very existence as human beings is dependent on it. For example, it is accountability and the prospect of accountability that compels many professionals to serve their clients with due care and diligence. The same applies in the Home Healthcare Industry where accountability is required at all levels for optimal performance.



"Plans fail for lack of counsel, but with many advisers they succeed." Proverbs 15:22 NIV

Corrective action plans are usually required after healthcare entities have been inspected and found deficient in certain areas. They provide evidence of the inspectee's admission of inadequate performance, and outline the corrective measures that would be implemented to achieve the required standards of performance.

Inspectors may be part of payors such as Departments of Health, Medicaid, and Medicare.

When an agency presents an inadequate corrective action plan to the inspector or refuses to comply with the directive to produce a corrective action plan, a home health agency may lose its license to practice or may be closed down.

Some steps to consider when developing a corrective action plan are below:

1. Define the problem i.e. understand the cause of the identified deficiencies.
2. Remember that the deficiencies identified could be due to inadequate performance of people, inadequate operations of processes and procedures, or inadequate application of technology.
3. Indicate timelines by which the proposed solutions would be implemented.

Corrective action plans, when prepared and implemented properly, can strengthen the control infrastructure within your home health agency, improve operational outcomes, and reduce financial penalties. They can also enhance the quality of your employees, improve productivity, and increase competencies. They should therefore not be viewed as punishments, but as opportunities for continuous improvement.

For more information or assistance with corrective action plans, please call us at 901-791-4643 or visit www.memphisconsultinggroup.com.



Looking ahead...

In our next edition, we shall discuss tax deductions.

Helping businesses reach their full potential!!

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