

High-Acuity Client Identification Framework

Use this quick screening tool during intake, reassessment, or referral review:

- ✓ Multiple chronic conditions (CHF, COPD, diabetes, dementia)
- ✓ Recent hospitalization or frequent ER visits
- ✓ Complex medication regimen (5+ medications or high-risk drugs)
- ✓ Skilled care needs (wound care, trach, ventilator, tube feeding)
- ✓ Cognitive impairment impacting safety
- ✓ Limited caregiver support or high caregiver burden
- ✓ History of falls, infections, or non-compliance

👉 Action Step:

If 3 or more factors are present, classify as High-Acuity and trigger enhanced care protocols.

High-Acuity Care Model (4 Pillars)

1. Clinical Oversight

- RN assessment within 24–48 hours of admission
- Defined frequency of supervisory visits (more frequent than standard cases)
- Clear escalation protocols for condition changes

2. Caregiver Competency

- Skills validation specific to client needs (e.g., transfers, infection control)
- Competency checklists completed prior to assignment
- Ongoing supervision and retraining

3. Care Planning Excellence

- Individualized Plan of Care (POC) with measurable goals
- Risk-specific interventions (falls, skin integrity, medication safety)
- Regular updates based on condition changes

4. Communication & Coordination

- Structured communication with physicians and families
- Documented reporting protocols
- Interdisciplinary collaboration when applicable

High-Risk Areas Checklist (Survey-Ready)

Ensure your agency consistently addresses:

Clinical Risks

- ☐ Infection control breakdowns
- ☐ Skin integrity/wound care issues
- ☐ Fall prevention gaps

Operational Risks

- ☐ Inadequate documentation
- ☐ Missed supervisory visits
- ☐ Untrained or mismatched caregivers
- ☐ Lack of care plan updates

Compliance Risks

- ☐ Missing or incomplete assessments
- ☐ Lack of physician notification
- ☐ Failure to follow agency policies
- ☐ Inconsistent incident reporting

👉 Tip: Surveyors often focus on documentation consistency + caregiver competency + supervision.

Staffing Strategy for High-Acuity Clients

Match the right caregiver to the right client:

- ✓ Assign experienced caregivers for complex cases
- ✓ Avoid frequent staff rotation
- ✓ Provide case-specific orientation
- ✓ Build a “core team” for continuity

👉 Best Practice:

Create a High-Acuity Care Team Pool within your agency.

Key Takeaway

High-acuity care in the home is not just about clinical skill—it’s about systems, structure, and consistency. Agencies that implement intentional processes reduce risk, improve outcomes, and position themselves as leaders in advanced home care services.

Need Support? [Home Care Resources Now](https://homecareresourcesnow.com): Helping agencies build compliant, high-performing home care systems.