

STATE OF OKLAHOMA

1st Session of the 56th Legislature (2017)

SENATE BILL 180

By: McCortney

AS INTRODUCED

An Act relating to nurse aides; amending 63 O.S. 2011, Section 1-860.4, as amended by Section 1, Chapter 34, O.S.L. 2015 (63 O.S. Supp. 2016, Section 1-860.4), which relates to certain requirements; providing certain construction; amending 63 O.S. 2011, Section 1-1951, as last amended by Section 1, Chapter 122, O.S.L. 2015 (63 O.S. Supp. 2016, Section 1-1951), which relates to certification; specifying certain qualifications; amending 63 O.S. 2011, Section 1-1962, as last amended by Section 2, Chapter 265, O.S.L. 2012 (63 O.S. Supp. 2016, Section 1-1962), which relates to certain requirements; broadening certain exemption to include certified nurse aides; amending 63 O.S. 2011, Section 1-1963, which relates to promulgation of rules; providing certain construction; and providing an effective date.

BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

SECTION 1. AMENDATORY 63 O.S. 2011, Section 1-860.4, as amended by Section 1, Chapter 34, O.S.L. 2015 (63 O.S. Supp. 2016, Section 1-860.4), is amended to read as follows:

Section 1-860.4. A. A hospice shall comply with the following:

1. A hospice shall coordinate its services with those of the patient's primary or attending physician;

1 2. A hospice shall coordinate its services with professional
2 and nonprofessional services already in the community. A hospice
3 may contract for some elements of its services to a patient and
4 family, provided direct patient care is maintained with the patient
5 and the hospice team so that overall coordination of services can be
6 maintained by the hospice team. The majority of hospice services
7 available through a hospice shall be provided directly by the
8 licensee. Any contract entered into between a hospice and health
9 care provider shall specify that the hospice retain the
10 responsibility for planning, coordinating and prescribing hospice
11 services on behalf of a hospice patient and the hospice patient's
12 family. No hospice may charge fees for services provided directly
13 by the hospice team which duplicate contractual services provided to
14 the patient or the patient's family;

15 3. The hospice team shall be responsible for coordination and
16 continuity between inpatient and home care aspects of care;

17 4. A hospice shall not contract with a health care provider or
18 another hospice that has or has been given a conditional license
19 within the last eighteen (18) months;

20 5. Hospice services shall provide a symptom control process, to
21 be provided by a hospice team skilled in physical and psychosocial
22 management of distressing signs and symptoms;

23 6. Hospice care shall be available twenty-four (24) hours a
24 day, seven (7) days a week;

1 7. A hospice shall have a bereavement program which shall
2 provide a continuum of supportive and therapeutic services for the
3 family;

4 8. The unit of care in a hospice program shall be composed of
5 the patient and family;

6 9. A hospice program shall provide a continuum of care and a
7 continuity of care providers throughout the length of care for the
8 patient and to the family through the bereavement period;

9 10. A hospice program shall not impose the dictates of any
10 value or belief system on its patients and their families;

11 11. a. Admission to a hospice shall be upon the order of a
12 physician licensed pursuant to the laws of this state
13 and shall be dependent on the expressed request and
14 informed consent of the patient and family.

15 b. The hospice program shall have admission criteria and
16 procedures that reflect:

17 (1) the patient and family's desire and need for
18 service,

19 (2) the participation of the attending physician, and

20 (3) the diagnosis and prognosis of the patient.

21 c. (1) Any hospice or employee or agent thereof who
22 knowingly or intentionally solicits patients or
23 pays to or offers a benefit to any person, firm,
24 association, partnership, corporation or other

1 legal entity for securing or soliciting patients
2 for the hospice or hospice services in this
3 state, upon conviction thereof, shall be guilty
4 of a misdemeanor and shall be punished by a fine
5 of not less than Five Hundred Dollars (\$500.00)
6 and not more than Two Thousand Dollars
7 (\$2,000.00).

8 (2) In addition to any other penalties or remedies
9 provided by law:

10 (a) a violation of this section by a hospice or
11 employee or agent thereof shall be grounds
12 for disciplinary action by the State
13 Department of Health, and

14 (b) the State Department of Health may institute
15 an action to enjoin violation or potential
16 violation of this section. The action for
17 an injunction shall be in addition to any
18 other action, proceeding or remedy
19 authorized by law.

20 (3) This subparagraph shall not be construed to
21 prohibit:

22 (a) advertising, except that advertising which:
23 (i) is false, misleading or deceptive,
24

1 (ii) advertises professional superiority or
2 the performance of a professional
3 service in a superior manner, and
4 (iii) is not readily subject to verification,
5 and

6 (b) remuneration for advertising, marketing or
7 other services that are provided for the
8 purpose of securing or soliciting patients,
9 provided the remuneration is:

10 (i) set in advance,
11 (ii) consistent with the fair market value
12 of the services, and
13 (iii) not based on the volume or value of any
14 patient referrals or business otherwise
15 generated between the parties, and

16 (c) any payment, business arrangements or
17 payments practice not prohibited by 42
18 U.S.C., Section 1320a-7b(b), or any
19 regulations promulgated pursuant thereto.

20 (4) This paragraph shall not apply to licensed
21 insurers, including but not limited to group
22 hospital service corporations or health
23 maintenance organizations which reimburse,
24 provide, offer to provide or administer hospice

1 services under a health benefits plan for which
2 it is the payor when it is providing those
3 services under a health benefits plan;

4 12. A hospice program shall develop and maintain a quality
5 assurance program that includes:

- 6 a. evaluation of services,
- 7 b. regular chart audits, and
- 8 c. organizational review; and

9 13. A hospice program shall be managed by an administrator
10 meeting the requirements as set forth in Section ~~2~~ 1-862 of this ~~act~~
11 title.

12 B. A hospice team shall consist of, as a minimum, a physician,
13 a registered nurse, and a social worker or counselor, each of whom
14 shall be licensed as required by the laws of this state. The team
15 may also include clergy and such volunteers as are necessary to
16 provide hospice services. A registered nurse licensed pursuant to
17 the laws of this state shall be employed by the hospice as a patient
18 care coordinator to supervise and coordinate the palliative and
19 supportive care for patients and families provided by a hospice
20 team. Nothing in this section shall be construed as to require a
21 hospice to employ a certified home health aide in the provision of
22 hospice services so long as the hospice employs a certified nurse
23 aide.

1 C. 1. An up-to-date record of the services given to the
2 patient and family shall be kept by the hospice team. Records shall
3 contain pertinent past and current medical, nursing, social, and
4 such other information that is necessary for the safe and adequate
5 care of the patient and the family. Notations regarding all aspects
6 of care for the patient and family shall be made in the record.
7 When services are terminated, the record shall show the date and
8 reason for termination.

9 2. Information received by persons employed by or providing
10 services to a hospice, or information received by the State
11 Department of Health through reports or inspection shall be deemed
12 privileged and confidential information and shall not be disclosed
13 to any person other than the patient or the family without the
14 written consent of that patient, the patient's guardian or the
15 patient's family.

16 D. 1. A hospice program shall have a clearly defined and
17 organized governing body, which has autonomous authority for the
18 conduct of the hospice program.

19 2. The hospice program shall have an administrator who shall be
20 responsible for the overall coordination and administration of the
21 hospice program.

22 SECTION 2. AMENDATORY 63 O.S. 2011, Section 1-1951, as
23 last amended by Section 1, Chapter 122, O.S.L. 2015 (63 O.S. Supp.
24 2016, Section 1-1951), is amended to read as follows:

1 Section 1-1951. A. The State Department of Health shall have
2 the power and duty to:

3 1. Issue certificates of training and competency for nurse
4 aides;

5 2. Approve training and competency programs including, but not
6 limited to, education-based programs and employer-based programs,
7 including those programs established pursuant to Section 223.1 of
8 Title 72 of the Oklahoma Statutes;

9 3. Determine curricula and standards for training and
10 competency programs. The Department shall require such training to
11 include a minimum of ten (10) hours of training in the care of
12 Alzheimer's patients;

13 4. Establish and maintain a registry for certified nurse aides
14 and for nurse aide trainees;

15 5. Establish categories and standards for nurse aide
16 certification and registration, including feeding assistants as
17 defined in 42 CFR Parts 483 and 488;

18 6. Exercise all incidental powers as necessary and proper to
19 implement and enforce the provisions of this section; and

20 7. Suspend or revoke any certification issued to any nurse
21 aide, if:

- 22 a. the nurse aide is found to meet any of the
23 requirements contained in subsection D of Section 1-
24 1947 of this title,

- 1 b. the nurse aide is found to meet any of the
2 requirements contained in subsection C of Section 1-
3 1950.1 of this title, or
- 4 c. the nurse aide is found to have committed abuse,
5 neglect or exploitation of a resident or
6 misappropriation of resident or client property
7 pursuant to the requirements contained in paragraph 7
8 of subsection D of ~~Section 1-1951 of this title~~ this
9 section. The action to revoke or suspend may be
10 included with the filing of any action pursuant to the
11 requirements of paragraph 7 of subsection D of ~~Section~~
12 ~~1-1951 of this title~~ this section.

13 B. The State Board of Health shall promulgate rules to
14 implement the provisions of this section and shall have power to
15 assess fees.

16 1. Each person certified as a nurse aide pursuant to the
17 provisions of this section shall be required to pay certification
18 and recertification fees in amounts to be determined by the State
19 Board of Health, not to exceed Fifteen Dollars (\$15.00).

20 2. In addition to the certification and recertification fees,
21 the State Board of Health may impose fees for training or education
22 programs conducted or approved by the Department, except for those
23 programs operated by the Oklahoma Department of Veterans Affairs.

1 3. All revenues collected as a result of fees authorized in
2 this section and imposed by the Board shall be deposited into the
3 Public Health Special Fund.

4 C. Only a person who has qualified as a certified nurse aide
5 and who holds a valid current nurse aide certificate for use in this
6 state shall have the right and privilege of using the title
7 Certified Nurse Aide and to use the abbreviation CNA after the name
8 of such person. Any person who violates the provisions of this
9 section shall be subject to a civil monetary penalty to be assessed
10 by the Department.

11 D. A person qualified by the Department as a certified nurse
12 aide shall be deemed to have met the requirements to work as a home
13 health aide pursuant to the provisions of the Home Care Act and
14 shall require no further licensure for performing services within
15 the scope of practice of home health aides.

16 ~~D.~~ E. 1. The State Department of Health shall establish and
17 maintain a certified nurse aide, nurse aide trainee and feeding
18 assistant registry that:

19 a. is sufficiently accessible to promptly meet the needs
20 of the public and employers, and

21 b. provides a process for notification and investigation
22 of alleged abuse, exploitation or neglect of residents
23 of a facility or home, clients of an agency or center,
24 or of misappropriation of resident or client property.

1 2. The registry shall contain information as to whether a nurse
2 aide has:

- 3 a. successfully completed a certified nurse aide training
- 4 and competency examination,
- 5 b. met all the requirements for certification, or
- 6 c. received a waiver from the Board.

7 3. The registry shall include, but not be limited to, the
8 following information on each certified nurse aide or nurse aide
9 trainee:

- 10 a. the full name of the individual,
- 11 b. information necessary to identify each individual.

12 Certified nurse aides and nurse aide trainees shall
13 maintain with the registry current residential
14 addresses and shall notify the registry, in writing,
15 of any change of name. Notification of change of name
16 shall require certified copies of any marriage license
17 or other court document which reflects the change of
18 name. Notice of change of address or telephone number
19 shall be made within ten (10) days of the effected
20 change. Notice shall not be accepted over the phone,

- 21 c. the date the individual became eligible for placement
- 22 in the registry, and

d. information on any finding of the Department of abuse, neglect or exploitation by the certified nurse aide or nurse aide trainee, including:

(1) documentation of the Department's investigation, including the nature of the allegation and the evidence that led the Department to confirm the allegation,

(2) the date of the hearing, if requested by the certified nurse aide or nurse aide trainee, and

(3) statement by the individual disputing the finding if the individual chooses to make one.

4. The Department shall include the information specified in subparagraph d of paragraph 3 of this subsection in the registry within ten (10) working days of the substantiating finding and it shall remain in the registry, unless:

a. it has been determined by an administrative law judge, a district court or an appeal court that the finding was in error, or

b. the Board is notified of the death of the certified nurse aide or nurse aide trainee.

5. Upon receipt of an allegation of abuse, exploitation or neglect of a resident or client, or an allegation of misappropriation of resident or client property by a certified nurse aide or nurse aide trainee, the Department shall place a pending

1 notation in the registry until a final determination has been made.
2 If the investigation, or administrative hearing held to determine
3 whether the certified nurse aide or nurse aide trainee is in
4 violation of the law or rules promulgated pursuant thereto, reveals
5 that the abuse, exploitation or neglect, or misappropriation of
6 resident or client property was unsubstantiated, the pending
7 notation shall be removed within twenty-four (24) hours of receipt
8 of notice by the Department.

9 6. The Department shall, after notice to the individuals
10 involved and a reasonable opportunity for a hearing, make a finding
11 as to the accuracy of the allegations.

12 7. If the Department after notice and opportunity for hearing
13 determines with clear and convincing evidence that abuse, neglect or
14 exploitation, or misappropriation of resident or client property has
15 occurred and the alleged perpetrator is the person who committed the
16 prohibited act, notice of the findings shall be sent to the nurse
17 aide and to the district attorney for the county where the abuse,
18 neglect or exploitation, or misappropriation of resident or client
19 property occurred and to the Medicaid Fraud Control Unit of the
20 Attorney General's Office. Notice of ineligibility to work as a
21 nurse aide in a long-term care facility, a residential care
22 facility, assisted living facility, day care facility, or any entity
23 that requires certification of nurse aides, and notice of any
24 further appeal rights shall also be sent to the nurse aide.

1 8. In any proceeding in which the Department is required to
2 serve notice or an order on an individual, the Department may send
3 written correspondence to the address on file with the registry. If
4 the correspondence is returned and a notation of the United States
5 Postal Service indicates "unclaimed" or "moved" or "refused" or any
6 other nondelivery markings and the records of the registry indicate
7 that no change of address as required by this subsection has been
8 received by the registry, the notice and any subsequent notices or
9 orders shall be deemed by the court as having been legally served
10 for all purposes.

11 9. The Department shall require that each facility check the
12 nurse aide registry before hiring a person to work as a nurse aide.
13 If the registry indicates that an individual has been found, as a
14 result of a hearing, to be personally responsible for abuse, neglect
15 or exploitation, that individual shall not be hired by the facility.

16 10. If the state finds that any other individual employed by
17 the facility has neglected, abused, misappropriated property or
18 exploited in a facility, the Department shall notify the appropriate
19 licensing authority and the district attorney for the county where
20 the abuse, neglect or exploitation, or misappropriation of resident
21 or client property occurred.

22 11. Upon a written request by a certified nurse aide or nurse
23 aide trainee, the Board shall provide within twenty (20) working
24 days all information on the record of the certified nurse aide or

1 nurse aide trainee when a finding of abuse, exploitation or neglect
2 is confirmed and placed in the registry.

3 12. Upon request and except for the names of residents and
4 clients, the Department shall disclose all of the information
5 relating to the confirmed determination of abuse, exploitation and
6 neglect by the certified nurse aide or nurse aide trainee to the
7 person requesting such information, and may disclose additional
8 information the Department determines necessary.

9 13. A person who has acted in good faith to comply with state
10 reporting requirements and this section of law shall be immune from
11 liability for reporting allegations of abuse, neglect or
12 exploitation.

13 ~~F.~~ F. Each nurse aide trainee shall wear a badge which clearly
14 identifies the person as a nurse aide trainee. Such badge shall be
15 furnished by the facility employing the trainee. The badge shall be
16 nontransferable and shall include the first and last name of the
17 trainee.

18 ~~F.~~ G. 1. For purposes of this section, "feeding assistant"
19 means an individual who is paid to feed residents by a facility or
20 who is used under an arrangement with another agency or organization
21 and meets the requirements cited in 42 CFR Parts 483 and 488.

22 2. Each facility that employs or contracts employment of a
23 feeding assistant shall maintain a record of all individuals, used
24 by the facility as feeding assistants, who have successfully

1 completed a training course approved by the state for paid feeding
2 assistants.

3 SECTION 3. AMENDATORY 63 O.S. 2011, Section 1-1962, as
4 last amended by Section 2, Chapter 265, O.S.L. 2012 (63 O.S. Supp.
5 2016, Section 1-1962), is amended to read as follows:

6 Section 1-1962. A. No home care agency as that term is defined
7 by the Home Care Act shall operate without first obtaining a license
8 as required by the Home Care Act.

9 B. 1. No home care agency, except as otherwise provided by
10 this subsection, shall place an individual in the role of supportive
11 home assistant with a client on a full-time, temporary, per diem, or
12 other basis, unless the individual has completed agency-based
13 supportive home assistant training taught by a registered nurse in
14 the sections applicable to the assistance required by the client.
15 Each supportive home assistant who successfully completes agency-
16 based training shall demonstrate competence by testing through an
17 independent entity approved by the State Department of Health. The
18 requirements related to application, approval, renewal, and denial
19 of such testing entities shall be set forth in administrative rules
20 promulgated by the State Board of Health.

21 2. The home care agency shall develop a written training plan
22 that shall include, at a minimum, the following:
23
24

- a. observation, reporting, and documentation of client status and the standby assistance or other services furnished,
- b. maintenance of a clean, safe, and healthy environment,
- c. recognizing an emergency and necessary emergency procedures,
- d. safe techniques to provide standby assistance with bathing, grooming, and toileting,
- e. assistance with meal preparation and safe food handling and storage,
- f. client rights and responsibilities and the need for respect for the client and for the privacy and property of the client, and
- g. basic infection control practices to include, at a minimum, instruction in acceptable hand hygiene techniques and the application of standard precautions.

3. Supervisory visits shall be made according to the client need, as determined by the nursing supervisor, but no less than once every six (6) months.

4. No supportive home assistant shall provide services to a client until a criminal history background check and a check of the nurse aide registry maintained by the State Department of Health is performed in accordance with Section 1-1950.1 of this title and the

1 assistant is found to have no notations of abuse of any kind on the
2 registry and no convictions of the crimes listed in subsection F of
3 Section 1-1950.1 of this title.

4 5. No home care agency may employ a supportive home assistant
5 listed on the Department of Human Services Community Services Worker
6 Registry.

7 6. No licensed health care facility, licensed physician,
8 advanced practice registered nurse, physician assistant, or state
9 agency employee acting in the performance of his or her duties shall
10 refer a client for personal care services as defined in paragraph 8
11 of Section 1-1961 of this title or for companion or sitter services
12 as defined in paragraph 1 of subsection A of Section 1-1972 of this
13 title, except to an agency licensed to provide such services. For
14 purposes of this subsection, "licensed health care facility" shall
15 include acute care hospitals, long-term acute care hospitals,
16 rehabilitation hospitals, skilled nursing facilities, assisted
17 living facilities, residential care homes, home care agencies, adult
18 day care centers and hospice agencies.

19 C. 1. No employer or contractor, except as otherwise provided
20 by this subsection, shall employ or contract with any individual as
21 a home health aide for more than four (4) months, on a full-time,
22 temporary, per diem or other basis, unless the individual is a
23 licensed health professional or unless the individual has satisfied
24

1 the requirements for certification and placement on the home health
2 aide registry maintained by the State Department of Health.

3 2. a. Any person in the employment of a home care agency as
4 a home health aide on June 30, 1992, with continuous
5 employment through June 30, 1993, shall be granted
6 home health aide certification by the Department on
7 July 1, 1993. The home care agency shall maintain
8 responsibility for assurance of specific competencies
9 of the home health aide and shall only assign the home
10 health aide to tasks for which the aide has been
11 determined to be competent.

12 b. Any home health aide employed between the dates of
13 July 1, 1992, and June 30, 1993, shall be eligible for
14 certification by passing a competency evaluation and
15 testing as required by the Department.

16 c. Any home health aide employed on and after July 1,
17 1996, shall complete any specified training,
18 competency evaluation and testing required by the
19 Department.

20 D. The provisions of the Home Care Act shall not apply to:

21 1. A person acting alone who provides services in the home of a
22 relative, neighbor or friend;

23 2. A person who provides maid services only;

1 3. A nurse service or home aide service conducted by and for
2 the adherents to any religious denomination, the tenets of which
3 include reliance on spiritual means through prayer alone for
4 healing;

5 4. A person providing hospice services pursuant to the Oklahoma
6 Hospice Licensing Act;

7 5. A nurse-midwife;

8 6. An individual, agency, or organization that contracts with
9 the Oklahoma Health Care Authority to provide services under the
10 Home- and Community-Based Waiver for persons with developmental
11 disabilities or that contracts with the Department of Human Services
12 to provide community services to persons with developmental
13 disabilities; provided, that staff members and individuals providing
14 the services shall receive a level of training, approved by the
15 Department of Human Services, which meets or exceeds the level
16 required pursuant to the Home Care Act. An individual, agency or
17 organization otherwise covered under the Home Care Act shall be
18 exempt from the act only for those paraprofessional direct care
19 services provided under contracts referenced in this paragraph;

20 7. An individual, agency or organization that provides or
21 supports the provision of personal care services to an individual
22 who performs individual employer responsibilities of hiring,
23 training, directing and managing a personal care attendant as part
24 of the Oklahoma Health Care Authority Consumer-Directed Personal

1 Assistance Supports and Services (CD-PASS) waiver program. An
2 individual, agency or organization otherwise covered under the
3 provisions of the Home Care Act shall be exempt from the act only
4 for those paraprofessional direct care services provided under
5 Oklahoma Health Care Authority contracts referenced in this
6 paragraph, but shall not be exempt from the criminal history
7 background check required under the Home Care Act and Section 1-
8 1950.1 of this title for other paraprofessional direct care service
9 providers. A personal care attendant hired by a consumer under the
10 CD-PASS program shall be exempt from certification as a home health
11 aide, provided such personal care attendant receives the training
12 required and approved by the Department of Human Services;

13 8. An individual who only provides Medicaid home- and
14 community-based personal care services pursuant to a contract with
15 the Oklahoma Health Care Authority;

16 9. An individual who:

- 17 a. is employed by a licensed home care agency exclusively
18 to provide personal care services on a live-in basis,
19 b. has no convictions pursuant to a criminal history
20 investigation as provided in Section 1-1950.1 of this
21 title,
22 c. is being continuously trained by a registered nurse to
23 provide care that is specific to the needs of the
24 particular client receiving the care, and

d. is supervised by a registered nurse via an on-site visit at least once each month; ~~or~~

10. A home or facility approved and annually reviewed by the United States Department of Veterans Affairs as a medical foster home in which care is provided exclusively to three or fewer veterans; or

11. A person qualified by the Department as a certified nurse aide pursuant to the provisions of Section 1-1951 of this title.

SECTION 4. AMENDATORY 63 O.S. 2011, Section 1-1963, is amended to read as follows:

Section 1-1963. A. The State Department of Health shall have the power and duty to:

1. Issue, renew, deny, modify, suspend and revoke licenses and deny renewal of licenses for agencies, and issue, renew, deny, modify, suspend and revoke certificates and deny renewal of certificates for home health aides pursuant to the provisions of the Home Care Act;

2. Establish and enforce qualifications, standards and requirements for licensure of home care agencies and certification of home health aides; provided, nothing in this paragraph shall be construed as to require a hospice to employ a home health aide as a condition of licensure;

3. Issue or renew a license to establish or operate a home care agency if the Department determines that the agency meets the

1 requirements of or is accredited or certified by one of the
2 following accrediting or certifying organizations or programs. In
3 addition, the accredited home care agency through this paragraph
4 will not be subject to an inspection or examination by the
5 Department unless necessary to investigate complaints under
6 subsection B of this section:

- 7 a. Title XVIII or XIX of the federal Social Security Act,
- 8 b. the Joint Commission on Accreditation of Healthcare
9 Organizations/Home Care Accreditation Services
10 (JCAHO),
- 11 c. the Community Health Accreditation Program of the
12 National League for Nursing (CHAP), or
- 13 d. the Accreditation Commission for Health Care (ACHC);

14 4. Establish and maintain a registry of certified home health
15 aides;

16 5. Enter any home care agency when reasonably necessary for the
17 sole purpose of inspecting and investigating conditions of the
18 agency for compliance with the provisions of the Home Care Act, or
19 compliance with the standards and requirements for licensure or
20 certification developed by the Department pursuant to the provisions
21 of the Home Care Act;

22 6. Establish administrative penalties for violations of the
23 provisions of the Home Care Act; and
24

1 7. Exercise all incidental powers as necessary and proper for
2 the administration of the Home Care Act.

3 B. 1. The State Board of Health shall promulgate rules
4 necessary for the investigation and hearing of complaints regarding
5 a home care agency or home health aide.

6 2. The Department shall establish procedures for receipt and
7 investigation of complaints regarding a home care agency or home
8 health aide.

9 3. A complaint regarding a home care agency or home health aide
10 shall not be made public unless a completed investigation
11 substantiates the violations alleged in the complaint.

12 SECTION 5. This act shall become effective November 1, 2017.

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