



TIP SHEET

# Top Methods to Improve Your Home Care Plans



# The Importance of Person-Centered Care in Home Care Plans

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The home care industry is slowly but surely pivoting away from one-size-fits-all care in favor of **person-centered care** (PCC). Instead of a more prescriptive approach that considers a limited number of factors, PCC considers the whole individual – not just their medical situation – when establishing a plan of action.

Elements like cultural background and lifestyle preferences come into play, acknowledging the client's unique needs as foundational to the home care plan creation process. PCC also prioritizes collaboration over traditional diagnostic approaches, which may feel impersonal or detached from the client's goals. Instead, individuals are encouraged to have a say in how their plan is put together, emphasizing their autonomy by giving them (and their families) a seat at the table.

## Understanding Client Goals & Preferences

A strong PCC plan requires crystal-clear client goals, and the classic SMART framework is a great place to start. In your initial meeting, begin establishing goals that are:

- **Specific:** pinpoint precisely what the goal is meant to achieve.
- **Measurable:** It should be objectively clear when you reach your goal.
- **Achievable:** remain realistic and grounded so clients can actually achieve their goals.
- **Relevant:** make sure the goal is applicable to the client's current situation.
- **Time-based:** set an end date for the goal to be achieved.

Let's say someone wants to work on their mobility after knee surgery. Their SMART goal might look like: *I want to be able to walk 1km on the treadmill without taking a break by the end of next month.*

After the kickoff meeting, goal-related details and other helpful information can be gleaned during interviews and ongoing dialogue. Pursuing a deep understanding of clients' needs is one of the best ways to ensure positive outcomes: a care plan they co-create is one they're likely to stick to, and goals outlined with their input will feel more purposeful.

## Involving Families & Care Teams Collaboratively

Some individuals have a complex family situation, so it's best to consult with them before involving others in the care planning process. Once you have the green light, incorporating family members' and other providers' perspectives into the care plan can lead to an even more nuanced outcome.

Centralizing access to documentation will keep all collaborators on the same page, and assigning a single care coordinator to provide updates whenever necessary will reduce miscommunications. Holding periodic conference calls or virtual check-ins helps preserve alignment, while secure digital platforms, messaging apps, and telehealth tools keep professionals and family members connected.

## Leveraging Technology to Enhance Care Planning & Coordination

Instead of relying on hard-copy files or disjointed notes, digital care plan systems allow providers to build plans that can easily be updated and shared with all parties involved. Centralizing this documentation ensures that health practitioners, caregivers, and family members operate with the same information, rallying everyone around the client's priorities and needs.

Communication platforms and [scheduling](#) tools that are built into home care platforms also play a role in supporting coordination efforts. Caregivers can receive real-time updates on their schedules, tasks, and plan changes through mobile apps, which helps reduce the incidence of missed appointments or duplicate work. Apps and portals can also keep families in the loop, which helps create a more connected and client-centered care network.

## Regular Assessment and Timely Updates of Care Plans

There are plenty of ways to keep plans fresh and up-to-date in a modern home care context. [Remote monitoring tools](#), for example, directly inform care decisions by closely monitoring clients' vitals and other important touch points. Whether it's a wearable sensor or a device installed in the home, these tools send health information straight to care systems. Integrated alerts and dashboards enable fast interventions when needed, including timely care plan updates based on incoming updates.

These documents should remain dynamic and ever-evolving to reflect individuals' current situations. And while health alerts can prompt plan updates, it's also important to remain proactive – let it sit for too long, and health outcomes may begin to slip. Agencies can't always rely on incoming information like client input and external information to signal that it's time for change. Scheduling periodic plan reviews that solicit feedback from individuals and include some basic clinical evaluations will avoid plans from stagnating and, therefore, reduce their effectiveness.

## **Improve Caregiver Training for Effective Plan Delivery**

Caregivers act as an agency's executive branch, heading into the field to implement each care plan's recommendations. If they've received the proper **training**, they can provide safe, consistent, person-centered support that is true to the agreed-upon interventions.

Educating teams on care protocols is critical: before they ever set foot in a client's home, they should already understand best practices for daily tasks and safety procedures. Cultural competence is an equally important skill, impressing upon caregivers the importance of respecting individuals' values and preferences. Finally, communication training equips them to interact with clients, families, and interdisciplinary teams – even in emotionally charged situations. Put all of these elements together, and caregivers will be well-positioned to build a trusting relationship with their clients.

As is the case in any industry, being comfortable using technology – whether it's an electronic care plan or remote monitoring tools – is a must for delivering comprehensive care. Caregiver training is an ongoing responsibility that will keep error rates low, improve care consistency, and support proactive adjustments when clients' conditions change. It will also keep caregivers feeling confident and well-equipped, which helps with retention in a field challenged by turnover.

## **Ensuring Compliance Through Documentation**

When it's audit o'clock, regulatory bodies will be looking for piles of documentation. To keep your agency out of hot water, your records must be complete, consistent, detailed, and organized according to legal standards. Thorough documentation proves services were delivered as promised, justifies reimbursements, and protects your agency if care decisions are questioned.

From a financial perspective, strong documentation supports well-written claims that reduce the risk of denials or delayed reimbursements. The information detailed in appointment records has a direct impact on [home care billing](#), providing the necessary proof that the services provided align with approved care plans.

Documentation can also be used as a jump-off point for continuous improvement. By tracking progress toward client goals and evaluating service delivery against evidence-based standards, agencies can identify what works, adjust as needed, and strengthen the overall quality of their care.

## Best Practices in Care Plan Documentation

Clear documentation paints a complete picture of each client's journey in a compliance-friendly way. Records should capture every important data point: client consents, initial and ongoing assessments, goal-setting plans, planned interventions, and measurable outcomes. That way, care teams, families, and auditors can easily understand the type of care that has been delivered and why.

To simplify the process, software that provides structured templates for easy and consistent data entry is the way to go. But that's just the beginning of what home care platforms can do: digital tools like care management systems, standardized assessment forms, and automated reminders work in tandem to reduce errors and promote consistency across entire caregiving teams.

## Improve Home Care Planning With AxisCare

AxisCare equips agencies with the tools they need to build smarter, more effective care plans—combining person-centered strategies, seamless communication, and compliance-ready documentation. With features designed to support caregivers, streamline coordination, and keep families informed, AxisCare helps agencies deliver better outcomes while simplifying daily operations. Ready to see it in action? [Request a demo today.](#)