

2019

Written to meet
your state and
accreditation
requirements

ADMINISTRATIVE POLICIES



**Sample Home Health
Agency**

Texas
North Carolina
Arizona
Nevada
Florida
Missouri
Minnesota
Conneticut
South Carolina
Iowa
Kentucky
Pennslyvania
Tennessee
Wisonsin
Washington
New Jersey
Indiana
Kansas
California
Georgia
Illinois
Oklahoma
Virginia
New York
Maryland
Delaware
New Mexico
Massachusetts
Michigan

and many more...

Table of Contents

1.1	INTRODUCTION.....	8
1.2	ORGANIZATIONAL CHART	10
1.3	MISSION STATEMENT	11
1.4	PHILOSOPHY	12
1.5	MAINTENANCE OF POLICIES AND PROCEDURES.....	13
1.6	NON-DISCRIMINATION/AFFIRMATIVE ACTION POLICY	14
1.7	GOALS AND OBJECTIVES AND STRATEGIC PLAN.....	15
	Strategic Plan	16
1.8	ACCOMMODATIONS POLICY	17
1.9	AGENCY ORGANIZATIONAL GUIDELINES.....	21
1.10	GOVERNANCE.....	24
	Duties of the Governing Body include the following:.....	24
	Members of the Governing Body:	26
	Officers:	26
	By-Laws:.....	26
	Meetings	26
	Quorum.....	27
1.11	PUBLIC DISCLOSURE/PUBLIC INFORMATION	28
1.12	CONFLICT OF INTEREST.....	30
1.13	STATEMENT OF PRINCIPLE RELATING TO DISCLOSURE OF CONFLICT OF INTEREST	31
	Individual Statement Regarding Conflict of Interest	33
1.14	CODE OF ETHICS.....	34
1.15	COMMITTEES	35

Governing Body	35
Budget Committee	35
Advisory Committee	35
Special Committees/Consultants	35
Clinical Record Review Committee	36
Continuous Quality Improvement Committee	36
Ethics Committee	36
Safety Committee	36
1.16 PROFESSIONAL ADVISORY COMMITTEE	37
Committee Members:	37
Meetings	37
Advisory Committee Duties:	37
1.17 ANNUAL EVALUATION	38
1.18 STATE REGULATORY REQUIREMENTS	39
Florida Reporting Requirements	39
1.19 TRANSFER OF CARE	41
1.20 AGENCY SUPERVISION	44
1.21 STRATEGIC PLAN	46
1.22 CLINICAL RECORD MAINTENANCE	47
Record Review	47
Confidentiality/Agency Use of Records/Authority to Make Entries.....	49
Record Transport and Off-Site Storage	51
1.23 ACCESS TO CLINICAL RECORDS	52
Patient/Client Access to Records	52
Release of Information.....	52

Physician Access to the Record	53
Attorney Access to the Record	53
Third Party Payer Access to the Record.....	53
Other Parties Access to the Record	54
Photocopying Fees.....	54
Record of Information Released	55
Deceased Patients/Clients.....	55
Subpoena of Records.....	55
1.24 ELECTRONIC RECORDS	56
Electronic Medical Record	56
Electronic Medical Record Documentation	56
Electronic Signature	57
Valid Electronic Signatures.....	57
Billing Requirements.....	57
Access to Documentation.....	57
1.25 ADMINISTRATIVE RECORDS AND REPORTS	58
Financial Records.....	58
Reports.....	58
1.26 PERSONNEL POLICIES AND RECORDS	59
Personnel Policies	59
Personnel Records	59
Personnel Record Contents.....	59
Retention	60
Access	60
Employee Separation	60

1.27	RECORD DESTRUCTION/DISPOSAL	62
1.28	INFORMATION MANAGEMENT SYSTEMS	63
1.29	RATES AND SERVICES.....	65
1.30	AGENCY BUDGET	66
1.31	POLICY DURING THE ABSENCE OF THE ADMINISTRATOR.....	67
1.32	ASSIGNMENTS AND STAFFING.....	68
	Assignments	68
	Staffing	68
	Staff Roster.....	68
	Patient/Client Roster.....	68
	Visit Scheduling	68
1.33	PEER REVIEW	69
1.34	LEGAL REQUIREMENTS.....	70
	Professional Practice Acts	70
	Agency Licensure	70
	Certification.....	70
	Law Enforcement Requests.....	71
1.35	PATIENT/CLIENT ACCEPTANCE/STAFF ASSIGNMENT	72
1.36	PATIENT/CLIENT GRIEVANCE PROCEDURE	73
	Patient/Client Grievance	75
	Procedimientos Para Presentar Una Queja.....	76
1.37	SERVICES UNDER CONTRACT	77
1.38	COMPLAINT/ACTION FORM	79
1.39	INCIDENT REPORT	80
	PART 1: Patient, Incident & Witness General Information.....	80

PART 2: Incident Details.....	81
PART 3: Type of Occurrence (<i>select all that apply</i>).....	82
PART 4: Signature of Person Completing this Form	82
1.40 PATIENT/CLIENT RIGHTS AND RESPONSIBILITIES	83
1.41 CLIENT BILL OF RIGHTS.....	84
1.41 DERECHOS Y RESPONSABILIDADES DEL PACIENTE	89
1.42 ABUSE, NEGLECT AND EXPLOITATION.....	94
Definitions:.....	94
Policy	94
Procedure	95
1.43 CONSENT PRACTICES	96
Purpose:	96
Policy	96
Procedure	96
1.44 REFUSAL OF CARE.....	97
Purpose:	97
Policy:	97
Procedure:	97
1.45 DISASTER PLAN.....	98
1.46 EMERGENCY AND DISASTER PROCEDURES	101
Inclement Weather	101
Interruption of Public Transportation.....	101
Work Stoppage.....	101