

Table of Contents

EFFECTIVE DATE	6
ANNUAL REVIEW	7
LIST OF LINKED REFERENCES	8
1.1 INTRODUCTION	9
Policy During the Absence of The Agency Manager.....	10
Rates and Services	11
1.2 PHILOSOPHY	12
1.3 AGENCY GOALS.....	13
1.4 GOVERNING BODY	15
Members of the Governing Body:.....	16
Orientation Guidelines for Governing Body Members:.....	17
1.5 CONFLICT OF INTEREST	20
1.6 AGENCY ADMINISTRATION	23
1.7 ANNUAL AGENCY EVALUATION	25
1.8 AGENCY CLOSURE.....	27
COVER PAGE SECTION 2	28
2.1 HOME SAFETY ASSESSMENT	29
2.2 SAFETY MANAGEMENT POLICY	31
2.3 EMERGENCY MANAGEMENT POLICY	39
2.4 FIRE SAFETY	45
2.5 MEDICAL DEVICE SAFETY/HAZARDOUS DEVICE REPORTING.....	50
2.6 INFECTION PREVENTION/CONTROL	53
2.7 INFECTION CONTROL EDUCATION/TRAINING	56
2.8 INFECTION CONTROL SURVEILLANCE.....	62
2.9 INFECTIOUS DISEASE REPORTING	64
2.10 STANDARD PRECAUTIONS FOR ALL HOME SERVICE WORKERS	67
2.11 PRECAUTIONS FOR PROTECTING THE IMMUNOCOMPROMISED CONSUMERS	69
2.12 OSHA INFECTION CONTROL/ EXPOSURE CONTROL PLAN	71
2.13 VACCINATIONS	76
2.14 HEPATITIS FACT SHEET.....	79

2.15 EMPLOYEES EXPOSED TO, OR IN CONTACT WITH, A BLOODBORNE PATHOGEN	82
2.16 POST-EXPOSURE EVALUATION AND FOLLOW-UP	87
2.17 HANDWASHING/HAND HYGIENE.....	90
2.18 BAG TECHNIQUE.....	92
2.19 INCIDENT REPORTING	94
2.20 EMPLOYEE INCIDENT/INJURY REPORT	96
2.21 REPORTING OF EMPLOYEE EPIDEMIOLOGICAL ILLNESS	97
Diseases Usually Considered Reportable.....	97
2.22 HAZARDOUS WASTE MANAGEMENT	100
COVER PAGE SECTION 3	102
3.1 STANDARDS OF PRACTICE/SCOPE OF SERVICE.....	103
3.2 HOME HEALTH AIDE SERVICE	107
3.3 CONSUMER/CLIENT ADMISSION PROCESS	112
3.4 SERVICE AGREEMENT	118
3.5 MONITORING AND FOLLOW-UP	120
3.6 COORDINATION OF CONSUMER/CLIENT SERVICES	124
Consumer/Client Conferences:.....	125
3.7 CONSUMER/CLIENT GRIEVANCE PROCEDURE.....	126
3.8 CONSUMER/CLIENT BILL OF RIGHTS.....	129
3.9 ABUSE, NEGLECT, AND EXPLOITATION OF CONSUMER/ CLIENTS	134
3.10 NOTICE OF PRIVACY PRACTICES.....	142
3.11 RELEASE AND DISCLOSURE OF INFORMATION	143
3.12 ADVANCE DIRECTIVES.....	147
3.13 CARE/SERVICE PLANS.....	154
3.14 COMMUNICATION BARRIERS.....	157
3.15 EMERGENCY CARE	161
3.16 SERVICES ON HOLD	164
3.17 CONSUMER/CLIENT DISCHARGE AND DISCONTINUATION OF SERVICES PROCESS	165
3.18 CONSUMER/CLIENT AND FAMILY EDUCATION.....	167
3.19 RECORD DOCUMENTATION, REVIEW, CONFIDENTIALITY, RETENTION, AND REMOVAL.....	169

3.20 ACCEPTED ABBREVIATIONS	179
3.21 CONSUMER/CLIENTS' FINANCES AND PROPERTY	181
3.22 CONSUMER/CLIENT SECURITY AND PRIVACY	182
3.23 RESEARCH PARTICIPATION.....	184
COVER PAGE SECTION 4	185
4.1 PRE-EMPLOYMENT.....	186
4.2 PERSONNEL RECORDS.....	189
4.3 ORIENTATION-STAFF	192
4.4 HIRING REQUIREMENTS	193
4.5 CRIMINAL HISTORY CHECK.....	196
4.6 HEALTH SCREENING.....	199
TB Testing/Screening:	200
4.7 EMPLOYEE HANDBOOK.....	215
Wage, Benefits, and Garnishments	217
Disciplinary Actions	224
Promotions/Demotions	225
Resignations/Terminations	225
4.8 CONTRACTED PERSONNEL	231
4.9 COMPETENCY EVALUATION OF HOME HEALTH AIDE/ COMPANION	232
4.10 PERFORMANCE EVALUATIONS	237
4.11 SUPERVISION OF STAFF.....	238
4.12 INSERVICE EDUCATION/STAFF DEVELOPMENT	239
4.13 INFECTION CONTROL EDUCATION/TRAINING	242
4.14 ON-CALL POLICY	244
COVER PAGE SECTION 5	246
5.1 FINANCIAL MANAGEMENT	247
5.2 ADMINISTRATIVE RESPONSIBILITIES	248
5.3 BUDGET AND CAPITALIZATION POLICY.....	250
5.4 TRACKING FINANCIAL ACTIVITIES.....	255
5.5 FEE SETTING AND COLLECTION POLICY	256
5.6 FINANCIAL ELIGIBILITY CRITERIA.....	257
5.7 POLICY TO ENSURE ACCURATE BILLING	259
5.8 BILLING FOR SERVICE	261

5.9	INSURANCE AND BONDING.....	262
5.10	FINANCIAL ANALYSIS AND REVIEW	263
5.11	REIMBURSEMENT FOR SERVICES	265
5.12	BILLING, PAYROLL, AND INVOICE INPUT	266
5.13	PAYMENT RECEIPT, AND VERIFICATION.....	268
5.14	PURCHASING.....	271
5.15	PETTY CASH.....	272
5.16	REFUNDS	273
5.17	DENIED CLAIMS	274
5.18	COMPUTER FILE BACKUP	275
	COVER PAGE SECTION 6.....	276
6.1	QAPI PROGRAM DESCRIPTION.....	277
6.2	QAPI ACTIVITY REQUIREMENTS.....	281
6.3	GOVERNING BODY/LEADERSHIP INVOLVEMENT.....	282
	Committee Responsibilities:	282
6.4	CONFIDENTIALITY	285
6.5	DATA COLLECTION, EVALUATION, AND REPORTING	286
	Collection and Organization of Data:.....	286
	Evaluation of Findings and Improving Performance:	288
	Reporting of Information:	289
6.6	ACTION PLAN	290
	Schedule/Timetable:	290
	Corrective Actions:	290
	Assessment of Effectiveness of Actions:	293
6.7	CONSUMER/CONSUMER RECORD REVIEW	295
	Record Review Procedures:.....	296
	Continuing Review:.....	296
	Peer Review:	297
6.8	RISK MANAGEMENT	298
6.9	ANNUAL PROGRAM EVALUATION.....	300
6.10	CORPORATE COMPLIANCE.....	302
6.11	QUALITY IMPROVEMENT INDICATORS	310