

Dependable Home Health Care, Inc.

POLICY AND PROCEDURE ON SERVICE DELIVERY

I. PURPOSE

The purpose of this policy is to promote coordination and continuity of services to service recipients.

II. POLICY

The company will provide services that facilitate the optimum growth and development of each service recipient. Coordination includes team meetings and coordination of services with other agencies, health care providers, or people supporting the recipient. The Qualified Professional is responsible for the coordination and continuity of services by adhering to policies and procedures. The PCA provider agency will ensure that an employee who serves as the Qualified Professional meets all requirements for education and training.

III. PROCEDURE

A. The Qualified Professional (QP) performs the roles and responsibilities of training, supervision, and evaluation of PCA staff and evaluation of the effectiveness of PCA services.

B. Care planning:

1. Traditional: the QP is responsible for developing the care plan with the recipient/responsible party upon receipt of the PCA service plan within 10 working days of the PCA assessment for services. The QP will follow up with the lead agency if this service plan has not yet been received. If the company receives a service plan with a referral for a service that is covered by Medicare, the non-Medicare certified provider must refer and document the referral of the service to a Medicare-certified provider. The care plan will be developed within 7 days of starting services in collaboration with the recipient/responsible party.
2. PCA Choice: the recipient/responsible party can request assistance from the provider's agency's QP to develop the care plan.

C. Training:

1. Traditional: the QP will provide training to employees according to the *Policy and Procedure on Employee Training and Supervision*.
2. PCA Choice: the QP will provide training and orientation of PCAs at the request of the recipient and for those PCAs who will be providing care to a recipient who is ventilator dependent.

D. Supervision and evaluation:

1. Traditional: the QP will provide supervision and evaluation to employees according to the *Policy and Procedure on Employee Training and Supervision*.
2. PCA Choice: the recipient/responsible party supervises and evaluates their own PCAs.

E. The Qualified Professional will coordinate service delivery with all members of the individual's team. The team may include, but is not limited to, the recipient and/or responsible parties, case manager, and other licensed providers. The Qualified Professional will document specific concerns and developments from the team and what was done to address them.

F. The QP is responsible for the oversight of service delivery and its evaluation of effectiveness including:

1. Satisfaction level of the recipient/responsible party
2. The month-to-month plan for use of PCA services
3. If the PCA services are meeting the goals of the service as stated in the care plan and the service plan
4. The documentation of PCA services provided

G. The QP is responsible for documentation

1. PCA care plans
2. Month-to-month planned use of personal care units
3. Recipient needs changes that affect the level of services and the care plan

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4. Evaluation results of supervision visits and any corrective actions
 5. All communication with the recipient and PCAs
 6. Training for the care of the recipient
- H. The QP will complete an update to the care plan in coordination with recipient's changing needs, monitor the care plan monthly, and develop a new care plan at the time of the recipient's annual reassessment. Any responsibilities assigned to the responsible party will be documented with a signed agreement maintained.
- I. QP documentation will be maintained, as appropriate, in the PCA provider agency recipient file, the PCA provider employee file, and recipient's home. If it is a shared service, the care plan will be maintained at the location of the shared service. An agreement is in place between two recipients who voluntarily choose shared care, as determined at the time of the PCA assessment.
- J. The following items will be available to the department to demonstrate compliance to all laws, rules, and policies and to provide quality assurance in service delivery:
1. Employee files including documentation of training requirements
 2. Individual recipient files
 3. Accounting, payroll and billing records
 4. Policy and procedure manuals