



OVERVIEW TO AGENCY POLICIES & PROCEDURES

OVERVIEW

POLICIES AND PROCEDURES

- **PURPOSE**

- ✓ Promote new staff's knowledge and understanding of agency policies and procedures that relate to Regulatory guidelines under which the agency must be managed.

- **OBJECTIVES**

- ✓ Create familiarity with Harmony Health Home Care's philosophy and goals.
- ✓ Introduce agency's policies and procedures and how they help keep the agency in compliance with state law
 - ✓ Pennsylvania Department of Health
 - ✓ Pennsylvania Department of Human Services—Office of Long-Term Living
- ✓ To assist in following the agency's rules.
- ✓ Provide information regarding in-home Client care.
- ✓ Outline staff requirements, rules and regulations.

WHY DO WE NEED POLICIES?

- **POLICIES HELP US:**
 - **Better understand the agency**
 - **Follow state rules and regulations**
 - **Understand the scope of our position**
 - **Learn our job responsibilities**
 - **Provide quality care and services**
- **REVIEW OF TABLE OF CONTENTS TO UNDERSTAND FULL SCOPE OF POLICIES**

THE PURPOSE OF POLICIES

- Ensure that staff know and understand how the agency operates.
- Help to understand agency's philosophy and objectives.
- Describe roles and responsibilities of all agency personnel.
- Provide information regarding care of home-based client.
- Outline requirements, rules and regulations staff must follow.
- Effectively provide care for our client.

PURPOSE OF PROCEDURES

- Provide detail for agency policies.
- Outline policy requirements.
- Ensure that staff fully understand scope and responsibilities of their position.
- Provide thorough explanation of what is expected when caring for client.
- Give step-by-step detail for service provision.
- Are vehicle for proving that employee has been oriented and capable of providing care each client requires.

OVERVIEW TO KEY POLICIES

- **Administrative**

- ✓ Policies that outline organizational structure
- ✓ Key elements of program management and quality care oversight

ADMINISTRATIVE SPECIFIC POLICIES

- **Corporate Structure**
- **Conflict of Interest**
- **Confidentiality Policy (HIPAA)**
- **Reporting of Abuse and Neglect**
- **ADA/Non-Discrimination and Grievance**
- **Communication with Non-English Speaking or Limited English Proficiency Client**
- **Legally Responsible Individuals**
- **Provider Prohibited Acts**

OVERVIEW TO KEY SERVICE POLICIES

- Admission Criteria
- Explains how care is provided to client
- Details process to document services
- Ensures focus on consistency of care provided according to standard practices and the law

SERVICE PROVISION POLICIES

- **Client Intake and Admission Process**
- **Discharge Planning**
 - Dealing with Interruption of Service, Client Discharge or Termination
- **Service Agreement and required elements**
- **Client's Bill of Rights**
- **Following Plan of Care as authorized**
 - Changes in Service Delivery Plan
- **Supervision of services**
- **Retention of Client records**
- **Weekly Activity Sheets/Electronic Visit Verification**

ELECTRONIC VISIT VERIFICATION

- Effective January 1, 2025, Medicaid requires all Home Care direct care workers to electronically verify their visits at least 85% of the time.
- If it is not possible to do EVV and telephony is not available, which should be rare . . .
 - a paper-based time sheet with tasks, and the client's and direct care worker's signatures and dates must be completed.
 - This must be turned into the office within 24 hours.

HUMAN RESOURCE POLICIES

- **Selecting and hiring employees**
 - Face-to-face interviews
 - 2 confidential reference checks
- **How employment records are maintained**
 - Process of reference, credential and criminal background checks
 - ✓ Must reside in PA for 2 years or FBI background check
 - ✓ Monthly Exclusion Checks under State/Federal requirements through LEIE, EPLS, and Medichex.
- **Medical screening**
 - Screening for TB
 - Annual TB surveillance form
 - Freedom to accept or decline Hepatitis B vaccine

PERSONNEL SPECIFIC POLICIES

- **Agency Orientation**
- **Job Descriptions**
- **Orientation and Annual Competencies**
 - Competency test
 - Annual competency/performance evaluation
- **Process for Corrective Action Plans**
- **Rehiring Requirements/Process**
- **Supervision of staff**
- **Provisional Hiring**
- **Staffing Cases**
- **Required Annual Inservice Education**

REQUIRED DHS INSERVICE EDUCATION

- Prevention of Abuse and Exploitation of Participants
- Reporting Critical Incidents
- Participant Complaint Resolution
- DHS-Related Policies and Procedures
- Quality Management Plan
- Fraud and Financial Abuse

SPECIAL PERSONNEL POLICIES

- Sexual harassment
- Attendance and absenteeism
- Employee accountability during night shifts
- Notice of employee arrest
- Back-up staffing
- Requirement to sign employee handbook

QUALITY MANAGEMENT POLICIES

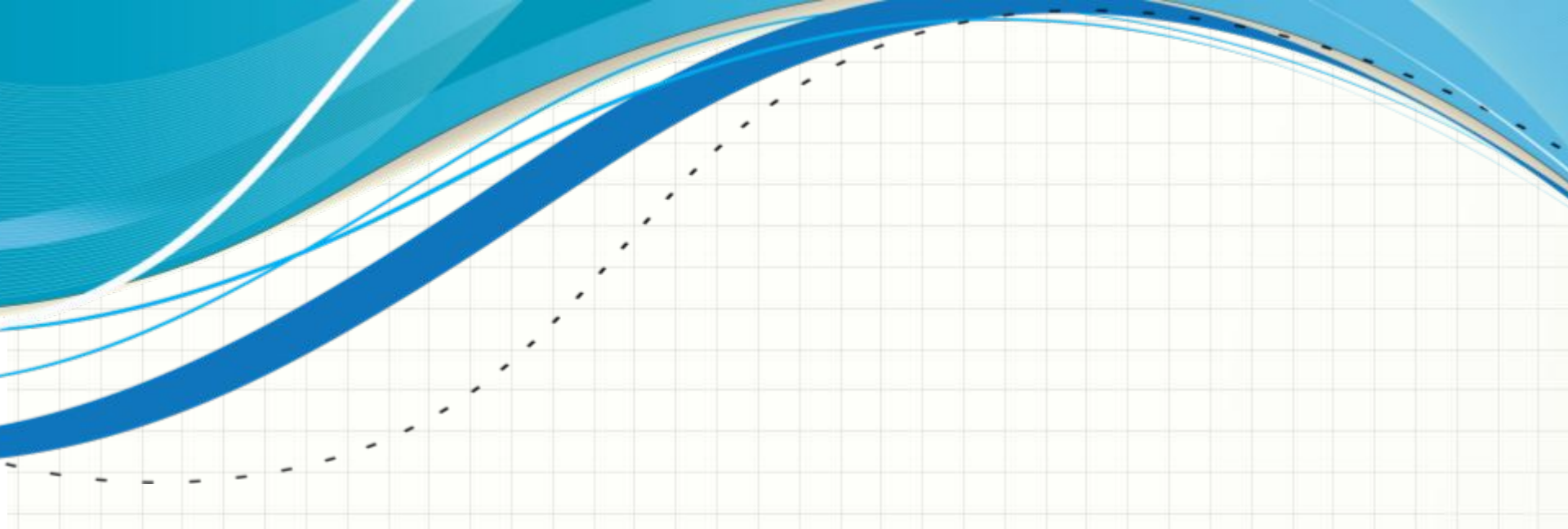
- **Quality Management Plan**
 - Services Satisfaction Surveys of Clients
- **Customer Concerns/Complaints**
- **Incident Reporting**
- **Mandatory Critical Incident Reporting to OLTL**
- **Risk Management**
- **Client Record Review**

INFECTION CONTROL / SAFETY POLICIES

- **Basic Home Safety Program**
 - Fall Risk Assessment
 - Client Safety Guidelines
 - Staff Safety Guidelines
- **Emergency Management Plan and Procedures**
 - Hazard Vulnerability Assessment
 - Continuity of Operations Plan
 - Emergency Phone Tree
- **Infection Control and Standard Precautions**
 - Handwashing Precautions
 - TB Exposure Control Plan
 - COVID-19 Precautions

FINANCE POLICIES

- **Annual operating budget**
- **Financial billing record**
- **Insurance and PROMISE™ System Billing**
- **Insurance verification process**
- **Payroll processing**
- **EVV Requirements**
- **Weekly visit record**
 - **Mandatory EVV Compliance**
 - Signature requirements and validation of services by client if EVV is not available
 - **Following a plan of care approved by the Department**



QUESTIONS?