

# BAHIA HOME CARE LLC

## TABLE OF CONTENTS

INTRODUCTION .....	1
OUR PHILOSOPHY .....	1
DEFINITIONS .....	3

### **SECTION A - POLICIES**

POLICY ON COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS .....	A-1
STANDARDS FOR THE STRUCTURE, MANAGEMENT AND OPERATION OF A NURSE REGISTRY .....	A4
POLICY ON ORGANIZATION, SERVICES, ADMINISTRATION CONTROL .....	A-9
POLICY ON DIRECTION/COORDINATION/OVERALL SUPERVISION OF PATIENT SERVICES ..	A-11
SCOPE OF SERVICES AND SERVICES TO BE PROVIDED .....	A-13
MISSION STATEMENT .....	A-16
GOALS AND OBJECTIVES .....	A-17
POLICY ON PLAN OF CARE/ELIGIBILITY CRITERIA FOR ADMISSION .....	A-19
PHYSICIAN LETTER OF MEDICAL NECESSITY .....	A-20
INABILITY TO PROVIDE SERVICE .....	A-21
OBJECTIVES AND SERVICES TO BE PROVIDED .....	A-23
POLICY ON GOVERNING BODY .....	A-24
BOARD OF DIRECTORS/PROFESSIONAL ADVISORY COMMITTEE ORIENTATION .....	A-27
GOVERNING BODY .....	A-28
MEDICAL DIRECTOR .....	A-29
PROFESSIONAL ADVISORY COMMITTEE .....	A-30
ADVISORY COMMITTEE .....	A-32
BOARD OF DIRECTORS/PROFESSIONAL ADVISORY COMMITTEE (PAC) CONFIDENTIALITY STATEMENT .....	A-33
DELEGATION OF AUTHORITY .....	A-34
MANAGEMENT RESPONSIBILITIES .....	A-35
MANAGEMENT STAFF FUNCTIONS .....	A-36
PLANNING PROCESS, MARKETING PLAN .....	A-39
POLICY ON ADMINISTRATION .....	A-41
BOARD OF DIRECTORS CONFLICT OF INTEREST .....	A-42
SUPERVISORY PLAN .....	A-43
POLICY ON SUPERVISING PHYSICIAN OR REGISTERED NURSE .....	A-45
POLICY ON PATIENT VISITS .....	A-46
POLICY ON RECORD KEEPING BY HOME HEALTH AIDES .....	A-47
POLICY ON CLINICAL RECORD KEEPING .....	A-48
HEPATITIS B VACCINE .....	A-50
HEPATITIS B DECLARATION FORM .....	A-51
HIV AND HEPATITIS INFORMATION SHEET .....	A-52
STANDARD PRECAUTIONS .....	A-54
UNIVERSAL PRECAUTIONS .....	A-55
TRANSPORTATION RESPONSIBILITY .....	A-57
INFECTION CONTROL ACKNOWLEDGMENT .....	A-58
POLICY DURING THE ABSENCE OF THE ADMINISTRATOR .....	A-59
POLICY DURING THE ABSENCE OF THE DIRECTOR OF NURSING .....	A-60
POLICY ON ADVANCE DIRECTIVES .....	A-61
ON CALL AND EMERGENCY SERVICES .....	A-62
ON CALL DUTIES .....	A-63
EMERGENCY MANAGEMENT PLAN .....	A-64
EMERGENCY/ DISASTER PLAN .....	A-66
EMERGENCY MEASURES TO HANDLE BELLIGERENT CLIENT .....	A-70
HANDLING BARRIERS TO COMMUNICATION POLICY AND PROCEDURES .....	A-71
AUXILIARY AIDS AND PERSONS WITH DISABILITIES .....	A-72
POLICY ON HIPAA/ HITECH ACT ENROLLED .....	A-73
CONFIDENTIALITY/PRIVACY OF PERSONAL HEALTH INFORMATION (PHI) POLICY .....	A-74

## BAHIA HOME CARE LLC

CONFIDENTIALITY STATEMENT .....	A-79
FAX PRIVACY POLICY .....	A-80
PERSONAL HEALTH INFORMATION, PLEDGE OF CONFIDENTIALITY .....	A-82
PUBLIC DISCLOSURE .....	A-83
STAFF CONFLICT OF INTEREST .....	A-84
STATEMENT PRINCIPLE RELATING DISCLOSURE OF CONFLICTS OF INTEREST.....	A-85
INDIVIDUAL STATEMENT REGARDING CONFLICT OF INTEREST .....	A-86
STATE REGULATORY REQUIREMENTS .....	A-87
INFORMATION MANAGEMENT SYSTEMS .....	A-88
DATA COLLECTIONS AND REVIEWS .....	A-90
LEGAL REQUIREMENTS .....	A-92
ASSIGNMENTS AND STAFFING .....	A-93
ADMINISTRATIVE RECORDS AND REPORTS .....	A-94
RECORD RETENTION POLICIES/CONFIDENTIALITY, RELEASE OF INFORMATION .....	A-95
SENSITIVE PATIENT INFORMATION .....	A-101
PROTECTION OF DATA IN THE MANAGEMENT INFORMATION SYSTEM .....	A-102
PROTECTION, STORAGE AND RETENTION OF Registry DOCUMENTS .....	A-103
VERIFICATION OF PHYSICIAN LICENSE .....	A-105
CONSENT PRACTICES .....	A-106
REFUSAL OF CARE .....	A-107
COMPUTER FILES BACKUP .....	A-108
CLIENT LIST .....	A-109
RESTORATIVE NURSING .....	A-110
CONTINGENCY PLAN .....	A-111
COMPUTER USAGE POLICY .....	A-112
ILLEGAL REMUNERATION .....	A-114
PATIENTS WITH ALZHEIMER'S DISEASE OR OTHER RELATED DISORDERS; STAFF TRAINING REQUIREMENTS .....	A-115
DISCONTINUING OPERATIONS .....	A-116
CONTRACTOR'S RIGHTS AND RESPONSIBILITIES .....	A-117
CONTRACTOR'S CODE OF CONDUCT .....	A-119
COMPLIANCE PROGRAM .....	A-120
FRAUD PREVENTION .....	A-124
CODE OF ETHICS .....	A-128
ETHICS COMMITTEE .....	A-131
ETHICS POLICY .....	A-133
REGISTRY RESEARCH POLICY .....	A-135
Registry ZERO FRAUD TOLERANCE POLICY .....	A-137
CRITICAL TEST RESULT REPORTING .....	A-138
LABORATORY TESTING CLIA WAIVER .....	A-139
PHOTOGRAPHING/VIDEOTAPING PATIENTS .....	A-141
POLICY ON CHANGES IN AUTHORITY OWNERSHIP, OR MANAGEMENT .....	A-143
UTILITIES MANAGEMENT PLAN .....	A-144
DIFFERENT CULTURAL BACKGROUND/BELIEFS COMPETENCY PLAN (CCP) .....	A-145
POLICY FOR ALF SERVICES .....	A-149
STANDARDIZED TERMINOLOGY, DEFINITIONS, ABBREVIATIONS, ACRONYMS, SYMBOLS . . . .....	A-150
IMPROVE THE ACCURACY OF PATIENT IDENTIFICATION .....	A-152
DIRECTOR OF NURSING OVERSIGHT POLICY .....	A-154

### **SECTION B - PERSONNEL/OPERATIONS POLICIES**

POLICY ON PERSONNEL POLICIES .....	B-1
PERSONNEL POLICY STATEMENTS .....	B-2
APPLICATION EMPLOYMENT PROCESS .....	B-5
CONTRACTOR IDENTIFICATION .....	B-7
POLICY AND PROCEDURE DRESS CODE .....	B-8
POLICY ON CONTRACTOR EVALUATION .....	B-9

## BAHIA HOME CARE LLC

CONTRACTOR EVALUATION SHEET - ANNUAL .....	B-11
PERFORMANCE EVALUATION .....	B-12
PERSONNEL POLICIES SAFE AND ADEQUATE CARE OF THE PATIENT .....	B-15
PATIENT SAFETY CHECKLIST .....	B-16
HOME SAFETY PATIENT'S HOME ENVIRONMENT .....	B-17
POLICY ON HIRING/REFERENCES .....	B-19
REFERENCE FOR POTENTIAL CONTRACTOR .....	B-21
POLICY ON MEDICAL EXAMINATION CERTIFICATE .....	B-22
MEDICAL EXAMINATION CERTIFICATE .....	B-23
POLICY AND PROCEDURE CONTRACTOR ORIENTATION .....	B-24
POLICY AND PROCEDURE STATEMENT OF ORIENTATION COMPLETION .....	B-26
POLICY ON ORIENTATION ADDITION - 8 HR ORIENTATION .....	B-27
POLICY ON JOBS .....	B-28
POLICY ON PERSONNEL UNDER HOURLY OR PER VISIT CONTRACT .....	B-29
POLICY SICK LEAVE .....	B-30
POLICY AND PROCEDURE CONTRACTOR HEALTH .....	B-31
SCREENING FOR CRIMINAL BACKGROUND/SCREENING OF REGISTRY PERSONNEL .....	B-32
POLICY ON HIRING AND FIRING .....	B-33
STAFF RECRUITMENT .....	B-34
JOB POSTING .....	B-35
NOTICE OF JOB OPENING .....	B-36
JOB INTERVIEWS .....	B-37
REGISTRY INTERVIEW INFORMATION .....	B-38
OUTCOME OF APPLICATION INTERVIEW FOR STAFF POSITION .....	B-39
LICENSURE RENEWAL .....	B-40
MEAL PERIOD .....	B-41
TERMINATION OF EMPLOYMENT .....	B-42
INVOLUNTARY TERMINATION OF EMPLOYMENT .....	B-44
RESIGNATION OF EMPLOYMENT .....	B-46
RESIGNATION NOTICE .....	B-47
TRANSFER REQUEST .....	B-48
TRANSFER REQUEST FORM .....	B-49
EXEMPT EMPLOYMENT STATUS .....	B-50
DISCIPLINE OF REGISTRY STAFF MEMBER .....	B-51
CONTRACTOR WARNING/SUSPENSION/REINSTATEMENT/TERMINATION .....	B-53
REGISTRY STAFF CONCERN .....	B-54
NURSE REGISTRY INAPPROPRIATE BEHAVIOR DOCUMENTATION .....	B-56
EXIT INTERVIEW FOR NURSE REGISTRY STAFF MEMBERS .....	B-57
EXIT INTERVIEW FORM .....	B-58
ACCIDENT / INCIDENTS OF NURSE REGISTRY STAFF MEMBERS/CLIENTS .....	B-59
CONTRACTOR ACCIDENT/INCIDENT REPORT .....	B-61
CONSENT FORM TO RELEASE PHYSICAL EXAMINATION/CRIMINAL BACKGROUND SCREENING DATA FORM .....	B-62
PAYROLL SYSTEM .....	B-63
SALARY CHANGES .....	B-64
POLICY ON PATIENT VISITS / PLAN OF CARE / VERBAL ORDERS / ASSESSMENT AND CONSULTATION WITH A PHYSICIAN .....	B-65
POLICY AND PROCEDURE CONTINUING EDUCATION .....	B-66
PERSONNEL LICENSURE .....	B-68
CRITERIA USED WHEN ASSIGNING NURSING PERSONNEL .....	B-69
POLICY ON MONITORING OF CONTRACTED SERVICES .....	B-70
POLICY ON "INSTITUTIONAL PLANNING" .....	B-71
POLICY ON ANNUAL OPERATING BUDGET .....	B-72
POLICY ON CAPITAL EXPENDITURES PLAN .....	B-73
POLICY ON BOARD MEMBERSHIP .....	B-74
ORGANIZATIONAL PHILOSOPHY .....	B-75
ORGANIZATIONAL CHART .....	B-76

## BAHIA HOME CARE LLC

POLICY ON ANNUAL REVIEW OF PLAN AND BUDGET . . . . .	B-79
POLICY ON PROFESSIONAL PERSONNEL . . . . .	B-80
SELF-EVALUATION COMMITTEE MEETING . . . . .	B-81
POLICY ON ACCEPTANCE OF PATIENTS . . . . .	B-82
DISCHARGE OF PATIENTS . . . . .	B-83
POLICY ON PLAN OF CARE, MEDICAL SUPERVISION . . . . .	B-84
POLICY ON PERIODIC REVIEW OF PLAN OF TREATMENT . . . . .	B-86
RECERTIFICATION PROCESS . . . . .	B-87
ANTI-HARASSMENT POLICY . . . . .	B-88
POLICY ON PATIENT TRANSFER . . . . .	B-90
PATIENT TRANSFER SUMMARY TO ANOTHER HEALTH CARE FACILITY . . . . .	B-93
BACK-UP STAFFING . . . . .	B-94
CONTRACTOR BACK-UP SERVICES . . . . .	B-95
BACK-UP SERVICES POLICY . . . . .	B-96
BACK-UP SERVICE AGREEMENT . . . . .	B-97
CERTIFICATE OF WAIVER CLIA (WAIVED TEST) . . . . .	B-98
VOLUNTEERS . . . . .	B-99
HEPATITIS C (HCV) EDUCATION . . . . .	B-100
STAFF COMPETENCY . . . . .	B-101
MISSED VISIT POLICY . . . . .	B-102
EQUAL OPPORTUNITY EMPLOYMENT . . . . .	B-103
WORK RELATED INJURIES . . . . .	B-104
WORKERS' COMPENSATION . . . . .	B-106
RETENTION OF PERSONNEL RECORDS . . . . .	B-108
STAFF SAFETY AT WORK . . . . .	B-109
SITUATIONS WITH POTENTIAL FOR VIOLENCE . . . . .	B-114
EQUIPMENT SAFETY . . . . .	B-116
DRUG FREE WORKPLACE . . . . .	B-117
CONTRACTOR DATABASE . . . . .	B-119
EMPLOYMENT CATEGORIES . . . . .	B-120
IMMIGRATION REFORM AND CONTROL ACTS (I-9) . . . . .	B-122
INTRODUCTORY PERIOD . . . . .	B-123
PRN STATUS . . . . .	B-124
PRN QUESTIONNAIRE . . . . .	B-125
EXPENSE REPORTS . . . . .	B-126
GARNISHMENTS . . . . .	B-127
HOLIDAY PAY . . . . .	B-128
MEETING AND IN-SERVICE TIMES . . . . .	B-129
MILEAGE REIMBURSEMENT/TRAVEL TIME . . . . .	B-130
OVERTIME . . . . .	B-132
PAY PERIOD . . . . .	B-133
TIMESHEETS/DVR'S . . . . .	B-134
NOTICE OF RIGHT TO ELECT CONTINUATION COVERAGE . . . . .	B-136
COBRA BENEFIT CONTINUATION . . . . .	B-138
CONTINUING EDUCATION UNITS . . . . .	B-139
DENTAL INSURANCE . . . . .	B-140
MEDICAL INSURANCE . . . . .	B-141
PAID TIME OFF (PTO) . . . . .	B-143
TIME OFF REQUEST FORM . . . . .	B-145
FAMILY/MEDICAL LEAVE OF ABSENCE . . . . .	B-146
FAMILY/MEDICAL LEAVE OF ABSENCE REQUEST FORM . . . . .	B-150
JURY DUTY . . . . .	B-151
MILITARY LEAVE OF ABSENCE . . . . .	B-152
PERSONAL LEAVE OF ABSENCE . . . . .	B-154
ABUSE/NEGLECT INVESTIGATION . . . . .	B-155
ATTENDANCE . . . . .	B-156
AUTOMOBILE USAGE . . . . .	B-157
CONTRACTOR COUNSELING AND GRIEVING . . . . .	B-160
PERFORMANCE NOTES . . . . .	B-161

## BAHIA HOME CARE LLC

CONTRACTOR PERFORMANCE IMPROVEMENT PLAN .....	B-162
PERSONAL CONDUCT .....	B-163
SECURITY INSPECTIONS .....	B-165
SUBSTANCE ABUSE .....	B-166
WORKPLACE VIOLENCE PREVENTION .....	B-169
DRUG AND ALCOHOL TESTING .....	B-171
HEALTH REQUIREMENTS .....	B-175
CLARIFICATION OF CONTRACTOR STATUS .....	B-176
ADMINISTRATION OF INFLUENZA VACCINE CONTRACTORS IN HEALTH CARE SETTINGS ...	B-177
PROFESSIONAL BOUNDARIES IN THE NURSE REGISTRY WORKFORCE .....	B-180
OSHA'S HAZARD COMMUNICATION STANDARD THAT DESCRIBE APPROPRIATE LABELING OF HAZARDOUS CHEMICALS .....	B-188

### SECTION C - SKILLED NURSING SERVICE

POLICY ON SKILLED NURSING SERVICE .....	C-1
NURSING PHILOSOPHY AND OBJECTIVES .....	C-2
POLICY ON EMERGENCY PROCEDURES .....	C-3
POLICY ON PROGRESS NOTES/INITIAL ASSESSMENT .....	C-4
POLICY ON PATIENT ASSESSMENT .....	C-5
POLICY ON HOME HEALTH AIDE SERVICES .....	C-8
POLICY ON SUPERVISING VISITS .....	C-9
POLICY ON CLINICAL RECORDS .....	C-10
POLICY ON RETENTION OF RECORDS .....	C-12
POLICY ON PROTECTION OF RECORDS .....	C-13
RELEASE OF INFORMATION FROM CLINICAL RECORDS .....	C-14
AUTHORIZATION FOR RELEASE OF INFORMATION .....	C-15
CLIENT'S SUMMARY REPORT .....	C-16
CLINICAL RECORDS - SUMMARY REPORTS .....	C-17
DISCHARGE PLANNING .....	C-18
DISCHARGE PLANNING CONTROL LOG .....	C-19
SECURITY OF RECORDS/CONFIDENTIALITY .....	C-20
FILE MOVEMENT REGISTER .....	C-21
MEDICAL RECORD CORRECTION POLICY .....	C-22
REPORTING MEDICAL DEVICE EVENTS .....	C-23
MEDICAL DEVICE INCIDENT REPORT .....	C-24
ILLNESS AND INJURY PREVENTION .....	C-25
NEEDLE-STICK PREVENTION AND SHARPS SAFETY .....	C-27

### SECTION D - EVALUATION OF REGISTRY'S PROGRAM

POLICY ON EVALUATION OF REGISTRY'S PROGRAM .....	D-1
PLAN FOR IMPROVING REGISTRY PERFORMANCE (PERFORMANCE IMPROVEMENT PLAN) .	D-2
THE KEY TO "QUALITY ASSURANCE" .....	D-9
POLICY AND PROCEDURES QUALITY ASSURANCE .....	D-10
QUALITY ASSURANCE EVALUATION .....	D-11
PATIENT SATISFACTION SURVEY .....	D-12
QUALITY ASSURANCE EVALUATION FORM PATIENT/FAMILY QUESTIONNAIRE .....	D-13
FAMILY QUESTIONNAIRE (SPANISH VERSION) .....	D-14
QA QUESTIONNAIRE SUMMARY TABLE .....	D-15
QUALITY ASSURANCE FORM PHYSICIAN QUESTIONNAIRE .....	D-16
POLICY AND PROCEDURE FOR CLINICAL RECORD REVIEW .....	D-17
CLIENT'S CLINICAL RECORD DISCHARGE ANALYSIS .....	D-18
QUALITY ASSURANCE FORM FOR REVIEW OF CLINICAL RECORDS .....	D-19
NOTIFICATION OF CLIENT'S CLINICAL RECORD DEFICIENCIES .....	D-21
PATIENT CARE PLAN .....	D-22
NURSE REGISTRY ANNUAL EVALUATION/REVIEW .....	D-23
ANNUAL EVALUATION FOR THE NURSE REGISTRY .....	D-25

## BAHIA HOME CARE LLC

POLICY AND PROCEDURE BOMB THREAT .....	D-33
POLICY AND PROCEDURE HURRICANE/TORNADO WARNINGS .....	D-34
POLICY ON DISPENSING FLUIDS TO CONFUSED PATIENTS .....	D-36
URINARY CATHETER POLICY .....	D-37
POLICY AND PROCEDURE FOR DENTURES .....	D-38
FURTHER POLICIES & PRACTICES TO ENSURE PATIENT AND STAFF SAFETY .....	D-39
POLICY ON HOME HEALTH AIDE IN-SERVICE TRAINING .....	D-40
POLICY ON HOMEMAKER TRAINING .....	D-41
POLICY ON EXPERIMENTAL DRUGS .....	D-42
POLICY ON GOALS OF A PLAN OF TREATMENT .....	D-43
BED SIDERAIL POLICY .....	D-44
POLICY ON PATIENT'S PROGRESS NOTES .....	D-45
PROGRESS NOTES QA CHECK LIST .....	D-46
SIGN-UP PACKAGE CHECK LIST .....	D-47
POLICY ON WASTE DISPOSAL .....	D-48
DISPOSING OF SYRINGES AND CONTAMINATED DRESSINGS .....	D-49
POLICY ON ACCOUNTING .....	D-50
POLICY ON MISREPRESENTATION .....	D-51
POLICY ON STERILE DRESSINGS .....	D-52
POLICY ON SOILED DRESSINGS .....	D-53
POLICY ON NON-DISCRIMINATION .....	D-54
POLICY ON DRUG ORDERS AND CHANGES IN ORDERS .....	D-55
POLICY ON MODIFY ORDERS .....	D-56
ORDER FOR DRUGS .....	D-57
POLICY ON PLANNING .....	D-58
POLICY ON HOME HEALTH AIDE SUPERVISION .....	D-59
POLICY ON TYPE OF TRAINING REQUIRED OF HOME HEALTH AIDES .....	D-60
POLICY ON COURTESY TITLE .....	D-61
POLICY ON ADMISSION .....	D-62
POLICY NON ADMISSION .....	D-64
POLICY ON MEDICATION ERRORS AND DRUG REACTION POLICY .....	D-65
MEDICATION ASSESSMENT PROTOCOL .....	D-66
NARCOTICS POLICY .....	D-67
POLICY ON VERIFICATION OF SELF-ADMINISTERED MEDICATIONS .....	D-68
BIOMEDICAL WASTE PROTOCOL .....	D-70
POLICY AND PROCEDURE FOR BIOMEDICAL WASTE PICKUP .....	D-78
REORDERING SUPPLIES AND BIOHAZARDOUS WASTE CONTAINER .....	D-79
ADMINISTRATION OF DRUGS AND BIOLOGICALS .....	D-80
DRUG CLASSIFICATIONS AND ROUTES THAT ARE NOT APPROVED FOR ADMINISTRATION ..	D-83
ADMINISTRATION OF BLOOD COMPONENTS .....	D-84
UTILIZATION REVIEW .....	D-87
CLINICAL RECORD/UTILIZATION REVIEW .....	D-88
CONTRACTOR SATISFACTION SURVEY .....	D-89
QUALITY ASSESSMENT/PERFORMANCE IMPROVEMENT PLAN .....	D-91

### **SECTION E - TITLE VI OF CIVIL RIGHTS ACT OF 1964**

POLICY ON COMPLIANCE WITH TITLE VI OF CIVIL RIGHTS ACT OF 1964 .....	E-1
POLICY ON GRIEVANCE PROCEDURE (SECTION 504) .....	E-2
CLIENT'S BILL OF RIGHTS / RESPONSIBILITIES .....	E-4
POLICY ON PERSONS WITH CONFIRMED OR SUSPECTED DISABLING OR INFECTIOUS DISEASES, INCLUDING AIDS .....	E-6
AFFIRMATIVE ACTION POLICY .....	E-9
AMERICANS WITH DISABILITIES ACT (ADA) .....	E-10
POLICY AND PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH LIMITED ENGLISH PROFICIENCY .....	E-11
POLICY AND PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH	

# BAHIA HOME CARE LLC

SENSORY IMPAIRMENTS .....	E-12
---------------------------	------

## **SECTION F - OVERALL PLAN AND BUDGET**

POLICY ON BUDGET .....	F-1
FINANCIAL MANAGEMENT .....	F-2
FINANCIAL PLANNING .....	F-3
FINANCIAL PLANNING LIST OF RESPONSIBILITIES .....	F-4
INCOME AND EXPENSE PROJECTION FOR THREE FISCAL YEARS .....	F-6
POLICY ON WAGE SCALES AND CHARGES .....	F-7
PATIENT CHARGES FOR OUR SERVICES .....	F-8
CAPITALIZATION, DEPRECIATION AND AMORTIZATION .....	F-9
CAPITALIZATION POLICY .....	F-10
FINANCIAL ELIGIBILITY CRITERIA .....	F-11
INSURANCE CASES AND PRIVATE PAY .....	F-12
REDUCED AND NO-FEE SERVICES .....	F-13
INVENTORY/FIXED ASSETS .....	F-14
PROCEDURE TO ENSURE ACCURATE BILLING AND INSURANCE CLAIMS, THIRD PARTY PAYERS .....	F-15
PAYMENT RECEIPT AND VERIFICATION .....	F-16
BILLING, PAYROLL AND INVOICE INPUT .....	F-18
REVIEW AND COLLECTION OF ACCOUNTS RECEIVABLE .....	F-20
ACCOUNTS RECEIVABLE RECONCILIATION .....	F-21
FEE SETTING AND COLLECTION POLICY .....	F-22
REFUNDS EXTENSION OF CREDIT POLICY .....	F-23
INSURANCE AND BONDING .....	F-24
UNCOMPENSATED CARE INDIGENT PATIENTS .....	F-25
BAD DEBT POLICY .....	F-26
CHARGE VERIFICATION .....	F-27
PURCHASING AND ACCOUNTS PAYABLE .....	F-28
MEDICAL SUPPLIES .....	F-29
POLICY ON STANDARDS OF SOUND BUSINESS PRACTICE .....	F-30
POLICY FOR FINANCIAL HARDSHIP .....	F-31

## **SECTION G - CONTRACTS & AGREEMENTS**

CONTRACTS .....	G-1
POLICY ON SERVICES UNDER ARRANGEMENT .....	G-3
CONTRACT AGREEMENT .....	G-4
CONTRACT WITH A NON-LICENSED PROVIDER .....	G-6
SERVICES AGREEMENT WITH OTHER HEALTH CARE FACILITIES .....	G-8
CONTRACTOR CONTRACT .....	G-10
MEDICAL DIRECTOR AGREEMENT .....	G-12
BUSINESS ASSOCIATE CONTRACT .....	G-14

## **SECTION H - BYLAWS**

BY-LAWS .....	H-1
ADMINISTRATIVE POLICY .....	H-2
NURSE REGISTRY SERVICES PROVIDED SELF PAY/PRIVATE INSURANCE RECIPIENTS .....	H-3
HOW TO ORDER NURSE REGISTRY SERVICES/REFERRAL PROCEDURES .....	H-6
MARKETING PLAN .....	H-7
INFORMATION FOR OUR PATIENTS (NOTICE TO CLIENTS) .....	H-8

# BAHIA HOME CARE LLC

## SECTION I - JOB DESCRIPTIONS

JOB DESCRIPTIONS	I-1
DIRECTOR	I-2
CHIEF OPERATING OFFICER	I-5
ADMINISTRATOR	I-7
COMPLIANCE OFFICER	I-10
DIRECTOR OF NURSING	I-11
FIELD REGISTERED NURSE	I-14
PSYCHIATRIC NURSE	I-17
HOME HEALTH AIDE / CNA	I-18
POLICY ON SELECTION OF HOME HEALTH AIDE	I-20
COMPANION OR SITTER	I-21
HOMEMAKER	I-22
CHORE WORKER	I-23
LICENSED PRACTICAL NURSE	I-24
ALTERNATE DIRECTOR OF NURSING	I-25
ADMINISTRATOR ASSISTANT	I-27
NURSE FIELD SUPERVISOR	I-29
PATIENT/CLIENT REPRESENTATIVE	I-30
BILLING CLERK	I-33
PATIENT CASE MANAGER	I-35
OFFICE CLERK	I-38
ALTERNATE ADMINISTRATOR	I-39
SUPERVISOR CLINICAL QUALITY IMPROVEMENT.	I-41
REGISTERED NURSE HIGH TECH	I-44
DIETITIAN/NUTRITIONIST	I-47
OFFICE MANAGER	I-48
SECRETARY/TYPIST	I-50
CODER/WORKFLOW COORDINATOR.	I-51
REFERRAL SERVICES ASSISTANT.	I-53
QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT	I-54
HUMAN RESOURCES SPECIALIST	I-56
CHIEF FINANCIAL OFFICER	I-57
DIRECTOR OF HUMAN RESOURCES	I-58
GENERAL MANAGER	I-60
COMMUNITY HEALTH PEDIATRIC REGISTERED NURSE	I-62
MEDICAL RECORD MANAGER	I-64
MEDICAL RECORD ASSISTANT/CLERK	I-66
COMMUNITY LIAISON	I-67
REFERRAL HOSPITAL LIAISON.	I-69
COMMUNITY EDUCATION/LIAISON/OUTREACH.	I-71

## SECTION L - INITIAL ASSESSMENT

INITIAL COMPREHENSIVE ASSESSMENT/TEAM CONFERENCE	L-1
TEAM CASE CONFERENCE PROCEDURE	L-4
CLIENT'S CASE CONFERENCE	L-5
CLIENT'S CASE MANAGEMENT	L-7
CASE MANAGEMENT NOTES	L-10
CASE MANAGEMENT, CARE COORDINATION, COMMUNICATION NOTE	L-11
CLIENT NUTRITIONAL STATUS	L-12
NUTRITION	L-13
DO NOT RESUSCITATE	L-14
RESUSCITATION ORDERS	L-15
ASSESSMENT OF POSSIBLE ABUSE/NEGLECT.	L-16
SAFETY IN THE HOME	L-18
SAFETY CLIENT SETTING	L-21
HOME SAFETY ASSESSMENT	L-22



## BAHIA HOME CARE LLC

SAFETY GUIDELINES MEDICAL EQUIPMENT AND SUPPLIES . . . . .	L-23
SAFETY PROGRAM, SAFE LIFTING. . . . .	L-27
PREVENTION OF ACCIDENTS . . . . .	L-28
PATIENT INFORMED DECISION MAKING. . . . .	L-29
CONSENTS . . . . .	L-30
REINSTATEMENT / RESUMPTION OF CARE POLICY . . . . .	L-32
PATIENT ASSESSMENT FUNCTIONS AND QUALIFICATIONS . . . . .	L-33
FIRST DOSE HOME IV ANTIMICROBIAL ADMINISTRATION . . . . .	L-35
IMPLEMENTING CARE AND TREATMENT . . . . .	L-40

### **S E C T I O N M - M I S C E L L A N E O U S**

POLICY ON CONTRACTOR TIME SLIP . . . . .	M-1
CHANGES IN ASSIGNMENTS . . . . .	M-2
POLICY SMOKE FREE ENVIRONMENT . . . . .	M-3
DURABLE POWER OF ATTORNEY FOR HEALTHCARE (WARNING) . . . . .	M-4
DURABLE POWER OF ATTORNEY FOR HEALTHCARE. . . . .	M-6
STATEMENT OF WITNESSES . . . . .	M-9
DECLARATION TO WITHDRAW/WITHHOLD TREATMENT . . . . .	M-11

### **S E C T I O N J - N U R S I N G M A N U A L**

OBJECTIVES OF NURSING CARE . . . . .	J-1
POLICY FOR NURSES NOTES, HINTS AND PATIENT'S TRAINING . . . . .	J-2
THE NURSING PROCESS . . . . .	J-3
ACCIDENTS . . . . .	J-4
POLICY ON COMPLAINTS. . . . .	J-5
PROCEDURE FOR THINNING CHARTS. . . . .	J-6
LEGAL ASPECTS OF CHARTING . . . . .	J-7
DESCRIPTIVE TERMS COMMONLY USED IN CHARTING . . . . .	J-9
CLIENT'S CLINICAL RECORD FILING SYSTEM . . . . .	J-26
CLIENT'S CLINICAL RECORD NUMBERING . . . . .	J-27
HOME CARE INFUSION THERAPY POLICY AND PROCEDURE . . . . .	J-28
HOME IV THERAPY POLICY AND PROCEDURE . . . . .	J-29
HOME INFUSION NURSE RESPONSIBILITIES POLICY AND PROCEDURE. . . . .	J-32
INITIATION, MEDICATION, ADMINISTRATION, MONITORING & DISCONTINUATION OF THERAPY. . . . .	J-33
IV COMPETENCY SKILLS POLICY AND PROCEDURE . . . . .	J-34
ANAPHYLAXIS PROTOCOL POLICY AND PROCEDURE . . . . .	J-36
MEDICATION ADMINISTRATION . . . . .	J-37
MEDICATION PROFILE/MEDICATION MONITORING . . . . .	J-38
POSSESSION OF STERILE WATER . . . . .	J-39
MULTIDISCIPLINARY PATIENT EDUCATION . . . . .	J-41
PATIENT EDUCATION . . . . .	J-42
PAIN MANAGEMENT . . . . .	J-45
PAIN MANAGEMENT EDUCATION . . . . .	J-47
PATIENT RISK OF FALLS ASSESSMENT. . . . .	J-48
PATIENT VISIT - SCHEDULING . . . . .	J-49
INTERDISCIPLINARY CARE PLANNING . . . . .	J-50
VERBAL/TELEPHONE ORDERS READ BACK. . . . .	J-52
CONFIRMATION OF PHYSICIAN TELEPHONE/VERBAL ORDER . . . . .	J-53
GUIDELINES FOR MEDICAL MANAGEMENT AND PHYSICIAN RESPONSIBILITIES. . . . .	J-55
PATIENT INSTRUCTION SHEET OXYGEN CONCENTRATOR . . . . .	J-56
MEDICATION TRANSFER COMMUNICATION . . . . .	J-58
MEDICATION MANAGEMENT PATIENT INFORMATION . . . . .	J-59
SENTINEL EVENT . . . . .	J-61
SENTINEL EVENT CRITERIA . . . . .	J-63
RISK MANAGEMENT . . . . .	J-64
INCIDENT REPORT (RISK MANAGEMENT) . . . . .	J-69

# BAHIA HOME CARE LLC

## SECTION K - NURSING CARE & PROCEDURES

POST-OPERATIVE INSTRUCTIONS FOR CATARACT PATIENT .....	K-1
TREATMENT FOR LICE .....	K-2
OTHER INFECTION CONTROL MEASURES .....	K-3
ORDERING OF SUPPLIES .....	K-4
GUIDE FOR MEDICAL PLAN OF CARE .....	K-5
DRUG DISTRIBUTION AND CONTROL .....	K-7
STANDARD TIMES FOR MEDICATIONS .....	K-8
PROCEDURE FOR DISPENSING FLUIDS TO CONFUSED PATIENTS .....	K-9
OXYGEN PROCEDURES .....	K-11
TERMS USED IN NURSING .....	K-12
HAND WASHING .....	K-13
ISOLATION EQUIPMENT .....	K-15
GOWN TECHNIQUE .....	K-16
MASK TECHNIQUE .....	K-17
SPECIMEN COLLECTION .....	K-18
CLEANSING ENEMA .....	K-19
REMOVAL OF FECAL IMPACTION .....	K-21
RETENTION ENEMA .....	K-22
EMERGENCY MEASURES FOR EPILEPTIC SEIZURES OR CONVULSIONS .....	K-23
INTERMITTENT POSITIVE PRESSURE BREATHING .....	K-24
PREVENTION & TREATMENT OF DECUBITUS .....	K-25
PROCEDURE FOR DRESSING CHANGE .....	K-26
FEEDING A PATIENT BY NASAL OR GASTROSTOMY TUBE .....	K-27
INSERTION OF LEVINE TUBE .....	K-28
LEVINE TUBE FEEDING .....	K-29
TESTING DIABETIC URINE .....	K-30
GENERAL GUIDELINES FOR GLUCOMETER QUALITY CONTROL TESTING .....	K-31
USE OF BLOOD GLUCOSE METERS .....	K-32
BLOOD GLUCOSE MONITORING .....	K-34
GENERAL GUIDELINES FOR DOCUMENTATION OF QUALITY CONTROL RESULTS .....	K-35
URINARY CATHETERS .....	K-36
APPLYING AN EXTERNAL CATHETER .....	K-37
APPLICATION OF FOLEY DRAINAGE BAG .....	K-38
APPLICATION OF LEG DRAINAGE BAG .....	K-39
FOLEY CATHETER IRRIGATION .....	K-40
COLOSTOMY CARE .....	K-41
CLEANSING ARTIFICIAL DENTURES .....	K-42
SAFE WAYS OF TRANSFERRING YOUR PATIENTS .....	K-43
BLIND PERSONS, AIDING .....	K-44
GOING TO DOCTOR'S OFFICE FOR APPOINTMENT .....	K-45
AMBULATION .....	K-46
TURNING A PATIENT .....	K-49
POSITIONING .....	K-51
MOVING PATIENT UP IN BED .....	K-53
GETTING PATIENT IN/OUT OF BED .....	K-54
ASSISTING PATIENT INTO AND OUT OF WHEELCHAIR .....	K-56
ASSISTING PATIENTS ONTO AND OFF STRETCHER .....	K-58
HOW TO UNDRESS A PATIENT .....	K-59
HOW TO USE BED CRADLES .....	K-60
HOW TO USE RUBBER RINGS, DOUGHNUTS, SANDBAGS .....	K-61
APPLICATION OF COLD SPONGES .....	K-62
APPLICATION OF ICE BAG .....	K-63
COLD COMPRESSES/EYE .....	K-64
APPLICATION OF HOT WATER BOTTLE .....	K-65
HOW TO GIVE EARLY MORNING AND H.S. CARE .....	K-66

## BAHIA HOME CARE LLC

PARTIAL BATH.....	K-68
BED BATH.....	K-69
HOW TO GIVE TUB BATH OR SHOWER.....	K-71
SITZ BATH.....	K-72
ORAL HYGIENE.....	K-73
BACK RUB.....	K-75
SHAVING THE FACE OF THE MALE PATIENT.....	K-76
HOW TO CARE FOR THE HAIR.....	K-78
MAKING AN UNOCCUPIED BED.....	K-79
MAKING AN OPEN BED.....	K-81
MAKING AN OCCUPIED BED.....	K-82
NURSING PROCEDURES FOR THE DYING.....	K-84
POST MORTEM CARE.....	K-85
CARE OF THE DYING.....	K-86
INFECTION CONTROL POLICY.....	K-87
PERSONNEL INFECTION CONTROL.....	K-88
POST EXPOSURE EVALUATION AND FOLLOW-UP PROCEDURES.....	K-89
EXPOSURE CONTROL PLAN.....	K-91
HOME CARE ACQUIRED INFECTION.....	K-95
INFECTION PREVENTION AND CONTROL ADDRESSING PRIORITIZED RISKS.....	K-99
LIMITING THE SPREAD OF INFECTIONS ASSOCIATED WITH MEDICAL EQUIPMENT DEVICES, THERAPY EQUIPMENT AND SUPPLIES.....	K-103
MINIMIZE OPPORTUNITY FOR TRANSMISSION OF PATHOGENS TO PATIENTS AND HEALTHCARE WORKERS.....	K-104
LIMITING THE SPREAD OF INFECTIONS ASSOCIATED WITH PROCEDURES.....	K-105
INFECTION CONTROL ORIENTATION.....	K-107
ANNUAL INSERVICE FOR INFECTION CONTROL.....	K-108
CONTRACTOR EXPOSURE INCIDENT.....	K-109
INCIDENT/OCURRENCE REPORT.....	K-111
AIDS.....	K-112
PROCEDURE ON ORDER LABS TEST.....	K-115
PROCEDURE FOR 60 DAY SUMMARIES.....	K-116
PROCEDURE FOR WOUND/DECUBITUS SUMMARIES.....	K-117
GUIDELINES FOR MAINTENANCE OF PERIPHERAL IV SITES & CENTRAL LINES.....	K-118
PROCEDURE FLUSHING AT HICKMAN CATHETER.....	K-119
PROCEDURE HEPARIZATION WITH CAP CHANGE LINE.....	K-120
PROCEDURE HICKMAN CATHETER DRESSING CHANGE.....	K-122
TRIPLE LUMEN CVP CATHETER PROCEDURE.....	K-124
GROSHONG CATHETER PROCEDURE.....	K-125
NEEDLE SAFETY AND PREVENTION OF INJURY.....	K-126
USE OF THERMOMETER.....	K-129
FALLS POLICY.....	K-132
TIMED GET UP AND GO TEST.....	K-134
REQUEST FOR PHYSICIAN'S ORDERS TO DEAL WITH FALLS.....	K-135
INCIDENT REPORT FALLS.....	K-136
EMERGENT CARE FOR INJURY CAUSED BY FALL OR ACCIDENT AT HOME REVIEW TOOL.....	K-137
ACCEPTED MEDICAL TERM ABBREVIATIONS.....	K-139
DANGEROUS ABBREVIATIONS OR DOSE DESIGNATION.....	K-143
INFECTION CONTROL & SAFETY MANAGEMENT: THE BAG TECHNIQUE.....	K-144
BAG TECHNIQUE COMPETENCY EVALUATION.....	K-147
NOSOCOMIAL INFECTIONS.....	K-148
PANIC VALUE.....	K-161
LOOK ALIKE, SOUND ALIKE MEDICATION.....	K-166
PULSE OXIMETRY POLICY.....	K-167
HAND HYGIENE, CDC GUIDELINES.....	K-168
HANDWASHING IMPROVEMENT PLAN.....	K-170
STAFF GLUCOMETER COMPETENCY POLICY.....	K-172

## BAHIA HOME CARE LLC

PROCESS FOR INVESTIGATING OUTBREAKS OF INFECTIOUS DISEASES.....	K-173
INFECTION SURVEILLANCE, MONITORING AND REPORTING OF CONTRACTORS AND PATIENTS .....	K-179
HOME PT / INR MONITORING POLICY.....	K-181
INSULIN ADMINISTRATION .....	K-183
BLOOD PRESSURE MONITORING .....	K-185
SINGLE USE MEDICAL DEVICES POLICY .....	K-189
PRECAUTIONS TO PROTECT IMMUNE COMPROMISED PATIENTS .....	K-192
PREVENTION OF INFECTION RELATED TO RESPIRATORY TRACT CARE.....	K-194
GUIDELINES ON CARING FOR PATIENTS WITH MULTI-DRUG RESISTANT ORGANISMS.....	K-196
BLOODBORNE PATHOGENS MANUAL AND PLAN .....	K-198
INFLUX OF INFECTIOUS PATIENTS .....	K-207
UROSTOMY CARE POLICY .....	K-209
CHAIR STAND TEST PROTOCOL .....	K-212
IDENTIFICATION TB HIGH RISK EXPOSURE .....	K-213
MANAGEMENT OF HOME VENTILATORS POLICY.....	K-214
REDUCING HARM FROM HIGH RISK MEDICINES.....	K-216
HIGH ALERT MEDICATION MANAGEMENT .....	K-218
CLINICAL GUIDELINE FOR PLEURAL CARE PROCEDURES .....	K-221
RESPIRE CARE POLICY .....	K-224
GROCERY SHOPPING AND ERRANDS POLICY .....	K-226
POLICY ON LAUNDRY .....	K-227
CHORE SERVICES POLICY.....	K-228