

# URRA HOME HEALTH, CORP.

## 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 HOME HEALTH AGENCY .....	A-3
POLICY ON ORGANIZATION, SERVICES, ADMINISTRATION CONTROL, HOURS OF OPERATION POLICY .....	A-7
POLICY ON DIRECTION/COORDINATION/OVERALL SUPERVISION OF PATIENT SERVICES AND CONTRACTS .....	A-09
SCOPE OF SERVICES AND SERVICES TO BE PROVIDED .....	A-11
MISSION STATEMENT .....	A-15
GOALS AND OBJECTIVES .....	A-16
POLICY ON PLAN OF CARE/ELIGIBILITY CRITERIA FOR ADMISSION .....	A-18
PHYSICIAN LETTER OF MEDICAL NECESSITY .....	A-19
INABILITY TO PROVIDE SERVICE .....	A-20
OBJECTIVES AND SERVICES TO BE PROVIDED .....	A-22
POLICY ON GOVERNING BODY .....	A-23
BOARD OF DIRECTORS/PROFESSIONAL ADVISORY COMMITTEE ORIENTATION .....	A-26
GOVERNING BODY .....	A-27
MEDICAL DIRECTOR .....	A-28
PROFESSIONAL ADVISORY COMMITTEE .....	A-29
ADVISORY COMMITTEE .....	A-31
BOARD OF DIRECTORS/PROFESSIONAL ADVISORY COMMITTEE (PAC) CONFIDENTIALITY STATEMENT .....	A-32
DELEGATION OF AUTHORITY .....	A-33
MANAGEMENT RESPONSIBILITIES .....	A-34
MANAGEMENT STAFF FUNCTIONS .....	A-35
PLANNING PROCESS, MARKETING PLAN/STRATEGIC PLAN .....	A-38
POLICY ON ADMINISTRATION .....	A-40
BOARD OF DIRECTORS CONFLICT OF INTEREST .....	A-41
SUPERVISORY PLAN .....	A-42
POLICY ON SUPERVISING PHYSICIAN OR REGISTERED NURSE .....	A-44
POLICY ON PATIENT VISITS .....	A-45
POLICY ON RECORD KEEPING BY HOME HEALTH AIDES .....	A-46
POLICY ON CLINICAL RECORD KEEPING .....	A-47
HEPATITIS B VACCINE .....	A-49
HEPATITIS B DECLARATION FORM .....	A-50
HIV AND HEPATITIS INFORMATION SHEET .....	A-51
STANDARD PRECAUTIONS .....	A-53
UNIVERSAL PRECAUTIONS .....	A-54
TRANSPORTATION RESPONSIBILITY .....	A-56
INFECTION CONTROL ACKNOWLEDGMENT .....	A-57
POLICY DURING THE ABSENCE OF THE ADMINISTRATOR .....	A-58
POLICY DURING THE ABSENCE OF THE DIRECTOR OF NURSING .....	A-59
POLICY ON ADVANCE DIRECTIVES .....	A-60
ON CALL AND EMERGENCY SERVICES .....	A-61
ON CALL DUTIES .....	A-62
EMERGENCY MANAGEMENT PLAN .....	A-63
EMERGENCY/DISASTER PLAN .....	A-65
EMERGENCY MEASURES TO HANDLE BELLIGERENT CLIENT .....	A-69
HANDLING BARRIERS TO COMMUNICATION POLICY AND PROCEDURES .....	A-70
AUXILIARY AIDS AND PERSONS WITH DISABILITIES .....	A-71
POLICY ON OASIS ENROLLED .....	A-72

## URRA HOME Health, Corp.

POLICY ON HIPAA/ HITECH ACT ENROLLED .....	A-75
CONFIDENTIALITY/PRIVACY OF PERSONAL HEALTH INFORMATION (PHI) POLICY .....	A-76
CONFIDENTIALITY STATEMENT .....	A-81
FAX PRIVACY POLICY .....	A-82
PERSONAL HEALTH INFORMATION, PLEDGE OF CONFIDENTIALITY .....	A-84
PUBLIC DISCLOSURE .....	A-85
STAFF CONFLICT OF INTEREST .....	A-86
STATEMENT PRINCIPLE RELATING DISCLOSURE OF CONFLICTS OF INTEREST.....	A-87
INDIVIDUAL STATEMENT REGARDING CONFLICT OF INTEREST .....	A-88
STATE REGULATORY REQUIREMENTS .....	A-89
INFORMATION MANAGEMENT SYSTEMS .....	A-90
DATA COLLECTIONS AND REVIEWS .....	A-92
LEGAL REQUIREMENTS .....	A-94
ASSIGNMENTS AND STAFFING .....	A-95
ADMINISTRATIVE RECORDS AND REPORTS .....	A-96
RECORD RETENTION POLICIES/CONFIDENTIALITY, RELEASE OF INFORMATION .....	A-97
SENSITIVE PATIENT INFORMATION .....	A-103
PROTECTION OF DATA IN THE MANAGEMENT INFORMATION SYSTEM .....	A-104
PROTECTION, STORAGE AND RETENTION OF AGENCY DOCUMENTS ..	A-105
VERIFICATION OF PHYSICIAN LICENSE .....	A-107
CONSENT PRACTICES .....	A-108
REFUSAL OF CARE .....	A-109
COMPUTER FILES BACKUP .....	A-110
CLIENT LIST .....	A-111
CHANGE OF CONDITION ASSESSMENT .....	A-112
RESTORATIVE NURSING .....	A-113
CONTINGENCY PLAN .....	A-114
COMPUTER USAGE POLICY .....	A-115
MEDICARE'S ADVANCE BENEFICIARY NOTICE .....	A-117
NOT TAKEN UNDER CARE .....	A-119
ABN ADDITIONAL DIRECTIONS .....	A-120
ILLEGAL REMUNERATION .....	A-122
PATIENTS WITH ALZHEIMER'S DISEASE OR OTHER RELATED DISORDERS; STAFF TRAINING REQUIREMENTS .....	A-123
DISCONTINUING OPERATIONS .....	A-124
EMPLOYEE'S RIGHTS AND RESPONSIBILITIES.....	A-125
EMPLOYEE'S CODE OF CONDUCT.....	A-127
COMPLIANCE PROGRAM .....	A-128
FRAUD PREVENTION .....	A-132
NOTICE TO PATIENTS OF MEDICAID FRAUD.....	A-136
CODE OF ETHICS .....	A-137
ETHICS COMMITTEE .....	A-140
ETHICS POLICY .....	A-142
HOME HEALTH RESEARCH POLICY .....	A-144
AGENCY ZERO FRAUD TOLERANCE POLICY .....	A-146
POLICY ON FACE TO FACE ENCOUNTER .....	A-147
CRITICAL TEST RESULT REPORTING .....	A-149
LABORATORY TESTING CLIA WAIVER .....	A-150
PHOTOGRAPHING/VIDEOTAPING PATIENTS .....	A-152
POLICY ON CHANGES IN AUTHORITY OWNERSHIP, OR MANAGEMENT .....	A-154
UTILITIES MANAGEMENT PLAN .....	A-155
DIFFERENT CULTURAL BACKGROUND/BELIEFS COMPETENCY PLAN (CCP) .....	A-156
POLICY FOR ALF SERVICES .....	A-160
STANDARDIZED TERMINOLOGY, DEFINITIONS, ABBREVIATIONS, ACRONYMS, SYMBOLS .....	A-161
IMPROVE THE ACCURACY OF PATIENT IDENTIFICATION .....	A-163
DIRECTOR OF NURSING OVERSIGHT POLICY.....	A-165
ACCESS TO ELECTRONIC HEALTH RECORDS (EHS) POLICY.....	A-166
AUTHENTICATION OF ELECTRONIC SIGNATURE .....	A-172

## URRA HOME Health, Corp.

TEXTING AND EMAILING POLICY .....	A-174
CONFLICT OF INTEREST POLICY .....	A-176
POLICY NAMED THE ADMINISTRATOR AND THE DIRECTOR OF NURSING (DON) .....	A-181

### SECTION B - PERSONNEL/OPERATIONS POLICIES

POLICY ON PERSONNEL POLICIES .....	B-1
PERSONNEL POLICY STATEMENTS .....	B-2
APPLICATION EMPLOYMENT PROCESS .....	B-6
EMPLOYEE IDENTIFICATION .....	B-9
POLICY AND PROCEDURE DRESS CODE .....	B-10
POLICY ON EMPLOYEE EVALUATION ..	B-12
EMPLOYEE EVALUATION SHEET - ANNUAL .....	B-14
PERFORMANCE EVALUATION .....	B-15
PERSONNEL POLICIES SAFE AND ADEQUATE CARE OF THE PATIENT .....	B-18
PATIENT SAFETY CHECKLIST .....	B-19
HOME SAFETY PATIENT'S HOME ENVIRONMENT .....	B-20
POLICY ON HIRING/REFERENCES, AND RETAINING EMPLOYEES .....	B-22
REFERENCE FOR POTENTIAL EMPLOYEE .....	B-24
POLICY ON MEDICAL EXAMINATION CERTIFICATE .....	B-25
MEDICAL EXAMINATION CERTIFICATE .....	B-26
POLICY AND PROCEDURE EMPLOYEE ORIENTATION .....	B-27
POLICY AND PROCEDURE STATEMENT OF ORIENTATION COMPLETION .....	B-29
POLICY ON ORIENTATION ADDITION - 8 HR ORIENTATION .....	B-30
POLICY ON JOBS .....	B-31
POLICY ON PERSONNEL UNDER HOURLY OR PER VISIT CONTRACT .....	B-32
POLICY SICK LEAVE .....	B-33
POLICY AND PROCEDURE EMPLOYEE HEALTH .....	B-34
SCREENING FOR CRIMINAL BACKGROUND/SCREENING OF HOME HEALTH PERSONNEL .....	B-35
POLICY ON HIRING AND FIRING .....	B-37
STAFF RECRUITMENT .....	B-38
JOB POSTING .....	B-39
NOTICE OF JOB OPENING .....	B-40
JOB INTERVIEWS .....	B-41
HOME HEALTH CARE AGENCY INTERVIEW INFORMATION .....	B-42
OUTCOME OF APPLICATION INTERVIEW FOR STAFF POSITION .....	B-43
LICENSURE RENEWAL .....	B-44
MEAL PERIOD .....	B-45
TERMINATION OF EMPLOYMENT .....	B-46
INVOLUNTARY TERMINATION OF EMPLOYMENT .....	B-48
RESIGNATION OF EMPLOYMENT .....	B-50
RESIGNATION NOTICE .....	B-51
TRANSFER REQUEST .....	B-52
TRANSFER REQUEST FORM .....	B-53
EXEMPT EMPLOYMENT STATUS .....	B-54
DISCIPLINE OF HOME HEALTH CARE STAFF MEMBER .....	B-55
EMPLOYEE WARNING/SUSPENSION/REINSTATEMENT/TERMINATION .....	B-57
HOME HEALTH CARE AGENCY STAFF CONCERN .....	B-58
STAFF CONCERN (Form) .....	B-59
HOME HEALTH CARE AGENCY INAPPROPRIATE BEHAVIOR DOCUMENTATION .....	B-60
EXIT INTERVIEW FOR HOME HEALTH CARE STAFF MEMBERS .....	B-61
EXIT INTERVIEW FORM .....	B-62
ACCIDENT / INCIDENTS OF HOME HEALTH CARE STAFF MEMBERS/CLIENTS .....	B-63
EMPLOYEE ACCIDENT/INCIDENT REPORT .....	B-65
CONSENT FORM TO RELEASE PHYSICAL EXAMINATION/CRIMINAL BACKGROUND SCREENING DATA FORM .....	B-66
PAYROLL SYSTEM .....	B-67
SALARY CHANGES .....	B-68

## URRA HOME Health, Corp.

POLICY ON PATIENT VISITS / PLAN OF CARE / VERBAL ORDERS / ASSESSMENT AND CONSULTATION WITH A PHYSICIAN .....	B-69
POLICY AND PROCEDURE CONTINUING EDUCATION .....	B-71
PERSONNEL LICENSURE .....	B-74
CRITERIA USED WHEN ASSIGNING NURSING PERSONNEL .....	B-75
POLICY ON MONITORING OF CONTRACTED SERVICES .....	B-76
POLICY ON "INSTITUTIONAL PLANNING" .....	B-77
POLICY ON ANNUAL OPERATING BUDGET .....	B-78
POLICY ON CAPITAL EXPENDITURES PLAN .....	B-79
POLICY ON BOARD MEMBERSHIP .....	B-80
ORGANIZATIONAL PHILOSOPHY .....	B-81
ORGANIZATIONAL CHART .....	B-82
POLICY ON ANNUAL REVIEW OF PLAN AND BUDGET .....	B-85
POLICY ON PROFESSIONAL PERSONNEL .....	B-86
SELF-EVALUATION COMMITTEE MEETING .....	B-87
POLICY ON ACCEPTANCE OF PATIENTS .....	B-88
DISCHARGE OF PATIENTS .....	B-89
NOTICE ON NON COVERAGE, EXPEDITE DETERMINATION PROCESS, DISCHARGE OF PATIENTS .....	B-90
POLICY ON PLAN OF CARE, MEDICAL SUPERVISION .....	B-92
POLICY ON PERIODIC REVIEW OF PLAN OF TREATMENT .....	B-94
RECERTIFICATION PROCESS .....	B-95
ANTI-HARASSMENT POLICY .....	B-96
POLICY ON PATIENT TRANSFER .....	B-98
PATIENT TRANSFER SUMMARY TO ANOTHER HEALTH CARE FACILITY .....	B-101
BACK-UP STAFFING .....	B-102
CONTRACTOR BACK-UP SERVICES .....	B-103
BACK-UP SERVICES POLICY .....	B-104
BACK-UP SERVICE AGREEMENT .....	B-105
CERTIFICATE OF WAIVER CLIA (WAIVED TEST) .....	B-106
VOLUNTEERS .....	B-107
HEPATITIS C (HCV) EDUCATION .....	B-108
STAFF COMPETENCY .....	B-109
MISSED VISIT POLICY .....	B-110
EQUAL OPPORTUNITY EMPLOYMENT .....	B-111
WORK RELATED INJURIES .....	B-112
WORKERS' COMPENSATION .....	B-114
RETENTION OF PERSONNEL RECORDS .....	B-116
STAFF SAFETY AT WORK .....	B-117
SITUATIONS WITH POTENTIAL FOR VIOLENCE .....	B-121
EQUIPMENT SAFETY .....	B-123
DRUG FREE WORKPLACE .....	B-124
EMPLOYEE DATABASE .....	B-126
EMPLOYMENT CATEGORIES .....	B-127
IMMIGRATION REFORM AND CONTROL ACTS (I-9) .....	B-129
INTRODUCTORY PERIOD .....	B-130
PRN STATUS .....	B-131
PRN QUESTIONNAIRE .....	B-132
EXPENSE REPORTS .....	B-133
GARNISHMENTS .....	B-134
HOLIDAY PAY .....	B-135
MEETING AND IN-SERVICE TIMES .....	B-136
MILEAGE REIMBURSEMENT/TRAVEL TIME .....	B-137
OVERTIME .....	B-139
PAY PERIOD .....	B-140
TIMESHEETS/DVR'S .....	B-141
NOTICE OF RIGHT TO ELECT CONTINUATION COVERAGE .....	B-143
COBRA BENEFIT CONTINUATION .....	B-145

## URRA HOME Health, Corp.

CONTINUING EDUCATION UNITS .....	B-146
DENTAL INSURANCE .....	B-147
MEDICAL INSURANCE .....	B-148
PAID TIME OFF (PTO) .....	B-150
TIME OFF REQUEST FORM .....	B-152
FAMILY/MEDICAL LEAVE OF ABSENCE .....	B-153
FAMILY/MEDICAL LEAVE OF ABSENCE REQUEST FORM .....	B-157
JURY DUTY .....	B-158
MILITARY LEAVE OF ABSENCE .....	B-159
PERSONAL LEAVE OF ABSENCE .....	B-161
ABUSE/NEGLECT INVESTIGATION .....	B-162
ATTENDANCE .....	B-163
AUTOMOBILE USAGE .....	B-164
EMPLOYEE COUNSELING AND GRIEVING .....	B-167
PERFORMANCE NOTES .....	B-168
EMPLOYEE PERFORMANCE IMPROVEMENT PLAN .....	B-169
PERSONAL CONDUCT .....	B-170
SECURITY INSPECTIONS .....	B-172
SUBSTANCE ABUSE .....	B-173
WORKPLACE VIOLENCE PREVENTION .....	B-176
DRUG AND ALCOHOL TESTING .....	B-178
HEALTH REQUIREMENTS .....	B-182
CLARIFICATION OF EMPLOYEE/CONTRACTOR STATUS .....	B-183
ADMINISTRATION OF INFLUENZA VACCINE EMPLOYEES IN HEALTH CARE SETTINGS .....	B-184
PROFESSIONAL BOUNDARIES IN THE HOME CARE WORKFORCE .....	B-187
OSHA'S HAZARD COMMUNICATION STANDARD THAT DESCRIBE APPROPRIATE LABELING OF HAZARDOUS CHEMICALS .....	B-196

### SECTION C - SKILLED 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, NURSING & THERAPY SERVICES .....	C-5
POLICY ON MEDICAL SOCIAL SERVICES .....	C-10
POLICY ON HOME HEALTH AIDE SERVICES .....	C-11
POLICY ON SUPERVISING VISITS .....	C-12
POLICY ON CLINICAL RECORDS .....	C-14
POLICY ON RETENTION OF RECORDS .....	C-16
POLICY ON PROTECTION OF RECORDS .....	C-17
RELEASE OF INFORMATION FROM CLINICAL RECORDS .....	C-18
AUTHORIZATION FOR RELEASE OF INFORMATION .....	C-19
CLIENT'S SUMMARY REPORT .....	C-20
CLINICAL RECORDS - SUMMARY REPORTS (sample Form) .....	C-21
DISCHARGE PLANNING .....	C-22
DISCHARGE PLANNING CONTROL LOG .....	C-24
SECURITY OF RECORDS/CONFIDENTIALITY .....	C-25
FILE MOVEMENT REGISTER .....	C-26
MEDICAL RECORD CORRECTION POLICY .....	C-27
REPORTING MEDICAL DEVICE EVENTS .....	C-30
MEDICAL DEVICE INCIDENT REPORT .....	C-31
ILLNESS AND INJURY PREVENTION .....	C-32
NEEDLE-STICK PREVENTION AND SHARPS SAFETY .....	C-34

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

POLICY ON EVALUATION OF AGENCY'S PROGRAM .....	D-1
PLAN FOR IMPROVING AGENCY PERFORMANCE (PERFORMANCE IMPROVEMENT PLAN) .....	D-2
THE KEY TO "QUALITY ASSURANCE" .....	D-9

## URRA HOME Health, Corp.

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 SURVEY 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
HOME HEALTH CARE AGENCY ANNUAL EVALUATION/REVIEW .....	D-23
ANNUAL EVALUATION FOR THE HOME HEALTH CARE AGENCY .....	D-25
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-79
REORDERING SUPPLIES AND BIOHAZARDOUS WASTE CONTAINER .....	D-80
ADMINISTRATION OF DRUGS AND BIOLOGICALS .....	D-81
DRUG CLASSIFICATIONS AND ROUTES THAT ARE NOT APPROVED FOR ADMINISTRATION .....	D-84
ADMINISTRATION OF BLOOD OR BLOOD COMPONENT(S) .....	D-85
UTILIZATION REVIEW .....	D-88
CLINICAL RECORD/UTILIZATION REVIEW .....	D-89
EMPLOYEE SATISFACTION SURVEY .....	D-90

# URRA HOME Health, Corp.

QUALITY ASSESSMENT/PERFORMANCE IMPROVEMENT PLAN .....	D-92
---	------

## **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 SENSORY IMPAIRMENTS .....	E-12

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

POLICY ON BUDGET .....	F-1
FINANCIAL MANAGEMENT Capital Expenditure Plan .....	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
MEDICARE CREDIT BALANCE REPORT .....	F-28
MEDICARE DENIALS AND ADDITIONAL DOCUMENTATION (ADRs) .....	F-29
PURCHASING AND ACCOUNTS PAYABLE .....	F-30
MEDICAL SUPPLIES .....	F-31
POLICY ON STANDARDS OF SOUND BUSINESS PRACTICE .....	F-32
POLICY FOR FINANCIAL HARDSHIP .....	F-33

## **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
EMPLOYEE CONTRACT .....	G-10
MEDICAL DIRECTOR AGREEMENT .....	G-12
BUSINESS ASSOCIATE CONTRACT .....	G-14

# URRA HOME Health, Corp.

## SECTION H - BYLAWS

BY-LAWS . . . . .	H-1
ADMINISTRATIVE POLICY . . . . .	H-2
HOME HEALTH SERVICES PROVIDED MEDICARE/MEDICAID/PRIVATE INSURANCE RECIPIENTS. . . . . .	H-3
HOW TO ORDER HOME HEALTH SERVICES/REFERRAL PROCEDURES . . . . .	H-7
INFORMATION FOR OUR PATIENTS (Notice to clients right to report complaints/abuse) . . . . .	H-9
DATA INTEGRITY, INFORMATION CONFIDENTIALITY, SECURITY . . . . .	H-10

## SECTION I - JOB DESCRIPTIONS

JOB DESCRIPTIONS . . . . .	I-1
DIRECTOR . . . . .	I-2
CHIEF OPERATING OFFICER . . . . .	I-5
ADMINISTRATOR . . . . .	I-8
COMPLIANCE OFFICER . . . . .	I-11
DIRECTOR OF NURSING . . . . .	I-12
FIELD REGISTERED NURSE . . . . .	I-15
PSYCHIATRIC NURSE . . . . .	I-18
HOME HEALTH AIDE / CNA . . . . .	I-19
POLICY ON SELECTION OF HOME HEALTH AIDE . . . . .	I-21
COMPANION OR SITTER . . . . .	I-22
HOMEMAKER . . . . .	I-23
CHORE WORKER . . . . .	I-24
MEDICAL SOCIAL WORKER . . . . .	I-25
PHYSICAL THERAPIST . . . . .	I-26
PHYSICAL THERAPIST ASSISTANT . . . . .	I-27
OCCUPATIONAL THERAPIST . . . . .	I-29
OCCUPATIONAL THERAPIST ASSISTANT . . . . .	I-30
RESPIRATORY THERAPIST . . . . .	I-32
LICENSED PRACTICAL NURSE . . . . .	I-33
SPEECH THERAPIST . . . . .	I-34
SPEECH THERAPIST ASSISTANT . . . . .	I-35
ALTERNATE DIRECTOR OF NURSING . . . . .	I-36
ADMINISTRATOR ASSISTANT . . . . .	I-38
NURSE FIELD SUPERVISOR . . . . .	I-40
PATIENT/CLIENT REPRESENTATIVE . . . . .	I-41
BILLING CLERK . . . . .	I-44
PATIENT CASE MANAGER . . . . .	I-46
OFFICE CLERK . . . . .	I-49
ALTERNATE ADMINISTRATOR . . . . .	I-50
SUPERVISOR CLINICAL QUALITY IMPROVEMENT . . . . .	I-52
REGISTERED NURSE HIGH TECH . . . . .	I-55
DIETITIAN/NUTRITIONIST . . . . .	I-58
OFFICE MANAGER . . . . .	I-59
SECRETARY/TYPIST . . . . .	I-61
MEDICAL DIRECTOR . . . . .	I-62
CODER/WORKFLOW COORDINATOR . . . . .	I-63
REFERRAL SERVICES ASSISTANT . . . . .	I-65
QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT . . . . .	I-66
HUMAN RESOURCES SPECIALIST . . . . .	I-68
CHIEF FINANCIAL OFFICER . . . . .	I-69
DIRECTOR OF HUMAN RESOURCES . . . . .	I-70
GENERAL MANAGER . . . . .	I-72
COMMUNITY HEALTH PEDIATRIC REGISTERED NURSE . . . . .	I-74
MEDICAL SOCIAL WORK ASSISTANT . . . . .	I-76
MEDICAL RECORD MANAGER . . . . .	I-78
MEDICAL RECORD ASSISTANT/CLERK . . . . .	I-80



## URRA HOME Health, Corp.

COMMUNITY LIAISON . . . . .	I-81
REFERRAL HOSPITAL LIAISON. . . . .	I-82
COMMUNITY EDUCATION/LIAISON/OUTREACH. . . . .	I-84

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

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
SAFETY GUIDELINES MEDICAL EQUIPMENT AND SUPPLIES. . . . .	L-23
EQUIPMENT CLEANING . . . . .	L-27
PRODUCT RECALL NOTIFICATION POLICY. . . . .	L-29
SAFETY PROGRAM, SAFE LIFTING. . . . .	L-31
PREVENTION OF ACCIDENTS . . . . .	L-32
PATIENT INFORMED DECISION MAKING. . . . .	L-33
CONSENTS . . . . .	L-34
REINSTATEMENT / RESUMPTION OF CARE POLICY . . . . .	L-36
PATIENT ASSESSMENT FUNCTIONS AND QUALIFICATIONS . . . . .	L-37
FIRST DOSE HOME IV ANTIMICROBIAL ADMINISTRATION . . . . .	L-41
IMPLEMENTING CARE AND TREATMENT . . . . .	L-45
MAINTAINING MEDICAL SUPPLIES AND EQUIPMENT IN THE CAR . . . . .	L-49
WEIGHT PATIENT . . . . .	L-50
DOMESTIC VIOLENCE . . . . .	L-51

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

POLICY ON EMPLOYEE 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-4
ACCIDENTS . . . . .	J-5
COMPLAINTS . . . . .	J-6
PROCEDURE FOR THINNING CHARTS . . . . .	J-7
LEGAL ASPECTS OF CHARTING . . . . .	J-8
DESCRIPTIVE TERMS COMMONLY USED IN CHARTING . . . . .	J-10
CLIENT'S CLINICAL RECORD FILING SYSTEM . . . . .	J-27
CLIENT'S CLINICAL RECORD NUMBERING . . . . .	J-28
HOME CARE INFUSION THERAPY POLICY AND PROCEDURE . . . . .	J-29
HOME IV THERAPY POLICY AND PROCEDURE . . . . .	J-30
HOME INFUSION NURSE RESPONSIBILITIES POLICY AND PROCEDURE. . . . .	J-33
INITIATION, MEDICATION, ADMINISTRATION, MONITORING & DISCONTINUATION OF	

## URRA HOME Health, Corp.

THERAPY . . . . .	J-34
IV COMPETENCY SKILLS POLICY AND PROCEDURE . . . . .	J-35
ANAPHYLAXIS PROTOCOL POLICY AND PROCEDURE . . . . .	J-37
MEDICATION ADMINISTRATION . . . . .	J-38
MEDICATION PROFILE/MEDICATION MONITORING . . . . .	J-39
MEDICATION DISCONTINUATION POLICY . . . . .	J-40
POSSESSION OF STERILE WATER . . . . .	J-41
MULTIDISCIPLINARY PATIENT EDUCATION . . . . .	J-43
PATIENT EDUCATION . . . . .	J-44
PAIN MANAGEMENT . . . . .	J-47
PAIN MANAGEMENT EDUCATION . . . . .	J-49
PATIENT RISK OF FALLS ASSESSMENT . . . . .	J-50
PATIENT VISIT - SCHEDULING . . . . .	J-51
INTERDISCIPLINARY CARE PLANNING . . . . .	J-52
VERBAL/TELEPHONE ORDERS READ BACK . . . . .	J-54
CONFIRMATION OF PHYSICIAN ORDER . . . . .	J-55
GUIDELINES FOR MEDICAL MANAGEMENT AND PHYSICIAN RESPONSIBILITIES . . . . .	J-57
PATIENT INSTRUCTION SHEET OXYGEN CONCENTRATOR . . . . .	J-58
MEDICATION TRANSFER COMMUNICATION . . . . .	J-60
MEDICATION MANAGEMENT PATIENT INFORMATION . . . . .	J-61
SENTINEL EVENT . . . . .	J-63
SENTINEL EVENT CRITERIA . . . . .	J-65
RISK MANAGEMENT . . . . .	J-66
INCIDENT REPORT (RISK MANAGEMENT) . . . . .	J-71

### **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-20
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

## URRA HOME Health, Corp.

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-48
POSITIONING .....	K-49
MOVING PATIENT UP IN BED .....	K-51
GETTING PATIENT IN/OUT OF BED .....	K-52
ASSISTING PATIENT INTO AND OUT OF WHEELCHAIR .....	K-54
ASSISTING PATIENTS ONTO AND OFF STRETCHER .....	K-56
HOW TO UNDRESS A PATIENT .....	K-57
HOW TO USE BED CRADLES .....	K-58
HOW TO USE RUBBER RINGS, DOUGHNUTS, SANDBAGS .....	K-59
APPLICATION OF COLD SPONGES .....	K-60
APPLICATION OF ICE BAG .....	K-61
COLD COMPRESSES/EYE .....	K-62
APPLICATION OF HOT WATER BOTTLE .....	K-63
HOW TO GIVE EARLY MORNING AND H.S. CARE .....	K-64
PARTIAL BATH .....	K-66
BED BATH .....	K-67
HOW TO GIVE TUB BATH OR SHOWER .....	K-69
SITZ BATH .....	K-70
ORAL HYGIENE .....	K-71
BACK RUB .....	K-73
SHAVING THE FACE OF THE MALE PATIENT .....	K-74
HOW TO CARE FOR THE HAIR .....	K-75
MAKING AN UNOCCUPIED BED .....	K-76
MAKING AN OPEN BED .....	K-78
MAKING AN OCCUPIED BED .....	K-79
NURSING PROCEDURES FOR THE DYING .....	K-81
POST MORTEM CARE .....	K-82
CARE OF THE DYING .....	K-83
INFECTION CONTROL POLICY .....	K-84
PERSONNEL INFECTION CONTROL .....	K-85
POST EXPOSURE EVALUATION AND FOLLOW-UP PROCEDURES .....	K-86
EXPOSURE CONTROL PLAN .....	K-88
HOME CARE ACQUIRED INFECTION .....	K-92
INFECTION PREVENTION AND CONTROL ADDRESSING PRIORITIZED RISKS .....	K-96
LIMITING THE SPREAD OF INFECTIONS ASSOCIATED WITH MEDICAL EQUIPMENT DEVICES, THERAPY EQUIPMENT AND SUPPLIES .....	K-100
MINIMIZE OPPORTUNITY FOR TRANSMISSION OF PATHOGENS TO PATIENTS AND HEALTHCARE WORKERS .....	K-101
LIMITING THE SPREAD OF INFECTIONS ASSOCIATED WITH PROCEDURES .....	K-102
INFECTION CONTROL ORIENTATION .....	K-104
ANNUAL INSERVICE FOR INFECTION CONTROL .....	K-105
EMPLOYEE EXPOSURE INCIDENT .....	K-106
INCIDENT/OCCURENCE REPORT .....	K-107
AIDS .....	K-109
PROCEDURE ON ORDER LABS TEST .....	K-112
PROCEDURE FOR 60 DAY SUMMARIES .....	K-113
PROCEDURE FOR WOUND/DECUBITUS SUMMARIES .....	K-114
GUIDELINES FOR MAINTENANCE OF PERIPHERAL IV SITES & CENTRAL LINES .....	K-115
PROCEDURE FLUSHING AT HICKMAN CATHETER .....	K-116

## URRA HOME Health, Corp.

PROCEDURE HEPARIZATION WITH CAP CHANGE LINE . . . . .	K-117
PROCEDURE HICKMAN CATHETER DRESSING CHANGE . . . . .	K-119
TRIPLE LUMEN CVP CATHETER PROCEDURE . . . . .	K-121
GROSHONG CATHETER PROCEDURE . . . . .	K-122
NEEDLE SAFETY AND PREVENTION OF INJURY . . . . .	K-123
USE OF THERMOMETER . . . . .	K-126
FALLS POLICY . . . . .	K-129
TIMED GET UP AND GO TEST . . . . .	K-132
REQUEST FOR PHYSICIAN'S ORDERS TO DEAL WITH FALLS . . . . .	K-133
INCIDENT REPORT FALLS . . . . .	K-134
EMERGENT CARE FOR INJURY CAUSED BY FALL OR ACCIDENT AT HOME REVIEW TOOL . . . . .	K-135
ACCEPTED MEDICAL TERM ABBREVIATIONS . . . . .	K-137
DANGEROUS ABBREVIATIONS OR DOSE DESIGNATION . . . . .	K-141
INFECTION CONTROL & SAFETY MANAGEMENT: THE BAG TECHNIQUE. . . . .	K-142
BAG TECHNIQUE COMPETENCY EVALUATION . . . . .	K-145
NOSOCOMIAL INFECTIONS. . . . .	K-146
PANIC VALUE . . . . .	K-159
LOOK ALIKE, SOUND ALIKE MEDICATION. . . . .	K-164
PULSE OXIMETRY POLICY . . . . .	K-165
HAND HYGIENE, CDC GUIDELINES . . . . .	K-166
HANDWASHING IMPROVEMENT PLAN . . . . .	K-169
NURSING STAFF GLUCOMETER COMPETENCY POLICY. . . . .	K-171
PROCESS FOR INVESTIGATING OUTBREAKS OF INFECTIOUS DISEASES. . . . .	K-172
INFECTION SURVEILLANCE, MONITORING AND REPORTING OF EMPLOYEES AND PATIENTS . . . . .	K-178
HOME PT / INR MONITORING POLICY. . . . .	K-181
INSULIN ADMINISTRATION . . . . .	K-183
BLOOD PRESSURE MONITORING . . . . .	K-185
SINGLE USE MEDICAL DEVICES POLICY . . . . .	K-189
REUSE OF SINGLE USE MEDICAL DEVICES POLICY . . . . .	K-192
PRECAUTIONS TO PROTECT IMMUNE COMPROMISED PATIENTS . . . . .	K-195
PREVENTION OF INFECTION RELATED TO RESPIRATORY TRACT CARE . . . . .	K-197
GUIDELINES ON CARING FOR PATIENTS WITH MULTI-DRUG RESISTANT ORGANISMS. . . . .	K-199
BLOODBORNE PATHOGENS EXPOSURE PLAN . . . . .	K-201
IDENTIFICATION TB HIGH RISK EXPOSURE JOB CLASSIFICATION . . . . .	K-211
INFLUX OF INFECTIOUS PATIENTS . . . . .	K-212
UROSTOMY CARE POLICY . . . . .	K-214
CHAIR STAND TEST PROTOCOL . . . . .	K-217
MANAGEMENT OF HOME VENTILATORS POLICY . . . . .	K-218
REDUCING HARM FROM HIGH RISK MEDICINES. . . . .	K-220
HIGH ALERT MEDICATION MANAGEMENT . . . . .	K-222
CLINICAL GUIDELINE FOR PLEURAL CARE PROCEDURES . . . . .	K-224
CARE OF THE PATIENT WITH A CHEST TUBE (RN/LPN) . . . . .	K-227
RESPIRE CARE POLICY . . . . .	K-237
GROCERY SHOPPING AND ERRANDS POLICY . . . . .	K-239
POLICY ON LAUNDRY . . . . .	K-240
CHORE SERVICES POLICY. . . . .	K-241
PERCUTANEOUS ENDOSCOPIC GASTROSTOMY (PEG) TUBE CARE POLICY. . . . .	K-243
SOLUTIONS FOR IRRIGATION: MANAGEMENT AND STORAGE GUIDELINES. . . . .	K-245
MANAGEMENT OF PATIENT WITH CONGESTED HEART FAILURE (CHF) . . . . .	K-247
ZOE NON-INVASIVE MACHINE FOR CHF PATIENTS . . . . .	K-251
CATHETER FLUSHING PROTOCOL (SASH) . . . . .	K-253

URRA HOME HEALTH, CORP.

CLINICAL PROCEDURES  
Table of Contents

<u>PROCEDURE</u>	<u>PAGE</u>
Ambulation	1
Allergic and Anaphylactic Reaction	3
Anaphylaxis Medication Recommendation	4
Anaphylaxis Treatment Guidelines	5
Arm Sling Application	8
Arteriovenous Fistula Assessment	9
Automatic Lancing Device	10
Backrub	11
Bed Bath	12
Information regarding service outcomes	14
Bedpan	15
Bladder Irrigation	17
Bladder Training	19
Blood Glucose Testing	20
Blood Pressure	21
Bowel Training Program	23
Calibrating & Cleaning Blood Glucose Meter	24
Catheter Care	25
Catheter Care-Suprapubic Catheter	27
Catheterization	28
Condom Catheter Application	31
Dangling Legs	33
Ear Irrigation	34
Elastic Stocking Application	36
Enema Administration	37
Enteral Tubes- Unclogging	38
Eye Drop Instillation	40
Eye Irrigation	42
Fecal Impaction-Removal	43
Feedings	45
Feeding-Enteric	46
First Dose Medication Administration	48
First Dose Registration Form	50
Foot Care	51
Gastric Residual Check	52
Gastric Tube Stabilization and Dressing	54
Gastrostomy Tube Care	55
Hair and Scalp Care	56
Handwashing	57
Heel Stick	58
Hot Water Bottle	59
Icebags	60
Infusion Therapy Administration	61
Intake and Output	65
Intramuscular Injections	66
Intravenous Access Device Maintenance	68
Jejunostomy Tube Stabilization & Dressing Change	71
Leg Bag Application	73
Manual Resuscitation Bag	74
Medication Administration (NG or GI)	75
Nail Care	77
Nasal Oral Pharyngeal Suctioning	78
Nose Drop Instillation	80

URRA HOME HEALTH, CORP.

CLINICAL PROCEDURES

Table of Contents  
(Continued)

<u>PROCEDURE</u>	<u>PAGE</u>
Nasogastric Tube Placement	81
Nasogastric Tube Removal	83
Nasogastric Stabilization	84
Nostril Care	85
Oral Hygiene	86
Overbed Cradle	88
Ostomy Appliance Care	89
Ostomy-Colostomy Irrigation	90
Pericare	91
Peripheral Venipuncture Blood Draw	92
Positioning	94
Postural Drainage & Percussion	95
Pulse	96
Pulse Oximetry	98
Range of Motion	99
Rectal Suppository Administration	103
Respirations	104
Rectal Tube Insertion	105
Removal of PICC Line	106
Seizure Precautions	108
Shampoo Clients Confined to Bed	109
Shampoo Clients Not Confined to Bed	110
Shaving Male Patient	111
Sitz Bath	113
Skin Care	114
Sputum Collection	115
Sputum Collection-AFB	116
Storage of Solutions Left in Home	117
Subcutaneous Injections	118
Suture/Staple Removal	120
Temperature-Axillary	122
Temperature-Oral	123
Temperature-Rectal	124
Tracheostomy Care	125
Tracheostomy Tie Care	126
Tracheostomy Suctioning	128
Transfers	129
Tub Bath and Showers	132
Tuberculosis Testing	133
Unna Boot Application	135
Urinal	137
Urine Specimen Collection-Clean Catch Midstream	138
Urine Specimen Collection-Clean Catch Foley	139
Urine Specimen Collection-Urostomy	140
Use of Arm or Leg Splint	141
Vaginal Irrigation	142
Vaginal Pack Removal	143
Weight	144
Wound Care	145
Wound Culture	146
Wound Debridement	147
Wound Irrigation	149
Z Track Intramuscular Injection	150
First Dose Home IV Antimicrobial	151
Patient & Family Education Handout Hazardous Materials	156
Pain Management	157

URRA HOME HEALTH, CORP.

CLINICAL PROCEDURES

Table of Contents

(Continued)

<u>PROCEDURE</u>	<u>PAGE</u>
Pain Management Education	160
Patient Assessment Functions & Qualifications	161
Patient Risk of Falls Assessment	165
Care Planning	167
Care Planning and Coordination	169
Care Plan Implementation	172
Interdisciplinary Care Planning	173
Verbal/Telephone Orders Read Back	175
Confirmation of Physician Telephone/Verbal Orders	176
Guidelines for Medical Management and Physicians Resp.	180
Coordination of services	181
Multidisciplinary Patient Education	184
Patient/Family Education Record	185
Patient & Family Education use of Restraint Devices	186
Patient Education Medical Equipment	187
Patient Instructions Sheet Cane & Quad Canes	189
Patient Instructions Sheet Walker	190
Patient Instructions Sheet Bedside Commode Procedure	191
Administration of Blood Component	192
Medication transfer Communication	195
Discontinuance of Service against Medical Advice	196
Waived Testing	197
Critical Test Result Reporting	199
Infusion Pump Safety	201
Medication Monitoring	202
Medication Safety	203
Emergency Medications	204
Adverse Drug Reaction Reporting	206
Adverse Drug Reaction Reporting Form	209
Medication Errors	210
Reducing Medication Errors	212
Use of Investigational Treatments/Trial	215
Medication Management Program	216
Controlled Drug Disposal	221
Medications – Patient Self Administration	222
Sharp Injury Protection Plan Addendum to Exposure Plan	224
Criteria to Select Safety Devices	225
Record Keeping	226
Sharp Injury Log	227
AIDS/HIV Positive Guidelines	228
Post Exposure Prophylaxis Hepatitis	229
Reporting Patient Infections	230
Antineoplastic Waste Management	232
Protective Clothing	234
Hazard Vulnerability Analysis	235