

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the slide, framing the central text. The overall aesthetic is clean and modern.

# Overview of Policy and Procedures

# Overview

- ▶ Department of Health Requirements
- ▶ Required Training Pieces
- ▶ Policies and Procedures

# AHHC Policy and Procedures

- ▶ **Department of Health Requirements**
- ▶ **Required Training Pieces**
- ▶ **Policies and Procedures**
  - ◀ Attendance Policy
  - ◀ Layoff Policy
  - ◀ Organizational Structure
  - ◀ Hours of Operation
  - ◀ Weatherization Policy
  - ◀ Disciplinary Policy
  - ◀ Prohibited Actions
  - ◀ Drug Free Environment Policy
  - ◀ HIPAA Confidentiality Policy
  - ◀ Confidentiality Policy
  - ◀ Critical Incident and Risk Management Policy
  - ◀ Infection Control
  - ◀ Communicable Disease Policy
  - ◀ Food Preparation & Handling Policy
  - ◀ Timesheet Management Policy
  - ◀ Time Sheets/Pay Period Schedule
  - ◀ Mandatory Annual Training

# PA Department of Health Requirements

- ▶ As a business providing home health care services, we are required by law to provide information to direct care staff:
  - **§ 52.11. Prerequisites for participation.**
    - ▶ **(5) Create and follow policies and procedures relating to the following:**
      - ▶ (i) Compliance with this chapter.
      - ▶ (ii) Provision of services in a nondiscriminatory manner.
      - ▶ (iii) Compliance with **the Americans with Disabilities Act** of 1990 (42 U.S.C.A. § § 12101—12213).
      - ▶ (iv) Compliance with the **Healthcare Insurance Portability and Accountability Act** of 1996 (Pub. L. 104-191).
      - ▶ (v) Staff member training. The policy must be in accordance with this chapter and licensing requirements that the applicant is required to meet.
      - ▶ (vi) **Participant complaint management process.**
      - ▶ (vii) **Critical incident management.** The policy must be in accordance with this chapter and licensing requirements that the applicant is required to meet.
      - ▶ (viii) **Quality management.** The policy must be in accordance with this chapter and licensing requirements that the applicant is required to meet.
      - ▶ (ix) Staff member screening for **criminal history.**
      - ▶ (x) Employee **Social Security Number** verification.
      - ▶ (xi) Initial and continued screening for staff members and contractors to determine if they have been excluded from participation in Federal health care programs by reviewing the **LEIE, EPLS and Medichex.**
      - ▶ (xii) Process for participants with limited English proficiency to access language services.
    - ▶ (6) Obtain and maintain appropriate licenses and certifications from other State or Federal agencies as required.

# Required Training Pieces

1. **Prevention of Abuse and Fraud**
2. **Reporting Critical Incidents**
3. **Participant Complaint Resolution**
4. **Department Issued P&P**
5. **Quality Management Plan**

# Prevention of Abuse and Fraud

- ▶ See Prevention of Abuse and Fraud Powerpoint

# Reporting Critical Incidents

- ▶ Amplified Home Health Care accepts the Department of Public Welfare definition of a critical incident found in 55 Pa Code Chapter 52 §52.3. A critical incident is defined as an occurrence of an event that jeopardizes the participant's health which may include death, serious injury or hospitalization of a participant; provider and staff member misconduct including deliberate, willful, unlawful, or dishonest activities; abuse, including the infliction of injury, unreasonable confinement, intimidation, punishment, or mental anguish of the participant. **Abuse may include physical abuse, psychological abuse, sexual abuse, verbal abuse, neglect, or exploitation.** Also considered a critical incident is **service interruption** that results in the participant's inability to receive services and puts the participant's health or welfare at risk.

# PA Department of Health Policy and Procedures

- ▶ See PA Department of Health Policy and Procedures powerpoint



# Participant Complaint Resolution

- ▶ See complaint resolution powerpoint.

▶ **Complaint Investigation / Resolution Form**

▶ **I. Complaint Investigation**

▶ Complaint Reference Number: \_\_\_\_\_

▶ Date Complainant Contacted: \_\_\_\_\_

▶ Affirmation of Compliant: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

▶ **II. Complaint Resolution**

▶ Explanation of actions taken to resolve complaint

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

▶ Date resolution completed: \_\_\_\_\_

▶ Date complainant notified of resolution: \_\_\_\_\_

▶ Are there any current policies or procedures that need to be changed based on this complaint? (Prevention of future complaints)

\_\_\_\_\_  
\_\_\_\_\_

▶ **III. Resolution Follow-Up**

▶ Does the potential exist for similar situations with other participants? \_\_\_\_ yes \_\_\_\_ no

▶ Date of Participant Follow-up \_\_\_\_\_

▶ Is there a need for further action to achieve participant satisfaction with resolution? \_\_\_\_ yes \_\_\_\_ no

▶ If yes, action required \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

▶ Deadline for resolution procedural changes \_\_\_\_\_  
(deadline is 30 business days following date of resolution)

▶ Date Complaint Closed \_\_\_\_\_

# Attendance Policy

Amplified Home Health Care recognizes that in order to effectively complete the requirements of each position and meet the consumer's expected level of service, regular attendance and punctuality is essential. The following guidelines are intended to ensure a consistent and fair approach to attendance issues.

## EVV

- ▶ Reporting to work requires verification through HHA EXCHANGE Electronic Visit Verification System. All Health workers reporting to a participant's home must clock in using the **HHAEXCANGE EVV application** or manually by phone to Clock IN and to Clock Out as verification of time worked. Hours not logged via the HHA EXCHANGE EVV System will be subject to non-payment.

## Absences

- ▶ An absence from work is defined as the failure of any employee to report to work when scheduled. This applies to any assignment, regular shift, or meeting. When an employee is absent **two times in any 30-day** calendar period it will result in a verbal warning. **Two additional incidents within the next 30-day** calendar period will result in a written warning. Any additional incidents within the next 60-day calendar period will result in layoff or termination of employment, pending investigation and review by management.

# Attendance Policy Continued

## Tardiness

- ▶ Tardiness occurs when an employee is not present, and ready to begin working at their scheduled time. Tardiness also occurs when an employee leaves work prior to the end of his or her scheduled shift without prior approval. An employee who is tardy as often as once a week or more, this is **considered a pattern of behavior**. When a pattern of tardiness is observed the result will be a verbal warning. When an employee is tardy within the next 30-day calendar period following a verbal warning it will result in a written warning. The continuation of a tardiness behavior following a written warning will result in layoff or termination of employment, pending investigation and review by management. Tardiness of more than two hours is considered an absence for the purpose of the disciplinary action (see absences).

## No Call/No Show

- ▶ Employees must report his or her absence each day, failure to do so is considered a no call/no show. Any employee who has a no call/no show for two (2) consecutive workdays is voluntarily terminating his or her employment.

# Layoff Policy

Employees will be selected for layoff at the sole discretion of the company based on the following criteria:

- **Demonstrated current and past performance - Employees who exhibit minimal work ethic, insubordination, or unruly actions may be considered for layoff as an alternative to disciplinary processes.**
- Employees who are laid off will be maintained on a recall list for **six months** or until management determines the layoff is permanent,
- Removal from the recall list terminates all job rights the employee may have. While on the recall list, employees should report to the HR department if they become unavailable for recall.
- Employees will be recalled according to the needs of the **AMPLIFIED HOME HEALTH CARE** their classification and their ability to perform the job. Notice of recall will be sent by registered mail, return receipt requested, to the current home address on record with the HR department.

# Organizational Structure

## Administrator

- Responsibility includes overseeing the day-to-day operation of our Home Care Agency.
- Manages and maintains the protocols that ensure that the members of the organization operate according to authorized personnel policies and procedures that fully conform to current laws and regulations.

## Assistant Administrator

- Assist in performing standard administrative duties related to business and employment issues. Assist with all aspects of new hire processing and personnel.
- Performs the duties of the consumer monitor. Serves as the back-up for the financial officer.

## Financial Officer

- Responsibilities include billing and payroll processing, paying agency bills, taxes and other finance-related matters
- Ensure accurate and timely entries into financial database to generate financial reports as required.

## Director of Human Resources

- Responsibilities include hiring and ensuring the accuracy of the employment records of Direct Care Workers, including updated training and TB testing information.
- Maintain staffing levels to ensure Consumers have Direct Care Workers and maintain timesheet records of Direct Care Workers.

## Staffing Coordinator

- Responsibilities include maintaining accurate, up-to-date database on Consumers, Direct Care Workers and scheduling assignments.
- Ensure that Consumers have Direct Care Workers to provide services.
- Document and verify staffing/service changes, reported concerns or complaints through approved procedures.

## Consumer Monitor

- Responsibilities include ensuring that all Consumers read and sign the Consumer Information Packet
- Conduct home visits (Spot Monitoring) every 30/60 days, completing the Consumer Questionnaire Form, and conduct telephone monitoring calls to Consumers.
- Monitor Provisional Hires and new Direct Care Workers for regulation compliance.

## Direct Care Worker

- Direct Care Worker is responsible for providing personal care and home support to Consumers.
- Report all incidents to the Staffing Coordinator and turn in timesheets by noon on the Wednesday of the week of payday.

# Hours of Operation

- ▶ Hours of Operations
  - ▶ **NORMAL BUSINESS HOURS: 9:00AM-4:00PM (MONDAY - FRIDAY)**
    - ▶ (Ofc) 412-304-6385
- ▶ [Amplifiedhhc@gmail.com](mailto:Amplifiedhhc@gmail.com)
- ▶ [Amplified.HR@gmail.com](mailto:Amplified.HR@gmail.com)
- ▶ **(TIMECARDS) AFTER NORMAL BUSINESS HOURS CALL:** Please leave your name and phone number and someone from the office will return your call as quickly as possible.
- ▶ (Ofc): Lakeisha Horne 412-304-6385
- ▶ Health & Safety: Amy Lay Ellis (724-683-0144)
- ▶ Human Resource Admin: Stacey Hamilton (412)587-1124

# Weatherization Policy

- ▶ Weatherization Policy Due to constant changes in the weather Amplified Home Health Care has provided the following policy for staff in the event that there is bad weather.
- ▶ 1. If the local weather station is reporting that the weather will be bad (i.e. snow storm warning/watch, excessive rainfall) stay home.
- ▶ 2. If on that day you decide to come to work, **BE PREPARED TO WORK** even on a bad weather day.
- ▶ 3. Judgment calls on weather days are determined by the highest ranking person in charge.
- ▶ 4. Please notify the office and Health and Safety. Amplified Home Health Care wants all staff to be safe when traveling so please use your best discretion on these days.



# Disciplinary Policy

- ▶ When you call off, miss work consistently or without appropriate notice, or violate any rules set in place by Amplified Home Health Care you will go through the disciplinary process. First time: verbal warning. Second time: written warning. Third time you will be placed on Employee Rehabilitation. During that period you are not permitted to call off. If you call off during any probationary period you will/can be terminated. • “At-will Employment Policy” o Under Pennsylvania law, all employment is presumed to be at-will, which means that the employee may be discharged with or without cause, at pleasure, unless restrained by some contract, or where the employee’s discharge would threaten clear mandates of public policy.

# Disciplinary Policy cont.

## Immediate Termination/Prohibitive Offenses

- ▶ Drugs or alcohol at the job site
- ▶ Theft
- ▶ Fraud
- ▶ When a Direct Care Worker does not report that a Consumer has been hospitalized/away and submits a timesheet requesting pay for the day/days Consumer was hospitalized/away, this act constitutes **Fraud**.

**Inappropriate Social Networking**-Employees are subject to termination if actions are done for the benefit/amusement of an individual on behalf of him/herself/third party compromising the privacy of our Consumers or Agency.

- ▶ **Unprofessional behavior including:**
  - ▶ actions of insubordination, excessive call-offs, excessive arguments, a combative attitude, and an inability to work within the team.
- ▶ **Employee Rehabilitation:**
- ▶ An employee is put on Employee Rehabilitation when he/she violates any of the prohibited offenses and/or has already received a verbal and written warning.
- ▶ If a Direct Care Worker Continues to violate any of our rules while under Employee Rehabilitation that can be grounds for termination.
- ▶ Before an employee is terminated a meeting between the Administrator, Human Resources Coordinator and Financial Officer will be held.

# Prohibited Actions

1. Amplified Home Health Care employees are prohibited from engaging in sexual harassment of a participant.
2. Amplified Home Health Care employees are not allowed to engage in sexual contact with a participant.
3. Direct care workers must not restrain a participant at any time.
4. Direct care workers must not engage in any sort of financial exploitation of a participant.
5. Amplified Home Health Care employees must not humiliate or degrade a participant in any circumstances.
6. Direct care workers must not withhold regularly scheduled meals or other sustenance from a participant.
7. Direct care workers must have their own gas money for their car when taking consumers to appointments or running errands for them such as going to the bank, shopping, and post office, etc.
8. Direct care workers must not take money or gifts from consumer even if the consumer offers or insists upon it, call and report this issue to the Administrator.
9. Direct care worker are not permitted to receive, lend or borrow money or other goods from the consumer.
10. Promptly return all consumer's household keys at the end of each service day. Do not take home the consumer's house or post office keys without explicit permission of the Administrator.

Only take consumer's bank card for shopping or errands and you are to only get what's on the shopping list. Return all receipts, money, and/or cards to the consumer when you return to the consumer's home. Do not take consumer's bank card home.

# Prohibited Actions Continued

12. Direct care worker will not borrow or take home any of the consumer's personal property.

13. If the consumer's monthly bank statement reveals that a direct care worker did in fact take money

that the consumer was unaware of, the direct care worker will be report to the police. Also any money taken from the consumer will be deducted from the direct care worker's pay check and returned to the consumer.

14. Any action or behavior that occurred while providing direct care work services for a consumer that resulted in the customer sending that direct care worker home or will not allow that worker into their home as a result of willful misconduct is subject to immediate termination.

15. Direct Care Workers are not permitted to ask consumers to co-sign for a loan.

16. If you are calling off or late for work you must notify AMPLIFIED HOME HEALTH CARE immediately, with a minimum of two (2) hours' notice by calling (412)304-6385. Call-off notice received by texting will be considered a no-call/no-show. Refer to attendance policy.

# Drug-Free Environment Policy

- ▶ Drugs and alcohol are not permitted at the job site. If we suspect you are under the influence of drugs and/or alcohol while working, we will require you take a drug test. Cost of testing will be deducted from your pay. Refusal to take the test will result in immediate **termination**.

# HIPAA Policy

- ▶ It is the policy of Amplified Home Health Care to protect the privacy and provide for the security of certain **Protected Health Information (PHI)** to which AMPLIFIED HOME HEALTH CARE may have access to in order to provide services in accordance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
- ▶ Amplified Home Health Care may receive PHI from the participant or from other parties for use on behalf of the participant which will be used or disclosed only in accordance with HIPAA. Inquiries concerning the AMPLIFIED HOME HEALTH CARE's HIPAA policy, compliance with applicable laws, statutes, and regulations, and complaints may be directed to the Administrator.
- ▶ Inquiries about the laws and about compliance may also be directed to the following:
  - ▶ Bureau of Equal Opportunity Harrisburg Regional Office Room 223, Health & Welfare Building PO Box 2675 1101 S. Front St., 5th Floor Harrisburg, PA 17105 (717) 787-1127
  - ▶ U.S. Department of Health and Human Services 150 S. Independence Mall West Suite 372, Public Ledger Building Philadelphia, PA 19106-9111 (215)861-4441
  - ▶ Pennsylvania Department of Health Health and Welfare Building 8th Floor West 625 Forster Street Harrisburg, PA 17120 1-877-PA-HEALTH

# Confidentiality Policy

- Treat the identity of and all health information relating to the consumers in need of services as confidential.
- Exercise great care in protecting the files and records from any scrutiny by unauthorized persons.

# Critical Incident and Risk Management Policy

## ▶ Prevention

▶ Prevention is part of the AHHC risk mitigation strategy, Amplified Home Health Care will educate all staff in the areas of a participant's health and safety. Annual critical incident related training will include prevention of abuse and exploitation of participants and reporting critical incidents. Refer to the Employee Training Policy for specific information in regard to the frequency and required trainings for Amplified Home Health Care employees.

▶ Amplified Home Health Care also utilizes the position of a consumer monitor who is responsible for monitoring the participants' services through a regular schedule of contact via telephone and home visits.

## ▶ Reporting

▶ Amplified Home Health Care holds all employees responsible for the proper care of our participants. All employees are responsible for reporting all alleged critical incidents. Related concerned individuals are encouraged to report any critical incident to Amplified Home Health Care immediately upon becoming aware of the situation. When a critical incident is reported, the staff member who receives the information will complete a critical incident intake form and immediately begin the required notification procedures.



# Critical Incident and Risk Management Policy Cont.

## ▶ Notification

When a critical incident is reported, the administrator is responsible for immediately notifying all applicable regulatory agencies. Applicable agencies include Older Adult Protective Services (OAPSA), law enforcement, fire department, and the Department of Health. The Office of Long Term Living (OLTL) will be notified within 24 hours of the completion of the critical incident intake form.

Within five days of the initial notification to the OLTL HCBS Program Manager, Amplified Home Health Care will provide a follow-up to the critical incident as well as provide information concerning the disposition of the critical incident.

All applicable parties will receive notification of the investigation findings and the implemented actions to resolve the critical incident.

## ▶ Investigation

If the accused is a direct care worker assigned to work for the injured participant, he or she will be suspended from work duties until the investigation is complete and a resolution is determined. If the investigation reveals that the direct care worker is at fault, he or she will be terminated immediately. If the investigation reveals that the participant is at fault, Amplified Home Health Care will start the termination of services process according to the participant termination regulations.

All information gathered as a result of the investigation will be kept confidential.

## ▶ Management of Critical Incidents

On a quarterly basis, Amplified Home Health Care will review and analyze critical incidents. Information attained through analysis will be used for the purpose of procedural improvements and development of Amplified Home Health Care, LLC's quality management policy. Amplified Home Health Care will make readily available and submit a copy of the critical incident and risk management policy, procedures, and critical incident analysis to the Department of Health upon request.

# Infection Control

- ▶ **Universal precautions are to be used every time for each patient personal contact:**
  - Equipment for universal precautions is gloves, gown, eye goggles, respirator mask, etc.
  - Each situation requires different types of protective wear; assess each patient/client before personal contact is made
  - Hand washing is the number one health care procedure, which prevents the spread of infectious diseases. Wash hands before and after each patient/client personal contact.
  - Infectious agents are not always diagnosis by primary care providers; use caution when handling bodily fluids and never assume a patient/client is free from infectious diseases
  - Each health care provider must be immunized from hepatitis B (see OSHA standards) this does not give immunity to the disease but safeguards the provider from developing the disease. Check with your primary care provider if unsure if you are protected or if vaccination occurred more than 15 years ago.
  - Ask AMPLIFIED HOME HEALTH CARE administrator if in doubt about condition of patient and employee

# Communicable Disease Policy

- Check each patients/client's chart carefully especially the history and recent laboratory results
- Know which diseases are reportable to the Department of Health
  - ▶ Examples:           STD high risk - TB - Hepatitis C – HIV
- If unsure of the reportable status contact Amplified Home Health's director of home support services
- Each health care provider must be screened for active tuberculosis and annually thereafter, and vaccination from hepatitis B (see OSHA standards)

# Food Preparation & Handling Policy

## ▶ **General Guidelines:**

Designate and locate the patient's food preparation area. Each area should have the minimal requirements:

- ▶ A refrigerator which can maintain a temperature of 45°F or less temperature
  - ▶ Two-compartment sink
  - ▶ Soap and paper towel dispensers or equivalent
  - ▶ Space for waste container
- 
1. If patient/client shares food preparation areas with other persons:
    - ▶ A dishwasher which maintains a temperature of 155°F or more.

# Timesheet Management Policy

- ▶ All direct care workers (dcw) will follow a standard procedure for filling out timesheets which consist of the following:
  - ▶
    1. The work week is Sunday through Saturday.
    2. Timesheets are for a one week time period only.
    3. The dcw will print the consumer name on the top left section of the timesheet.
    4. The dcw will print the waiver type on the top left section of the timesheet.
    5. The dcw will print his or her name on the top right section of the timesheet.
    6. The dcw will fill in dates for a one week period.
    7. Employees will check off tasks completed each day for the participant, according to the service plan developed for the participant. Any change(s) and reason(s) for such changes should be written on the bottom or back side of the time sheet if an emergency occurs, or must be pre-approved by the AMPLIFIED HOME HEALTH CARE office through the service coordinator. **Strict attention must be given to following the service plan.**
    8. If at any time the dcw is not sure of the services to be provided, he or she should call the office. As soon as possible the dcw should report to the office to pick up a copy of the master timesheet which is prepared by the office for each consumer.
    9. Employees will fill in start and end time and duties completed.
    10. Employees will fill in total number of hours per day.
    11. The dcw will have consumer/designated person sign Consumer's name on the timesheet on a daily basis at the end of each shift.
    12. Employees will sign his or her name on the bottom of the timesheets before submitting it.
    13. **All timesheets must be turned in by NOON on Monday of each week.**
      - a. **Any timesheets received after noon on Monday will be processed on the following week. This will delay the payroll check of the employee for up to 14 days.**
- ▶ Amplified Home Health Care has placed a drop box in front of the building to allow Direct Care Workers to drop his or her timesheet off when the office is not open. The drop box is available 24 hours a day, seven days a week. Direct Care Workers are responsible for bringing in their own timesheets. Amplified Home Health Care staff is prohibited from bringing in timesheets for Direct Care Workers. Direct Care Workers have the option of bringing them in during the hours of operation or placing them in the drop box. If at any time either one of these options does not fit his or her schedule, the worker is responsible to inform the office as soon as possible.

# Pay Period Schedule

- ▶ All staff will be paid bi-weekly (every two weeks) via the Paychex system.

# Mandatory Annual Training Policy

- ▶ All direct care workers will be trained annually on company policies.