



Interrelationship of Providers Policy & Procedure

Care and Help Homecare Agency is prohibited from making the following arrangements with other providers:

- The referral of MA recipients directly or indirectly to other practitioners or providers for financial consideration or the solicitation of MA recipients from other providers.
- The offering of, or paying, or the acceptance of remuneration to or from other providers for the referral of MA recipients for services or supplies under the MA Program.
- A participating provider may not lease or rent space, shelves or equipment within a provider's office to another provider or allowing the placement of paid or unpaid staff of another provider in a provider's office. This does not preclude a provider from owning or investing in a building in which space is leased for adequate and fair consideration to other providers nor does it prohibit an ophthalmologist or optometrist from providing space to an optician in his office.

The solicitation or receipt or offer of a kickback, payment, gift, bribe or rebate for purchasing, leasing, ordering or arranging for or recommending purchasing, leasing, ordering or arranging for or recommending purchasing, leasing or ordering a good, facility, service or item for which payment is made under MA.



Record Keeping Policy & Procedure

Care and Help Home Care Agency LLC keeps individuals records confidential and in a locked, secure location.

Care and Help Home Care Agency LLC will not make any individual records accessible to anyone other than the department that is the designated managing entity and the support coordinator, without the written consent of the individual or persons designated by the individual.

- Records, documents, information and financial books are retained by the provider for at least seven (7) years from the Commonwealth's fiscal year-end, or (7) seven years from the provider's fiscal year end, whichever is later, and until any audit or litigation is resolved, which is later, and in accordance with Federal and State Commonwealth statute and regulation or as required by law.
- If a program is completely or partially terminated, the records relating to the terminated program shall be kept for at least five (7) years from the date of termination, or as required by law.



Call outs, No Shows and Back-up Staffing Policy & Procedure

Care and Help Homecare Agency LLC will provide services to the participant in the type, scope, amount, duration and frequency as specified in the client's service plan:

- All employees will be expected to report to work on time. If an employee will be delayed, the employee shall call his/her supervisor and inform him/her of the reason for late arrival and when the employee will be in.
- If for any reason you cannot make it to your scheduled shift you **MUST** call into the office or call Care and Help's after-hours emergency line **four (4) hours or more ahead** of time so that we have adequate time to cover your shift and inform the client. Our Emergency line is answered by the coordinator who is on call.
Do NOT wait until the last minute to call out!
- Caregivers may inform the client themselves, but it is the caregivers first duty as the caregiver to inform the office or the on-call staffing coordinator.
- It is the employee's responsibility to call-out for their shift. Do not have another individual callout for you. This is not acceptable and can result in a written warning for improper procedure.
- Failure to show up for your scheduled shift without following the call-out procedure (also known as "No Shows") above can result in immediate termination. If you are terminated be advise that your unemployment benefits may be denied due to the violation of your policy on attendance.
- Be considerate of your client and supervisor when you are not going to be at work. Do not miss work without calling-out, this is not acceptable. It will be documented as a no call / no show. This could result in Termination from our company.
- Care and Help Homecare has 24hr/day on call Coordinators and Agency aids on staff who act as on-call caregivers in case of emergency situations such as call-outs or no call/ no shows.



Overnight Personal Policies & Procedure

- Care and Help strictly enforces that Employees should always be **AWAKE** while in the client/patient's home and providing personal care services.
- Employees who are working overnight shifts up to 8 Hours need to stay **AWAKE** through their entire shift and call the on-call supervisor at a minimum of three (3) times during their shift.
- On Call coordination will document supervisory calls in Employees chart.

Keeping in contact with the caregiver throughout the night allows Care and Help Homecare to make sure our caregivers are providing intermittent or ongoing awake, overnight assistance to the client in their home.



General Service Specifications Policy & Procedure

Care and Help Homecare will not allow the following legally responsible individuals to provide personal care services:

- Participant's/clients spouse
- Participant's/clients Legal guardian
- Participants/clients Representative Payee
- Participant's/clients Power of Attorney (POA)

Service specifications are **strictly** enforced by Care and Help Homecare LLC.

There are NO Exceptions to this Rule.

- Disclaimer is available on our website 4theseniors.com, for clients and caregivers.



Product Regulatory Requirements. Member Calls. Policy & Procedure

- Care and Help Homecare Agency will return follow up phone calls in no longer than 3 days from the day the phone calls were received to our participants.
- If a phone call is received during office hours the appropriate in office staff will be notified and, in most cases, talk to the participant at that time.
- If a phone call is missed and or the participant/client leaves a message, follow-ups will be provided no later than 3 days from the day the phone call was received.
- When the phone call is returned by the service coordinator who is assigned to the case a brief note will be written in the participant's chart. This maintains organization and keeps accurate documentation that a follow-up has been performed by Care and Help's office employees.

Care and Help Homecare encourages our employees to reach out to our participants as soon as possible but no later than 3 days.

All Incidents are entered into the stated EIM Reporting System in the required Time Frame, according to the type of Incident.

If an emergency situation occurs Care and Help Homecare requires our employees to follow-up immediately and no later than 24hrs in circumstances such as:

- 1) Death
- 2) Suicide Attempt
- 3) Hospitalization
- 4) Psychiatric Hospitalization
- 5) Emergency Room Visit
- 6) Abuse
- 7) Individual to Individual Abuse
- 8) Neglect
- 9) Missing Person
- 10) Injury Requiring Treatment
- 11) Disease Reportable to the Department of Health
- 12) Fire
- 13) Misuse of Funds
- 14) Rights Violation
- 15) Law Enforcement Activity
- 16) Emergency Closure

The following Must be Reported in 72hrs

- 1) Medication Error (If this causes Hospitalization the Incident Must be Reported in 24hrs)
- 2) Restraint



Employee Removal or Suspension

- Critical incident cases involving Care and Help Homecare participant-directed employee may require the employee to be removed from all OLTL HCBS programs.
- Care and Help Homecare will require the employee to have no contact with the participant or the employee can and will be suspended until the investigation is completed.
- Investigation will be conducted for any employee involved for critical incidents involving removing employees from an OLTL and HCBS programs, also it will state that the employee may not have contact with the patient or suspending employee until investigation is complete.



Compliant Management System Policy & Procedure

- Coordination Manager analyzes the number of complaints resolved at the participants request.
- Coordination Manager analyzes the number of complaints **NOT** resolved to the participants satisfaction.
- The number of Complaints referred to UPMC for resolution will be measured.
- If and when the number of complaints resolved to a participant satisfaction are less than the number of not resolved complaints to a participant's satisfaction the Coordination Manager develops a Quality Management plan to improve future compliant resolutions.
- Complaints Management system are analyzed on a Quarterly Basis or as needed.



QUALITY MANAGEMENT POLICY AND PROCEDURE

PROCEDURE

Quality is important to our business because we value our customers. We strive to provide our customers with services, which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System, which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Performance Measures
- Performance Improvement Target and Strategies
- Regular gathering and monitoring of customer feedback, staff feedback and other affected parties such as satisfaction surveys
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints
- Data sources used to measure performance such as evaluations and reviews.

Performance Data Review:

- Progress in meeting the desired outcomes of the person-centered support plans (PSP)
- Incident management to encompass a trend analysis of the incident data including the reporting, investigation, suspected causes and corrective actions taken in response to incidents.
- Performance in accordance with state regulations
- Complaints, to encompass a trend analysis of the compliant data.
- Patient satisfaction survey results and informal comments by individuals and families.
- Analysis of the successful learning and application of training.
- Employee satisfaction survey results and employee suggestion for improvement.
- Employee turnover rates, by position and suspected cause.
- Licensing and provider monitoring reports.

Our internal procedures are reviewed by our Human Resources Manager who also oversees quality management control and reviews collected feedback and data.



Human Resources associates then enforce the Quality Management Plan which is set in place. Once complete updates to the Quality Management plan will be made public to employees of Care and Help Home Care Agency.

Quality Management plans shall be reviewed and progress documented on the quality management plan quarterly will be analyzed Annually.

The provider will submit a copy of its Quality Management plan and verification that the provider reviewed performance data to the Department or the Department's designee upon request.



Confidentiality of Records Policy & Procedure

Care and Help Home Care Agency LLC keeps individuals records confidential and in a locked, secure location.

Records MUST be kept confidential and except in Emergencies may not be accessible to anyone without the written consent of the participant or if a court order disclosure.

Care and Help Home Care Agency LLC will not make any individual records accessible to anyone other than the following:

- 1) Participant
- 2) Participants legal Guardian
- 3) The providing staff for the purpose of providing a service to the participant such as Case Coordinator.
- 4) An Agent of the Department
- 5) An Individual holding participants power of Attorney for health care or health proxy.



Children Under 18 Years of Age Policy & Procedure

Care and Help has developed a double system in identifying if there is a child under 18 years of age in the home.

- During Intake, the initial intake documents have a direct question for the client about whether or not a child under 18 years of age is living in the home.
- Coordination will also inquire if there is a child under 18 years of age residing in the home by contacting the client and caregiver upon receiving the New Placement.
- In situations where a child under 18 years of age lives in the home with client the following clearances MUST be completed prior to start:
 - Criminal Background Check (PSP)
 - FBI Clearance
 - Child Abuse Clearance
- Care and Help Homecare Agency provides information to Employees in our Employee Handbook that Care and Help Homecare MUST be notified Immediately if there is a child under the age of 18 living in the home where the client is receiving services.



Employee Notification Requirements

Care and Help Homecare **requires** all of our Employees to notify Care and Help Homecare Agency within and no later than 72 hours in writing to our Human Resources Department of the following:

- 1) Arrest
- 2) Conviction
- 3) Listed as Perpetrator in the Statewide Database

If an Employee who willfully fails to disclose information as required commits a misdemeanor of the third degree and shall be subject to discipline up to and including termination or denial of employment.

Employees will be notified in writing of any changes to their current position.

If Any of these situations occur, the agency will proceed to the necessary steps moving forward.



Provisional Hiring Policy & Procedure

Care and Help Homecare Agency may hire a person for employment on a provisional basis, pending receipt of a criminal history check, provided that the following are met:

- Care and Help Homecare begins the process of obtaining a criminal history check as required under § 52.19 (relating to criminal history checks), immediately.
- Care and Help Homecare will not hire an employee provisionally if there is knowledge that the employee would be disqualified for employment under 18 Pa.C.S. § 4911 (relating to tampering with public records or information).
- A provisionally-hired employee shall swear or affirm in writing that he or she are not disqualified from employment.
- Provisionally-hired employees awaiting a criminal history check will be monitored through random, direct observation and participant feedback. The results of monitoring will be documented in the employee's employment file.
- The period of provisional hire **will not exceed** 30 days for an employee who has been a resident of this Commonwealth for at least 2 years.
- The period of provisional hire will not exceed 90 days for an employee who has been a resident of this Commonwealth for less than 2 years.