

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-4
POLICY ON ORGANIZATION, SERVICES, ADMINISTRATION CONTROL, HOURS OF OPERATION POLICY	A-7
POLICY ON DIRECTION/COORDINATION/OVERALL SUPERVISION OF PATIENT SERVICES AND CONTRACTS	A-10
SCOPE OF SERVICES AND SERVICES TO BE PROVIDED	A-12
MISSION STATEMENT	A-16
GOALS AND OBJECTIVES	A-17
POLICY ON PLAN OF CARE/ELIGIBILITY CRITERIA FOR ADMISSION	A-20
PHYSICIAN LETTER OF MEDICAL NECESSITY	A-22
INABILITY TO PROVIDE SERVICE	A-23
OBJECTIVES AND SERVICES TO BE PROVIDED	A-24
POLICY ON GOVERNING BODY	A-25
BOARD OF DIRECTORS COMMITTEE ORIENTATION	A-28
GOVERNING BODY	A-29
MEDICAL DIRECTOR	A-30
BOARD OF DIRECTORS CONFIDENTIALITY STATEMENT	A-31
DELEGATION OF AUTHORITY	A-32
MANAGEMENT RESPONSIBILITIES	A-33
MANAGEMENT, LEADERSHIP STAFF FUNCTIONS	A-34
PLANNING PROCESS, MARKETING PLAN/STRATEGIC PLAN	A-37
POLICY ON ADMINISTRATION	A-39
BOARD OF DIRECTORS CONFLICT OF INTEREST	A-40
SUPERVISORY PLAN	A-41
POLICY ON SUPERVISING PHYSICIAN OR REGISTERED NURSE	A-43
POLICY ON PATIENT VISITS	A-44
POLICY ON RECORD KEEPING BY HOME HEALTH AIDES	A-45
POLICY ON CLINICAL RECORD KEEPING	A-46
HEPATITIS B VACCINE	A-48
HEPATITIS B DECLARATION FORM	A-49
HIV AND HEPATITIS INFORMATION SHEET	A-50
STANDARD PRECAUTIONS	A-52
UNIVERSAL PRECAUTIONS	A-53
TRANSPORTATION RESPONSIBILITY	A-55
INFECTION CONTROL ACKNOWLEDGMENT	A-56
POLICY DURING THE ABSENCE OF THE ADMINISTRATOR	A-57
POLICY DURING THE ABSENCE OF THE DIRECTOR OF NURSING	A-58
POLICY ON ADVANCE DIRECTIVES	A-59
ON CALL AND EMERGENCY SERVICES	A-60
ON CALL DUTIES	A-61
EMERGENCY MANAGEMENT PLAN	A-62
EMERGENCY/DISASTER PLAN	A-66
POLICY AND PROCEDURE HURRICANE/TORNADO WARNINGS	A-69
POLICY AND PROCEDURE BOMB THREAT	A-71
EMERGENCY MEASURES TO HANDLE BELLIGERENT CLIENT	A-72
HANDLING BARRIERS TO COMMUNICATION POLICY AND PROCEDURES	A-73
POLICY ON OUTCOME AND ASSESSMENT INFORMATION SET (OASIS) ENROLLMENT	A-75
POLICY ON HIPAA/ HITECH ACT ENROLLMENT AND COMPLIANCE	A-80
CONFIDENTIALITY/PRIVACY OF PERSONAL HEALTH INFORMATION (PHI/E PHI) POLICY	A-81

CONFIDENTIALITY STATEMENT	A-87
FAX PRIVACY POLICY	A-88
PERSONAL HEALTH INFORMATION, PLEDGE OF CONFIDENTIALITY	A-90
PUBLIC DISCLOSURE	A-91
STAFF CONFLICT OF INTEREST	A-93
STATEMENT PRINCIPLE RELATING DISCLOSURE OF CONFLICTS OF INTEREST.....	A-94
INDIVIDUAL STATEMENT REGARDING CONFLICT OF INTEREST	A-95
STATE REGULATORY REQUIREMENTS	A-96
INFORMATION MANAGEMENT SYSTEMS	A-97
DATA COLLECTIONS AND REVIEWS	A-99
LEGAL REQUIREMENTS	A-101
ASSIGNMENTS AND STAFFING	A-102
ADMINISTRATIVE RECORDS AND REPORTS	A-103
RECORD RETENTION POLICIES/CONFIDENTIALITY, RELEASE OF INFORMATION	A-104
SENSITIVE PATIENT INFORMATION	A-110
PROTECTION OF DATA IN THE MANAGEMENT INFORMATION SYSTEM	A-111
PROTECTION, STORAGE AND RETENTION OF AGENCY DOCUMENTS	A-113
VERIFICATION OF PHYSICIAN AND PROFESSIONAL STAFF LICENSE	A-115
CONSENT PRACTICES	A-116
REFUSAL OF CARE	A-117
COMPUTER FILES BACKUP	A-118
CLIENT LIST	A-119
CHANGE OF CONDITION ASSESSMENT	A-120
RESTORATIVE NURSING	A-121
CONTINGENCY PLAN (Due to Emergency/Disaster Situations).	A-122
COMPUTER USAGE POLICY	A-123
MEDICARE'S ADVANCE BENEFICIARY NOTICE	A-124
NOT TAKEN UNDER CARE	A-126
ABN ADDITIONAL DIRECTIONS	A-127
ILLEGAL REMUNERATION	A-129
PATIENTS WITH ALZHEIMER'S DISEASE OR OTHER RELATED DISORDERS; STAFF TRAINING REQUIREMENTS	A-130
DISCONTINUING OPERATIONS	A-131
EMPLOYEE'S RIGHTS AND RESPONSIBILITIES	A-132
EMPLOYEE'S CODE OF CONDUCT	A-134
COMPLIANCE PROGRAM	A-135
AGENCY COMPLIANCE PLAN	A-137
FRAUD PREVENTION	A-139
NOTICE TO PATIENTS OF MEDICAID FRAUD	A-144
CODE OF ETHICS	A-145
ETHICS COMMITTEE	A-147
ETHICS POLICY	A-148
HOME HEALTH RESEARCH POLICY	A-150
AGENCY ZERO FRAUD TOLERANCE POLICY	A-152
POLICY ON FACE TO FACE ENCOUNTER	A-153
CRITICAL TEST RESULT REPORTING	A-155
LABORATORY TESTING CLIA WAIVER	A-156
PHOTOGRAPHING/VIDEOTAPING PATIENTS	A-158
POLICY ON CHANGES IN AUTHORITY OWNERSHIP, OR MANAGEMENT	A-160
UTILITIES MANAGEMENT PLAN	A-161
DIFFERENT CULTURAL BACKGROUND/BELIEFS COMPETENCY PLAN (CCP)	A-162
POLICY FOR ALF SERVICES	A-166
STANDARDIZED TERMINOLOGY, DEFINITIONS, ABBREVIATIONS, ACRONYMS, SYMBOLS	A-167
IMPROVE THE ACCURACY OF PATIENT IDENTIFICATION	A-168
DIRECTOR OF NURSING OVERSIGHT POLICY	A-170
ACCESS TO ELECTRONIC HEALTH RECORDS (EHR) POLICY	A-171
ELECTRONIC HEALTH RECORD (EHR) ACCESS AUTHORIZATION	A-174
ELECTRONIC HEALTH RECORD USER AND CONFIDENTIALITY AGREEMENT	A-175

AUTHENTICATION OF ELECTRONIC SIGNATURE	A-177
TEXTING AND EMAILING POLICY	A-178
CONFLICT OF INTEREST POLICY	A-180
POLICY NAMED THE ADMINISTRATOR /THE DIRECTOR OF NURSING (Clinical Manager)	A-184
POLICY ON ACCEPTANCE OF PATIENTS.	A-185
POLICY ON DISCHARGE AND TRANSFER	A-187
POLICY ON PATIENT TRANSFER	A-188
BENEFICIARY ELECTED TRANSFER	A-190
PATIENT TRANSFER SUMMARY TO ANOTHER HEALTH CARE FACILITY	A-191
DISCHARGE OF PATIENTS	A-192
DISCHARGE FOR CAUSE	A-193
NOTICE ON NON COVERAGE, EXPEDITE DETERMINATION PROCESS, DISCHARGE OF PATIENTS	A-194
POLICY ON PLAN OF CARE, MEDICAL SUPERVISION	A-196
POLICY ON PATIENT VISITS / PLAN OF CARE / VERBAL ORDERS / ASSESSMENT AND CONSULTATION WITH A PHYSICIAN	A-198
POLICY ON PERIODIC REVIEW OF PLAN OF CARE	A-201
RECERTIFICATION PROCESS	A-202

SECTION B - PERSONNEL/OPERATIONS POLICIES

POLICY ON PERSONNEL POLICIES	B-1
PERSONNEL QUALIFICATIONS	B-2
PERSONNEL POLICY STATEMENTS	B-7
APPLICATION EMPLOYMENT PROCESS	B-09
EMPLOYEE IDENTIFICATION.	B-12
POLICY AND PROCEDURE DRESS/ETHIC CODE/PERSONAL APPEARANCE	B-13
POLICY ON EMPLOYEE EVALUATION.	B-14
EMPLOYEE EVALUATION SHEET - ANNUAL	B-16
PERFORMANCE EVALUATION.	B-17
PERSONNEL POLICIES SAFE AND ADEQUATE CARE OF THE PATIENT	B-19
PATIENT SAFETY CHECKLIST	B-20
HOME SAFETY PATIENT'S HOME ENVIRONMENT	B-21
POLICY ON HIRING/REFERENCES, AND RETAINING EMPLOYEES	B-23
REFERENCE FOR POTENTIAL EMPLOYEE	B-25
POLICY ON MEDICAL EXAMINATION CERTIFICATE	B-26
MEDICAL EXAMINATION CERTIFICATE	B-27
POLICY AND PROCEDURE EMPLOYEE ORIENTATION	B-28
POLICY AND PROCEDURE STATEMENT OF ORIENTATION COMPLETION	B-30
POLICY ON ORIENTATION ADDITION - 8 HR ORIENTATION	B-31
POLICY ON JOBS.	B-32
POLICY ON PERSONNEL UNDER HOURLY OR PER VISIT CONTRACT	B-33
POLICY SICK LEAVE	B-34
POLICY AND PROCEDURE STAFF HEALTH	B-35
SCREENING FOR CRIMINAL BACKGROUND/SCREENING OF HOME HEALTH PERSONNEL	B-37
POLICY ON HIRING AND FIRING	B-39
STAFF RECRUITMENT	B-40
JOB POSTING	B-41
NOTICE OF JOB OPENING.	B-42
JOB INTERVIEWS	B-43
HOME HEALTH CARE AGENCY INTERVIEW INFORMATION	B-44
OUTCOME OF APPLICATION INTERVIEW FOR STAFF POSITION	B-45
LICENSURE RENEWAL	B-46
MEAL PERIOD	B-47
TERMINATION OF EMPLOYMENT	B-48
INVOLUNTARY TERMINATION OF EMPLOYMENT	B-50
RESIGNATION OF EMPLOYMENT	B-52

RESIGNATION NOTICE	B-53
TRANSFER REQUEST	B-54
TRANSFER REQUEST FORM	B-55
EXEMPT EMPLOYMENT STATUS	B-56
DISCIPLINE OF HOME HEALTH CARE STAFF MEMBER	B-57
EMPLOYEE WARNING/SUSPENSION/REINSTATEMENT/TERMINATION	B-59
HOME HEALTH CARE AGENCY STAFF CONCERN	B-60
STAFF CONCERN (Form).....	B-61
HOME HEALTH CARE AGENCY INAPPROPRIATE BEHAVIOR DOCUMENTATION	B-62
EXIT INTERVIEW FOR HOME HEALTH CARE STAFF MEMBERS	B-63
EXIT INTERVIEW FORM	B-64
ACCIDENT / INCIDENTS OF HOME HEALTH CARE STAFF MEMBERS/CLIENTS.....	B-65
EMPLOYEE ACCIDENT/INCIDENT REPORT.	B-67
CONSENT FORM TO RELEASE PHYSICAL EXAMINATION/CRIMINAL BACKGROUND SCREENING DATA FORM	B-68
PAYROLL SYSTEM	B-69
SALARY CHANGES	B-70
POLICY AND PROCEDURE CONTINUING EDUCATION (POLICY ON IN-SERVICE TRAINING)	B-71
PERSONNEL LICENSURE.....	B-74
CRITERIA USED WHEN ASSIGNING NURSING PERSONNEL.....	B-75
POLICY ON MONITORING OF CONTRACTED SERVICES.....	B-76
POLICY ON BOARD MEMBERSHIP	B-77
ORGANIZATIONAL PHILOSOPHY	B-78
ORGANIZATIONAL CHART	B-79
ORGANIZATION	B-81
POLICY ON ANNUAL REVIEW OF PLAN AND BUDGET	B-82
POLICY ON PROFESSIONAL PERSONNEL	B-83
SELF-EVALUATION COMMITTEE MEETING	B-84
ANTI-HARASSMENT POLICY	B-85
CONTINGENCY PLAN (BACK-UP STAFFING).....	B-87
CONTRACTOR BACK-UP SERVICES	B-88
BACK-UP SERVICES POLICY	B-89
BACK-UP SERVICE AGREEMENT.	B-90
CERTIFICATE OF WAIVER CLIA (WAIVED TEST)	B-91
VOLUNTEERS	B-92
HEPATITIS C (HCV) EDUCATION	B-93
STAFF COMPETENCY	B-94
MISSED VISIT POLICY	B-95
EQUAL OPPORTUNITY EMPLOYMENT.....	B-96
WORK RELATED INJURIES	B-97
WORKERS' COMPENSATION	B-99
RETENTION OF PERSONNEL RECORDS.....	B-101
STAFF SAFETY AT WORK	B-102
SITUATIONS WITH POTENTIAL FOR VIOLENCE	B-106
EQUIPMENT SAFETY	B-107
DRUG FREE WORKPLACE	B-108
EMPLOYEE DATABASE	B-110
EMPLOYMENT CATEGORIES	B-111
IMMIGRATION REFORM AND CONTROL ACTS (I-9)	B-112
INTRODUCTORY PERIOD	B-113
PRN STATUS	B-114
PRN QUESTIONNAIRE	B-115
EXPENSE REPORTS	B-116
GARNISHMENTS	B-117
HOLIDAY PAY	B-118
MEETING AND IN-SERVICE TIMES.....	B-119
MILEAGE REIMBURSEMENT/TRAVEL TIME	B-120

OVERTIME	B-122
PAY PERIOD	B-123
TIMESHEETS/DVR'S	B-124
NOTICE OF RIGHT TO ELECT CONTINUATION COVERAGE	B-125
COBRA BENEFIT CONTINUATION	B-127
CONTINUING EDUCATION UNITS	B-128
DENTAL INSURANCE	B-129
MEDICAL INSURANCE	B-130
PAID TIME OFF (PTO)	B-131
TIME OFF REQUEST FORM	B-132
FAMILY/MEDICAL LEAVE OF ABSENCE	B-133
FAMILY/MEDICAL LEAVE OF ABSENCE REQUEST FORM	B-136
JURY DUTY	B-137
MILITARY LEAVE OF ABSENCE	B-138
PERSONAL LEAVE OF ABSENCE	B-139
ABUSE/NEGLECT INVESTIGATION	B-140
ATTENDANCE	B-141
AUTOMOBILE USAGE	B-142
EMPLOYEE COUNSELING AND GRIEVING	B-144
PERFORMANCE NOTES	B-145
EMPLOYEE PERFORMANCE IMPROVEMENT PLAN	B-146
PERSONAL CONDUCT	B-147
SECURITY INSPECTIONS	B-149
SUBSTANCE ABUSE	B-150
WORKPLACE VIOLENCE PREVENTION	B-152
DRUG AND ALCOHOL TESTING	B-153
HEALTH REQUIREMENTS	B-156
CLARIFICATION OF EMPLOYEE/CONTRACTOR STATUS	B-157
ADMINISTRATION OF INFLUENZA VACCINE STAFF IN HEALTH CARE SETTINGS	B-158
PROFESSIONAL BOUNDARIES IN THE HOME CARE WORKFORCE	B-161
OSHA'S HAZARD COMMUNICATION STANDARD THAT DESCRIBE APPROPRIATE LABELING OF HAZARDOUS CHEMICALS	B-169
POLICY ON HOMEMAKER TRAINING	B-172
DELIVERY DOCUMENTATION POLICY	B-173
EMPLOYEE SATISFACTORY SURVEY POLICY	B-174

SECTION C - SKILLED SERVICE

POLICY ON SKILLED PROFESSIONAL SERVICES	C-1
POLICY ON SKILLED NURSING SERVICE	C-2
NURSING PHILOSOPHY AND OBJECTIVES	C-3
POLICY ON EMERGENCY PROCEDURES	C-4
POLICY ON CLINICAL NOTES/INITIAL ASSESSMENT	C-5
POLICY ON PATIENT ASSESSMENT, NURSING & THERAPY SERVICES	C-6
POLICY ON MEDICAL SOCIAL SERVICES	C-10
POLICY ON HOME HEALTH AIDE SERVICES	C-11
POLICY ON SUPERVISING VISITS	C-15
POLICY ON CLINICAL RECORDS	C-16
POLICY ON RETENTION OF RECORDS	C-19
POLICY ON PROTECTION OF RECORDS	C-20
RELEASE OF INFORMATION FROM CLINICAL RECORDS	C-21
AUTHORIZATION FOR RELEASE OF INFORMATION	C-22
CLIENT'S SUMMARY REPORT	C-23
CLINICAL RECORDS - SUMMARY REPORTS (sample Form)	C-24
DISCHARGE PLANNING	C-25
DISCHARGE PLANNING CONTROL LOG	C-27
SECURITY OF RECORDS/CONFIDENTIALITY	C-28
FILE MOVEMENT REGISTER	C-29
MEDICAL RECORD CORRECTION POLICY	C-30
REPORTING MEDICAL DEVICE EVENTS	C-33
MEDICAL DEVICE INCIDENT REPORT	C-34

ILLNESS AND INJURY PREVENTION	C-35
NEEDLE-STICK PREVENTION AND SHARPS SAFETY.....	C-37
WHEN AND HOW TO WEAR GLOVES POLICY	C-38
HEALTH RISK ASSESSMENTS POLICY	C-39
HOSPITALIZATION RISK ASSESSMENT POLICY	C-40
HOSPITALIZATION RISK ASSESSMENT POLICY (Nursing guide to practical application).....	C-41
PATIENT RISK OF FALLS ASSESSMENT.....	C-42
FUNCTIONAL RISK ASSESSMENT.....	C-44
SKIN INTEGRITY RISK ASSESSMENT, PRESSURE ULCER PREVENTION AND MANAGING SKIN INTEGRITY	C-46
MEDICATION RECONCILIATION ASSESSMENT.....	C-49
ENVIRONMENTAL RISK ASSESSMENT.....	C-50
DEPRESSION RISK ASSESSMENT	C-51
SOCIAL AND FINANCIAL RISK ASSESSMENT	C-52
HOME OXYGEN SAFETY RISK ASSESSMENT PROCEDURE	C-53
POLICY ON DISPENSING FLUIDS TO CONFUSED PATIENTS	C-56
URINARY CATHETER POLICY	C-57
POLICY AND PROCEDURE FOR DENTURES	C-58
BED SIDERAIL POLICY	C-59
SAFETY CULTURE ASSESSMENT A TOOL FOR IMPROVING PATIENT SAFETY POLICY.....	C-60
CHEMOTHERAPY CARE POLICY	C-62
HOME HEALTH TELEMONITORING POLICY	C-70
REGISTERED NURSE DELEGATION TASK POLICY	C-74

SECTION D - QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT (QAPI) PROGRAM

PLAN FOR IMPROVING AGENCY PERFORMANCE (PERFORMANCE IMPROVEMENT PLAN) (QAPI)	D-1
THE KEY TO QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT (QAPI)	D-8
POLICY AND PROCEDURES QUALITY ASSURANCE.....	D-9
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
QAPI 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
FURTHER POLICIES & PRACTICES TO ENSURE PATIENT AND STAFF SAFETY	D-23
POLICY ON EXPERIMENTAL DRUGS	D-25
POLICY ON GOALS OF A PLAN OF TREATMENT.....	D-26
POLICY ON PATIENT'S CLINICAL NOTES.....	D-27
PROGRESS NOTES QAPI CHECK LIST	D-28
SIGN-UP PACKAGE CHECK LIST	D-29
POLICY ON WASTE DISPOSAL	D-30
DISPOSING OF SYRINGES AND CONTAMINATED DRESSINGS.....	D-31
POLICY ON ACCOUNTING	D-32
POLICY ON MISREPRESENTATION.....	D-33
POLICY ON STERILE DRESSINGS.....	D-34
POLICY ON SOILED DRESSINGS.....	D-35
POLICY ON NON-DISCRIMINATION.....	D-36
POLICY ON DRUG ORDERS AND CHANGES IN ORDERS.....	D-37
POLICY ON MODIFY ORDERS	D-38
ORDER FOR DRUGS	D-39
POLICY ON PLANNING	D-40

POLICY ON HOME HEALTH AIDE/CNA SUPERVISION	D-41
POLICY ON COURTESY TITLE	D-42
POLICY ON ADMISSION	D-43
POLICY NON-ADMISSION	D-45
POLICY ON MEDICATION ERRORS AND DRUG REACTION POLICY	D-46
MEDICATION ASSESSMENT PROTOCOL	D-47
NARCOTICS POLICY	D-48
POLICY ON VERIFICATION OF SELF-ADMINISTERED MEDICATIONS	D-49
BIOMEDICAL WASTE PROTOCOL	D-50
POLICY AND PROCEDURE FOR BIOMEDICAL WASTE PICKUP	D-54
REORDERING SUPPLIES AND BIOHAZARDOUS WASTE CONTAINER	D-55
ADMINISTRATION OF DRUGS AND BIOLOGICALS	D-56
PRN MEDICATION ORDERS	D-59
DRUG CLASSIFICATIONS AND ROUTES THAT ARE NOT APPROVED FOR ADMINISTRATION	D-61
ADMINISTRATION OF BLOOD OR BLOOD COMPONENT(S)	D-62
UTILIZATION REVIEW	D-64
CLINICAL RECORD/UTILIZATION REVIEW	D-65
EMPLOYEE SATISFACTION SURVEY	D-66
QUALITY ASSESSMENT PERFORMANCE IMPROVEMENT PLAN (QAPI)	D-68

SECTION E - COMPLIANCE PROGRAM

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-5
NOTICE OF RIGHTS	E-7
POLICY ON PERSONS WITH CONFIRMED OR SUSPECTED DISABLING OR INFECTIOUS DISEASES, INCLUDING AIDS	E-11
AFFIRMATIVE ACTION POLICY	E-13
AMERICANS WITH DISABILITIES ACT (ADA)	E-14
POLICY AND PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH LIMITED ENGLISH PROFICIENCY	E-15
POLICY AND PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH SENSORY IMPAIRMENTS	E-16
PROTECTIONS AGAINST SHUT-OFFS POLICY	E-18
HOME HEALTH VALUE-BASED PURCHASING (HHVBP)	E-20

SECTION F - FINANCIAL PLANNING

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-5
POLICY ON WAGE SCALES AND CHARGES	F-6
PATIENT CHARGES FOR OUR SERVICES	F-7
CAPITALIZATION, DEPRECIATION AND AMORTIZATION	F-8
CAPITALIZATION POLICY	F-9
FINANCIAL ELIGIBILITY CRITERIA	F-10
INSURANCE CASES AND PRIVATE PAY	F-11
REDUCED AND NO-FEE SERVICES	F-12
INVENTORY/FIXED ASSETS	F-13
PROCEDURE TO ENSURE ACCURATE BILLING AND INSURANCE CLAIMS, THIRD PARTY PAYERS	F-14
PAYMENT RECEIPT AND VERIFICATION	F-15
BILLING, PAYROLL AND INVOICE INPUT	F-16
REVIEW AND COLLECTION OF ACCOUNTS RECEIVABLE	F-17
ACCOUNTS RECEIVABLE RECONCILIATION	F-18
FEE SETTING AND COLLECTION POLICY	F-19

REFUNDS EXTENSION OF CREDIT POLICY	F-20
INSURANCE AND BONDING	F-21
UNCOMPENSATED CARE INDIGENT PATIENTS	F-22
BAD DEBT POLICY	F-23
CHARGE VERIFICATION	F-24
MEDICARE CREDIT BALANCE REPORT	F-25
MEDICARE DENIALS AND ADDITIONAL DOCUMENTATION (ADRs)	F-26
PURCHASING AND ACCOUNTS PAYABLE	F-27
MEDICAL SUPPLIES	F-28
POLICY ON STANDARDS OF SOUND BUSINESS PRACTICE	F-29
POLICY FOR FINANCIAL HARDSHIP	F-30
POLICY ON "INSTITUTIONAL PLANNING"	F-31
POLICY ON ANNUAL OPERATING BUDGET	F-32
POLICY ON CAPITAL EXPENDITURES PLAN	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-7
SERVICES AGREEMENT WITH OTHER HEALTH CARE FACILITIES	G-8
EMPLOYEE CONTRACT	G-10
MEDICAL DIRECTOR AGREEMENT	G-12
BUSINESS ASSOCIATE CONTRACT	G-14

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
MARKETING PLAN	H-8
INFORMATION FOR OUR PATIENTS (Notice to clients right to report complaints/abuse)	H-9
DATA INTEGRITY, INFORMATION CONFIDENTIALITY, SECURITY	H-11

SECTION I - JOB DESCRIPTIONS

JOB DESCRIPTIONS	I-1
DIRECTOR	I-2
CHIEF OPERATING OFFICER	I-4
ADMINISTRATOR	I-6
ADMINISTRATOR STATEMENT OF QUALIFICATIONS COMPLIANCE	I-9
COMPLIANCE OFFICER	I-10
DIRECTOR OF NURSING	I-11
CLINICAL MANAGER	I-14
REGISTERED NURSE	I-17
PSYCHIATRIC NURSE	I-20
HOME HEALTH AIDE / CNA	I-21
POLICY ON SELECTION OF HOME HEALTH AIDE	I-24
COMPANION OR SITTER	I-26
HOMEMAKER	I-27
CHORE WORKER	I-28
MEDICAL SOCIAL WORKER	I-29
PHYSICAL THERAPIST	I-30
PHYSICAL THERAPIST ASSISTANT	I-32
OCCUPATIONAL THERAPIST	I-34
OCCUPATIONAL THERAPIST ASSISTANT	I-35
RESPIRATORY THERAPIST	I-37
LICENSED PRACTICAL NURSE	I-39

SPEECH THERAPIST	I-40
SPEECH THERAPIST ASSISTANT	I-41
ALTERNATE DIRECTOR OF NURSING	I-42
ADMINISTRATOR ASSISTANT	I-44
NURSE FIELD SUPERVISOR	I-46
PATIENT/CLIENT REPRESENTATIVE	I-47
BILLING CLERK	I-49
PATIENT CASE MANAGER	I-51
OFFICE CLERK	I-54
ALTERNATE ADMINISTRATOR	I-55
SUPERVISOR CLINICAL QUALITY IMPROVEMENT (QAPI)	I-57
REGISTERED NURSE HIGH TECH	I-60
DIETITIAN/NUTRITIONIST	I-63
OFFICE MANAGER	I-64
SECRETARY/TYPIST	I-66
MEDICAL DIRECTOR	I-67
CODER/WORKFLOW COORDINATOR	I-68
REFERRAL SERVICES ASSISTANT	I-70
QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT	I-72
HUMAN RESOURCES SPECIALIST	I-74
CHIEF FINANCIAL OFFICER	I-76
DIRECTOR OF HUMAN RESOURCES	I-77
GENERAL MANAGER	I-79
COMMUNITY HEALTH PEDIATRIC REGISTERED NURSE	I-81
MEDICAL SOCIAL WORK ASSISTANT	I-83
MEDICAL RECORD MANAGER	I-85
MEDICAL RECORD ASSISTANT/CLERK	I-87
COMMUNITY LIAISON	I-88
REFERRAL HOSPITAL LIAISON	I-89
COMMUNITY EDUCATION/LIAISON/OUTREACH	I-91
AUDIOLOGIST JOB DESCRIPTION	I-93

SECTION L - INITIAL ASSESSMENT

INITIAL COMPREHENSIVE ASSESSMENT	L-1
TEAM CASE CONFERENCE PROCEDURE	L-5
CLIENT'S CASE CONFERENCE	L-6
CLIENT'S CASE MANAGEMENT, COORDINATION OF CARE	L-8
CASE MANAGEMENT NOTES	L-11
CASE MANAGEMENT, CARE COORDINATION, COMMUNICATION NOTE	L-12
CLIENT NUTRITIONAL STATUS	L-13
NUTRITION	L-14
DO NOT RESUSCITATE	L-15
RESUSCITATION ORDERS	L-16
ASSESSMENT OF POSSIBLE ABUSE/NEGLECT	L-17
SAFETY IN THE HOME	L-19
SAFETY CLIENT SETTING	L-22
HOME SAFETY ASSESSMENT	L-23
SAFETY GUIDELINES MEDICAL EQUIPMENT AND SUPPLIES	L-24
EQUIPMENT CLEANING	L-28
PRODUCT RECALL NOTIFICATION POLICY	L-30
SAFETY PROGRAM, SAFE LIFTING	L-32
PREVENTION OF ACCIDENTS	L-33
PATIENT INFORMED DECISION MAKING	L-34
CONSENTS	L-35
REINSTATEMENT / RESUMPTION OF CARE POLICY	L-37
PATIENT ASSESSMENT FUNCTIONS AND QUALIFICATIONS	L-38
FIRST DOSE HOME IV ANTIMICROBIAL ADMINISTRATION	L-41
IMPLEMENTING CARE AND TREATMENT	L-44

DELEGATION OF TASKS OR ACTIVITIES	L-48
MAINTAINING MEDICAL SUPPLIES AND EQUIPMENT IN THE CAR	L-50
WEIGHT PATIENT	L-51
MEASURE PATIENT'S HEIGHT POLICY	L-52
DOMESTIC VIOLENCE	L-53

SECTION M - MISCELLANEOUS

POLICY ON EMPLOYEE TIME SLIP (ELECTRONIC VISIT VERIFICATION if applicable)	M-1
CHANGES IN ASSIGNMENTS	M-3
POLICY SMOKE FREE ENVIRONMENT	M-4
DURABLE POWER OF ATTORNEY FOR HEALTHCARE (WARNING)	M-5
DURABLE POWER OF ATTORNEY FOR HEALTHCARE.....	M-7
STATEMENT OF WITNESSES	M-9
DECLARATION TO WITHDRAW/WITHHOLD TREATMENT	M-11

SECTION J - NURSING MANUAL

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-8
LEGAL ASPECTS OF CHARTING	J-9
DESCRIPTIVE TERMS COMMONLY USED IN CHARTING	J-11
CLIENT'S CLINICAL RECORD FILING SYSTEM	J-28
CLIENT'S CLINICAL RECORD NUMBERING ..	J-29
HOME CARE INFUSION THERAPY POLICY AND PROCEDURE	J-30
HOME IV THERAPY POLICY AND PROCEDURE	J-31
HOME INFUSION NURSE RESPONSIBILITIES POLICY AND PROCEDURE.....	J-34
INITIATION, MEDICATION, ADMINISTRATION, MONITORING & DISCONTINUATION OF THERAPY.....	J-35
IV COMPETENCY SKILLS POLICY AND PROCEDURE	J-36
ANAPHYLAXIS PROTOCOL POLICY AND PROCEDURE	J-38
MEDICATION ADMINISTRATION	J-39
MEDICATION PROFILE/MEDICATION MONITORING, MEDICATION ASSESSMENT/REVIEW ..	J-40
MEDICATION DISCONTINUATION POLICY	J-42
POSSESSION OF STERILE WATER	J-43
MULTIDISCIPLINARY PATIENT EDUCATION	J-45
PATIENT EDUCATION	J-46
PAIN MANAGEMENT	J-47
PAIN MANAGEMENT EDUCATION	J-51
PATIENT VISIT - SCHEDULING	J-52
CARE PLANNING, COORDINATION OF SERVICES, AND QUALITY OF CARE	J-53
VERBAL/TELEPHONE ORDERS READ BACK	J-57
CONFIRMATION AND ACCEPTANCE OF PHYSICIAN ORDER.....	J-58
GUIDELINES FOR MEDICAL MANAGEMENT AND PHYSICIAN RESPONSIBILITIES.....	J-60
PATIENT INSTRUCTION SHEET OXYGEN CONCENTRATOR	J-61
MEDICATION TRANSFER COMMUNICATION	J-63
MEDICATION MANAGEMENT PATIENT INFORMATION	J-64
SENTINEL EVENTS, ADVERSE EVENTS	J-66
SENTINEL EVENT CRITERIA	J-68
RISK MANAGEMENT	J-69
INCIDENT REPORT (RISK MANAGEMENT)	J-74
EQUIPMENT MAINTENANCE	J-75

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-10
TERMS USED IN NURSING	K-11
HAND WASHING, HAND HYGIENE POLICY	K-12
ISOLATION EQUIPMENT	K-14
GOWN TECHNIQUE	K-15
MASK TECHNIQUE	K-16
SPECIMEN COLLECTION	K-17
CLEANSING ENEMA	K-19
REMOVAL OF FECAL IMPACTION	K-20
RETENTION ENEMA	K-21
EMERGENCY MEASURES FOR EPILEPTIC SEIZURES OR CONVULSIONS	K-22
INTERMITTENT POSITIVE PRESSURE BREATHING	K-23
PREVENTION & TREATMENT OF DECUBITUS/WOUNDS	K-24
PROCEDURE FOR DRESSING CHANGE	K-25
FEEDING A PATIENT BY NASAL OR GASTROSTOMY TUBE	K-26
INSERTION OF LEVINE TUBE	K-27
LEVINE TUBE FEEDING	K-28
TESTING DIABETIC URINE	K-29
GENERAL GUIDELINES FOR GLUCOMETER QUALITY CONTROL TESTING	K-30
USE OF BLOOD GLUCOSE METERS	K-31
BLOOD GLUCOSE MONITORING	K-33
GENERAL GUIDELINES FOR DOCUMENTATION OF QUALITY CONTROL RESULTS	K-34
URINARY CATHETERS	K-35
APPLYING AN EXTERNAL CATHETER	K-36
APPLICATION OF FOLEY DRAINAGE BAG	K-37
APPLICATION OF LEG DRAINAGE BAG	K-38
FOLEY CATHETER IRRIGATION	K-39
COLOSTOMY CARE	K-40
CLEANSING ARTIFICIAL DENTURES	K-41
SAFE WAYS OF TRANSFERRING YOUR PATIENTS	K-42
BLIND PERSONS, AIDING	K-43
GOING TO DOCTOR'S OFFICE FOR APPOINTMENT	K-44
AMBULATION	K-45
TURNING A PATIENT	K-47
POSITIONING	K-48
MOVING PATIENT UP IN BED	K-49
GETTING PATIENT IN/OUT OF BED	K-50
ASSISTING PATIENT INTO AND OUT OF WHEELCHAIR	K-51
ASSISTING PATIENTS ONTO AND OFF STRETCHER	K-52
HOW TO UNDRESS A PATIENT	K-53
HOW TO USE BED CRADLES	K-54
HOW TO USE RUBBER RINGS, DOUGHNUTS, SANDBAGS	K-55
APPLICATION OF COLD SPONGES	K-56
APPLICATION OF ICE BAG	K-57
COLD COMPRESSES/EYE	K-58
APPLICATION OF HOT WATER BOTTLE	K-59
HOW TO GIVE EARLY MORNING AND H.S. CARE	K-60
PARTIAL BATH	K-61
BED BATH	K-62
HOW TO GIVE TUB BATH OR SHOWER	K-64
SITZ BATH	K-65

ORAL HYGIENE	K-66
BACK RUB	K-67
SHAVING THE FACE OF THE MALE PATIENT	K-68
HOW TO CARE FOR THE HAIR	K-69
MAKING AN UNOCCUPIED BED.....	K-70
MAKING AN OPEN BED.....	K-71
MAKING AN OCCUPIED BED	K-72
NURSING PROCEDURES FOR THE DYING	K-73
POST MORTEM CARE.....	K-74
CARE OF THE DYING	K-75
INFECTION CONTROL POLICY	K-76
INFECTION PREVENTION DURING BLOOD GLUCOSE MONITORING AND INSULIN ADMINISTRATION	K-77
PERSONNEL INFECTION CONTROL	K-81
POST EXPOSURE EVALUATION AND FOLLOW-UP PROCEDURES	K-82
EXPOSURE CONTROL PLAN	K-83
HOME CARE ACQUIRED INFECTION	K-85
INFECTION PREVENTION AND CONTROL ADDRESSING PRIORITIZED RISKS	K-90
LIMITING THE SPREAD OF INFECTIONS ASSOCIATED WITH MEDICAL EQUIPMENT DEVICES, THERAPY EQUIPMENT AND SUPPLIES	K-94
MINIMIZE OPPORTUNITY FOR TRANSMISSION OF PATHOGENS TO PATIENTS AND HEALTHCARE WORKERS	K-95
LIMITING THE SPREAD OF INFECTIONS ASSOCIATED WITH PROCEDURES	K-97
INFECTION CONTROL ORIENTATION	K-99
ANNUAL INSERVICE FOR INFECTION CONTROL	K-100
EMPLOYEE EXPOSURE INCIDENT	K-101
INCIDENT/OCURRENCE REPORT	K-102
AIDS	K-103
PROCEDURE ON ORDER LABS TEST	K-106
PROCEDURE FOR 60 DAY SUMMARIES	K-107
PROCEDURE FOR WOUND/DECUBITUS SUMMARIES	K-108
GUIDELINES FOR MAINTENANCE OF PERIPHERAL IV SITES & CENTRAL LINES	K-109
PROCEDURE FLUSHING AT HICKMAN CATHETER	K-111
PROCEDURE HEPARIZATION WITH CAP CHANGE LINE	K-112
PROCEDURE HICKMAN CATHETER DRESSING CHANGE	K-113
TRIPLE LUMEN CVP CATHETER PROCEDURE	K-114
GROSHONG CATHETER PROCEDURE	K-115
NEEDLE SAFETY AND PREVENTION OF INJURY	K-116
USE OF THERMOMETER	K-118
MERCURY THERMOMETER SAFETY GUIDELINES	K-120
FALLS POLICY	K-123
TIMED GET UP AND GO TEST	K-125
REQUEST FOR PHYSICIAN'S ORDERS TO DEAL WITH FALLS	K-126
INCIDENT REPORT FALLS	K-127
EMERGENT CARE FOR INJURY CAUSED BY FALL OR ACCIDENT AT HOME REVIEW TOOL	K-128
ACCEPTED MEDICAL TERM ABBREVIATIONS	K-130
DANGEROUS ABBREVIATIONS OR DOSE DESIGNATION	K-134
INFECTION CONTROL & SAFETY MANAGEMENT: THE BAG TECHNIQUE.....	K-135
BAG TECHNIQUE COMPETENCY EVALUATION	K-137
NOSOCOMIAL INFECTIONS.....	K-138
PANIC VALUE	K-148
LOOK ALIKE, SOUND ALIKE MEDICATION.....	K-152
PULSE OXIMETRY POLICY	K-153
HAND HYGIENE, CDC GUIDELINES	K-154
HANDWASHING IMPROVEMENT PLAN	K-156
NURSING STAFF GLUCOMETER COMPETENCY POLICY.....	K-158
PROCESS FOR INVESTIGATING OUTBREAKS OF INFECTIOUS DISEASES.....	K-159
INFECTION SURVEILLANCE, MONITORING AND REPORTING OF EMPLOYEES AND PATIENTS	

.....	K-164
HOME PT / INR MONITORING POLICY.....	K-167
INSULIN ADMINISTRATION	K-169
BLOOD PRESSURE MONITORING	K-171
SINGLE USE MEDICAL DEVICES POLICY	K-175
REUSE OF SINGLE USE MEDICAL DEVICES POLICY	K-177
PRECAUTIONS TO PROTECT IMMUNE COMPROMISED PATIENTS	K-180
PREVENTION OF INFECTION RELATED TO RESPIRATORY TRACT CARE	K-182
INFLUENZA AND PNEUMOCOCCAL VACCINES ADMINISTRATION POLICY	K-183
GUIDELINES ON CARING FOR PATIENTS WITH MULTI-DRUG RESISTANT ORGANISMS....	K-186
BLOODBORNE PATHOGENS EXPOSURE PLAN	K-188
IDENTIFICATION TB HIGH RISK EXPOSURE JOB CLASSIFICATION	K-196
INFLUX OF INFECTIOUS PATIENTS	K-197
UROSTOMY CARE POLICY	K-199
CHAIR STAND TEST PROTOCOL	K-202
MANAGEMENT OF HOME VENTILATORS POLICY.....	K-203
REDUCING HARM FROM HIGH RISK MEDICINES.....	K-205
HIGH ALERT MEDICATION MANAGEMENT	K-207
CLINICAL GUIDELINE FOR PLEURAL CARE PROCEDURES	K-209
CARE OF THE PATIENT WITH A CHEST TUBE (RN/LPN)	K-212
RESPIRE CARE POLICY	K-221
GROCERY SHOPPING AND ERRANDS POLICY	K-223
POLICY ON LAUNDRY	K-224
CHORE SERVICES POLICY.....	K-225
PERCUTANEOUS ENDOSCOPIC GASTROSTOMY (PEG) TUBE CARE POLICY.....	K-227
SOLUTIONS FOR IRRIGATION: MANAGEMENT AND STORAGE GUIDELINES.....	K-229
MANAGEMENT OF PATIENT WITH CONGESTED HEART FAILURE (CHF)	K-231
ZOE NON-INVASIVE MACHINE FOR CHF PATIENTS	K-236
CATHETER FLUSHING PROTOCOL (SASH)	K-238
CENTRAL VENOUS CATHETER CARE	K-239
MANAGEMENT OF BOWEL AND BLADDER ELIMINATION	K-242
EMERGING INFECTIOUS DISEASE POLICY	K-245

CLINICAL PROCEDURES

Table of Contents

<u>PROCEDURE</u>	<u>P A G E</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 PHARANGEAL SUCTIONING	78
NOSE DROP INSTILLATION	80

CLINICAL PROCEDURES

Table of Contents

(Continued)

<u>PROCEDURE</u>	<u>P A G E</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

CLINICAL PROCEDURES

Table of Contents

(Continued)

<u>PROCEDURE</u>	<u>P A G E</u>
FIRST DOSE HOME IV ANTIMICROBIAL	151
PATIENT & FAMILY EDUCATION HANDOUT HAZARDOUS MATERIALS	156
PAIN MANAGEMENT	157
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
HOME HEALTH SPILLS POLICY	234
HAZARD VULNERABILITY ANALYSIS	235