

POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0

[MONTH, YEAR]





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Introduction

Welcome to **[AGENCY NAME]**, a premier provider of medical home health services located at **[AGENCY ADDRESS]**. Our mission is to deliver compassionate and superior quality care directly to our patients' homes, facilitating healing and recovery in the environment most comfortable to them. As a trusted partner in our community's health, **[AGENCY NAME]** adheres to a philosophy that combines patient-centered care with the latest in medical best practices.

In our commitment to excellence and in ensuring the highest standards of care and compliance, this Policy and Procedure Manual serves as a foundational document for our operations. It has been meticulously developed to align with the regulatory frameworks and guidelines as outlined by the Indiana Department of Health, particularly under ARTICLE 17. HOME HEALTH AGENCIES. This manual not only covers patient care practices and administrative procedures but also ensures strict adherence to the regulations governing home health agencies in Indiana.

Our policies and procedures are reflective of our dedication to upholding the rights, dignity, and well-being of our patients. They guide our staff in delivering consistent, ethical, and high-quality home health services, while also providing a clear framework for operations, compliance, and quality improvement within our agency. Each section of this manual has been designed to meet or exceed the requirements set forth by state regulations, including but not limited to ARTICLE 17. HOME HEALTH AGENCIES, ensuring that **[AGENCY NAME]** operates not just in compliance with the law, but also with the utmost integrity and commitment to patient care.

We invite our staff, patients, and their families to familiarize themselves with this manual, as it embodies the principles and practices that set **[AGENCY NAME]** apart in the provision of home health services. Our adherence to these policies and procedures is central to our mission and our pledge to the communities we serve.

For more information, inquiries, or assistance, please reach out through the following channels:

Website: **[AGENCY WEBSITE]**

E-mail: **[AGENCY EMAIL ADDRESS]**

Telephone number: **[AGENCY CONTACT NUMBER]**

Together, we are **[AGENCY NAME]**, advancing the standard of home health care in Indiana with dedication, compassion, and excellence. Thank you for being a part of our journey towards setting new benchmarks in healthcare delivery within the comfort of our patients' homes.



Vision Statement

To be the beacon of innovation and compassion in home health care, transforming the experience of healing and recovery in the comfort of home for every individual we serve across Indiana.

Mission Statement

[AGENCY NAME] is dedicated to providing exceptional medical home health services, fostering an environment of healing, comfort, and support for our patients and their families. Our mission is to empower individuals with personalized, high-quality care, enabling them to achieve their optimal level of health and independence at home. We strive to be an integral part of the communities we serve, committed to excellence, integrity, and collaboration in all aspects of our operations.

Values

Compassion: At the heart of our service is a deep empathy for those we care for. We treat each patient and their family with the warmth, understanding, and dignity they deserve.

Quality: We are dedicated to delivering the highest standards of care through evidence-based practices, advanced medical knowledge, and cutting-edge home health technologies.

Integrity: Our actions are guided by honesty, ethics, and transparency. We build trust with our patients, their families, and the community through responsible practices and accountability.

Innovation: We embrace innovation to improve patient outcomes and enhance the home health care experience. Our team is continually exploring new ways to deliver care more efficiently and effectively.

Collaboration: We believe in the power of teamwork and the synergy it creates. By working together with patients, families, healthcare providers, and the community, we achieve the best possible outcomes.

Respect: Every individual's unique needs, preferences, and values are honored at [AGENCY NAME]. We listen attentively and respond with care solutions that respect the individual's choices and autonomy.

Excellence: Our commitment to excellence drives us to continually improve our services and exceed the expectations of those we serve. We aspire to set new standards in home health care, marked by our commitment to quality, patient satisfaction, and clinical outcomes.

[AGENCY NAME] embodies these values in every action, interaction, and decision. Our vision and mission are realized through the daily application of these core values, guiding us in our pursuit to redefine home health care in Indiana.



Document Control

Document Revisions shall be recorded in the table below;

Ver. No.	Rev. No.	Page No.	Description of Amendment	Approved By	Date

Document review and approvals shall be recorded in the table below;

Description	Title	Signature	Date
Prepared By			
Reviewed By			
Approved By			

Note: All policies and procedures shall be reviewed at least annually, with recommended changes submitted to the governing body for approval, as necessary.



Statement of Policy

At [AGENCY NAME], we are committed to providing the highest standard of medical home health care services to our patients across Indiana. This Policy and Procedure Manual serves as a cornerstone of our operational excellence, guiding our practices, ensuring regulatory compliance, and embodying our dedication to the well-being and dignity of those we serve.

Purpose:

The primary purpose of this manual is to outline the policies and procedures that govern the operations, care delivery, and administrative practices of [AGENCY NAME]. This comprehensive resource is designed to ensure that our services are provided in a consistent, efficient, and legally compliant manner, reflecting our commitment to quality, safety, and integrity.

Scope:

This manual applies to all employees, contractors, and volunteers of [AGENCY NAME], encompassing a wide range of roles including, but not limited to, healthcare professionals, administrative staff, and support personnel. It is intended to be a dynamic document, subject to updates and revisions as needed to reflect changes in healthcare regulations, best practices, and the needs of our patients and community.

Compliance:

[AGENCY NAME] strictly adheres to all federal, state, and local laws and regulations applicable to home health care services, including but not limited to ARTICLE 17. HOME HEALTH AGENCIES of the Indiana Administrative Code. Our policies and procedures are developed to comply with the standards set forth by the Indiana Department of Health, ensuring that we not only meet but exceed the requirements governing home health agencies.

Implementation:

All staff members are required to read, understand, and comply with the policies and procedures detailed in this manual. Ongoing training and education will be provided to ensure that our team is proficient in the application of these guidelines and committed to delivering the highest level of care and service.



Responsibility:

It is the responsibility of every member of the [AGENCY NAME] team to adhere to the policies and procedures outlined in this manual. Leadership and management are tasked with enforcing these guidelines, addressing any deviations, and making necessary adjustments to practices in response to feedback, regulatory changes, or advances in healthcare standards.

Review and Revision:

This manual is subject to regular review and revision to ensure relevance, effectiveness, and compliance with current healthcare standards and regulations. Feedback from staff, patients, and regulatory bodies will be considered in the ongoing development and improvement of our policies and procedures.

By upholding the policies and procedures outlined in this manual, [AGENCY NAME] pledges to provide outstanding care to our patients, ensuring their safety, comfort, and health in the home setting. This commitment is integral to our mission of enhancing the quality of life for those we serve, setting a benchmark for excellence in home health care.

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Licensure Requirement and Compliance - 410 IAC 17-10-1

Purpose:

To establish guidelines ensuring that [AGENCY NAME] Medical Home Health Agency operates legally within Indiana State regulations, specifically adhering to ARTICLE 17, HOME HEALTH AGENCIES, Rule 10, governing licensure requirements for home health agencies.

Policy Statement:

[AGENCY NAME] Medical Home Health Agency is committed to obtaining and maintaining the required licensure to legally operate within Indiana. This policy outlines the steps for initial licensure, provisional licensure, compliance for full licensure, renewal processes, and procedures for offering additional services, ensuring adherence to state laws and regulations.

Procedures:

1. Initial Licensure Application:

- Submit the licensure application form with a nonrefundable fee of \$250 to the Indiana Department of Health.
- Provide full disclosure of ownership and management information, including all persons with at least a 5% ownership or controlling interest, and all officers, directors, managing agents, or employees.

2. Provisional Licensure:

- Upon submission of the application and fee, a provisional license may be issued for 90 days, pending an on-site inspection.
- Compliance with state regulations during the provisional period is crucial for obtaining a full license.

3. Full Licensure Compliance:

- Full compliance with ARTICLE 17 and related regulations is required for the issuance of a full license.
- The department may extend the provisional license if initial compliance is not met, with a focus on achieving compliance within the extended period.

4. Renewal of License:



- The license must be renewed annually, with the department considering compliance history and any pending actions against [AGENCY NAME] Medical Home Health Agency.
- Submit an annual activity report as part of the renewal process.

5. Offering Additional Services:

- To offer new services, notify the department in writing, including details of the service, start date, and supporting documentation proving qualifications.
- Await approval from the department before commencing the new service.

6. Documentation and Survey Compliance:

- Ensure all necessary documents are available for review during surveys, with the option to provide requested documents within 24 hours if needed.
- Participate in unannounced licensing surveys and post-survey revisits as required for ongoing compliance assessment.

7. Accreditation Survey Reporting:

- If accredited by a recognized body, submit the accreditation survey report to the department for consideration in lieu of a licensing survey, subject to departmental review and acceptance.

8. Notification of Changes:

- Notify the department 30 days in advance of any significant changes that affect the licensure, including closure, sale, or transfer of the agency.

Compliance Responsibility:

- **Management:** Ensures adherence to the licensure application and renewal processes, and compliance with all state regulations.
- **Employees:** Must follow established procedures and regulations to maintain the quality of care and compliance.
- **Compliance Officer:** Oversees and ensures ongoing compliance with state laws and regulations, coordinating with management and employees accordingly.



This policy will be regularly reviewed and updated in response to changes in state regulations or operational needs of [AGENCY NAME] Medical Home Health Agency.

Response to Commissioner's Actions - 410 IAC 17-11-1

Purpose:

To ensure [AGENCY NAME] Medical Home Health Agency's compliance with actions taken by the commissioner of the Indiana Department of Health as specified under 410 IAC 17-11-1, safeguarding the agency's commitment to high-quality care and adherence to state regulations.

Policy Statement:

[AGENCY NAME] Medical Home Health Agency shall promptly and effectively respond to any actions taken by the commissioner of the Indiana Department of Health, including but not limited to the issuance of letters of correction, probationary licenses, resurveys, denial or revocation of licenses, and imposition of civil penalties, in a manner that upholds the agency's standards of care and regulatory compliance.

Procedures:

1. Immediate Action upon Notification:

- Upon receipt of a notification from the commissioner regarding any action, the designated Compliance Officer will inform the agency's management team to assess the situation and devise an appropriate response plan.

2. Letter of Correction:

- Implement corrective actions as outlined in the letter of correction within the specified timeframe.
- Document all corrective measures taken, including staff training and operational adjustments, and submit this documentation to the department.

3. Probationary License:

- Undertake a comprehensive review of agency practices against the state's requirements.
- Address all areas of concern that led to the issuance of a probationary license, with detailed reporting on corrective actions to the department.



- Engage in continuous monitoring and adjustment of operations to ensure full compliance by the end of the probationary period.

4. Resurvey Preparation:

- Prepare for a resurvey by conducting an internal compliance review and correcting any deficiencies identified.
- Engage all staff in compliance training sessions focused on areas requiring improvement.

5. License Denial or Renewal Denial Response:

- Analyze the reasons behind the denial and develop a plan to address these issues.
- Seek legal counsel if appealing the decision, or reapply for licensure after implementing necessary corrective actions.

6. License Revocation:

- Implement a transition plan for clients affected by the revocation to ensure continuity of care.
- Conduct a root cause analysis of the issues leading to revocation, and make significant changes to comply with regulatory requirements.
- Explore the possibility of reapplying for licensure after comprehensive corrections are made.

7. Civil Penalties:

- Review the cause for the civil penalty and implement immediate corrective actions to address the underlying issues.
- Pay any imposed fines within the designated period.
- Document changes made to prevent future violations and submit this documentation to the department for review.

Compliance Responsibility:

- **Compliance Officer:** Acts as the primary liaison with the Indiana Department of Health, overseeing the implementation of this policy and ensuring that all communications and documentation are handled promptly and efficiently.
- **Management Team:** Supports the Compliance Officer in implementing corrective actions and ensuring that the agency meets or exceeds all regulatory requirements.



- All Staff: Cooperates with management and the Compliance Officer in implementing corrective actions and participates in training and education programs to ensure compliance with state regulations.

[AGENCY NAME] Medical Home Health Agency is dedicated to maintaining the highest level of compliance with state regulations and ensuring the well-being of our clients. This policy will be reviewed annually or as needed to reflect changes in regulations or operational practices.

Adherence to Regulatory Standards and Patient Welfare - 410 IAC 17-11-2

Purpose:

To ensure that [AGENCY NAME] Medical Home Health Agency maintains strict compliance with the provisions of IC 16-27 and ARTICLE 17, HOME HEALTH AGENCIES, and to prevent any conduct or practices that could be detrimental to the welfare of our patients. This policy outlines the agency's commitment to operating within the legal and ethical guidelines set forth by the Indiana Department of Health and addresses the grounds for actions by the commissioner as specified under 410 IAC 17-11-2.

Policy Statement:

[AGENCY NAME] Medical Home Health Agency is dedicated to upholding the highest standards of care and adhering to all state regulations governing home health agencies. The agency prohibits any violation of state laws, the commission of illegal acts, and any conduct or practices harmful to patient welfare. This policy establishes procedures to prevent, identify, and correct any such issues promptly.

Procedures:

1. Regular Compliance Training:

- Conduct regular, mandatory training sessions for all employees on the provisions of IC 16-27, ARTICLE 17, and all relevant state regulations.
- Include specific training on the prevention of illegal acts within the agency and the importance of patient welfare.

2. Compliance Monitoring:

- Implement ongoing monitoring and auditing procedures to ensure full compliance with state regulations and agency policies.
- Utilize internal audits, patient feedback, and compliance checklists as part of the monitoring process.



3. Reporting Mechanisms:

- Establish clear, confidential channels for employees and clients to report any concerns or violations of state regulations or agency policies.
- Ensure that all reports are investigated promptly and thoroughly by the Compliance Officer or a designated compliance committee.

4. Corrective Actions:

- Develop a framework for immediate corrective action in response to any identified violations or detrimental conduct/practices.
- Include steps for investigation, action planning, implementation of corrective measures, and monitoring to prevent recurrence.

5. Documentation and Record Keeping:

- Maintain detailed records of all compliance training sessions, audits, investigations, corrective actions, and monitoring efforts.
- Ensure documentation is readily available for review by the Department of Health upon request.

6. Patient Welfare and Safety:

- Prioritize patient welfare in all agency operations, ensuring that care practices are in the best interest of patients and adhere to professional standards.
- Implement regular patient satisfaction surveys and care assessments to identify and address any concerns related to patient welfare.

7. Handling of Illegal Acts:

- Adopt a zero-tolerance policy for permitting, aiding, or abetting the commission of illegal acts within the agency.
- Outline procedures for immediate reporting, investigation, and cooperation with law enforcement or regulatory bodies as appropriate.

8. Response to Department Actions:



- In the event of actions taken by the commissioner based on the grounds outlined in 410 IAC 17-11-2, [AGENCY NAME] Medical Home Health Agency will:

- Cooperate fully with any investigations or inquiries.
- Take prompt corrective action to address the reasons for the commissioner's actions.
- Communicate openly and transparently with the Department of Health throughout the process.

Compliance Responsibility:

- Management Team: Responsible for ensuring the agency's operations comply with all state regulations and this policy.
- Compliance Officer: Oversees compliance efforts, including training, monitoring, and response to violations, and serves as the primary contact for regulatory bodies.
- All Employees: Required to adhere to all aspects of this policy, participate in compliance training, and report any concerns or violations.

This policy affirms [AGENCY NAME] Medical Home Health Agency's commitment to legal and ethical conduct, the welfare of our patients, and adherence to the highest standards of home health care. It will be reviewed and updated annually or as needed to reflect changes in regulations or agency practices.

***This is only a preview of the Original Document**

***For inquiries or assistance, please reach out to us at www.carepolicy.us**