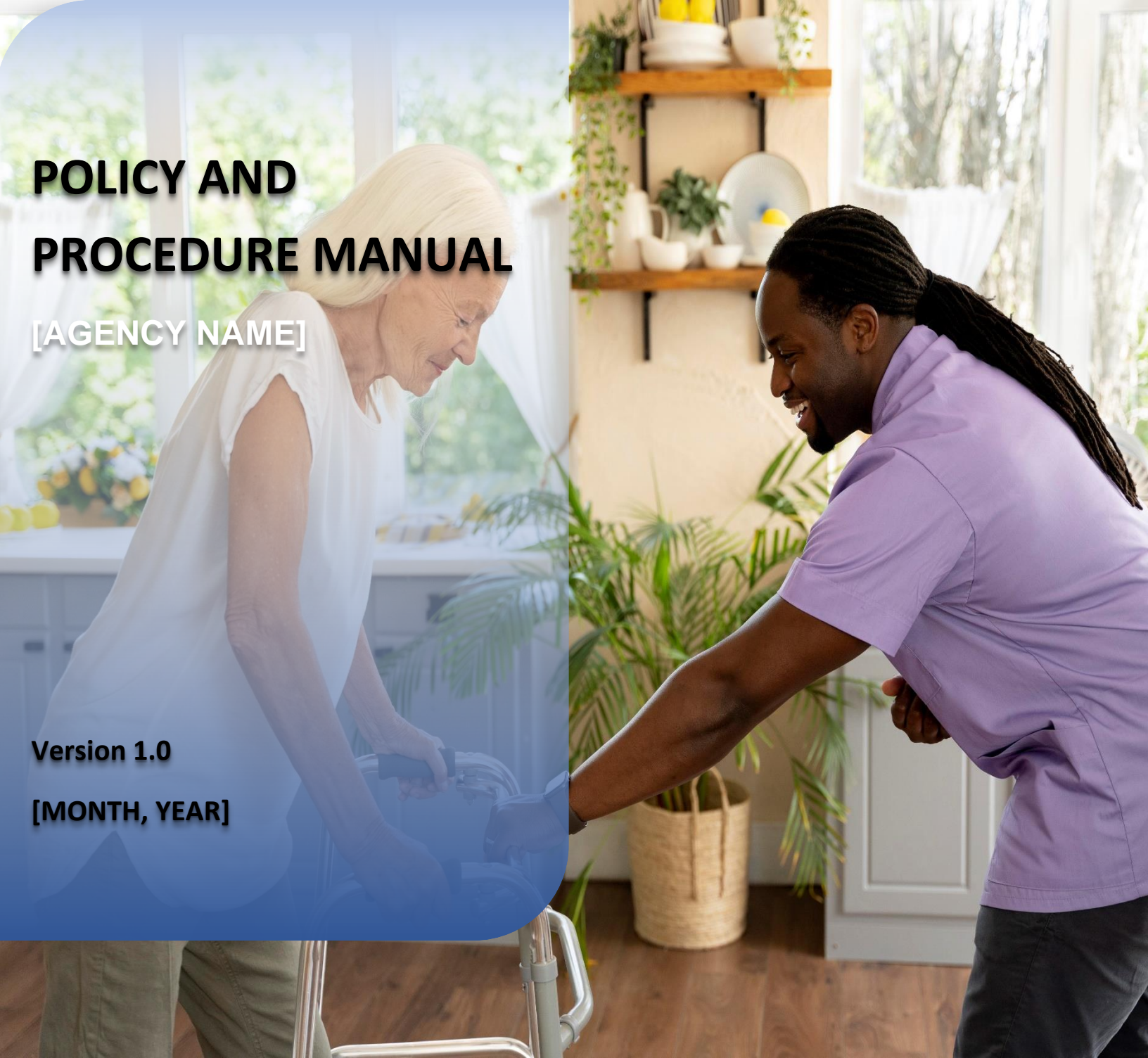


POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0

[MONTH, YEAR]





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Introduction

Welcome to [AGENCY NAME], your trusted provider of home healthcare services in New Jersey. This Policy and Procedure Manual is designed to guide our dedicated team of healthcare professionals, administrative staff, and the families we serve, ensuring that we consistently deliver high-quality care that aligns with our values, meets regulatory standards, and exceeds the expectations of those we serve.

About Us:

As a leading home healthcare provider in New Jersey, [AGENCY NAME] is committed to offering comprehensive, compassionate, and personalized healthcare services directly to our clients' homes. Our team is comprised of experienced professionals who are passionate about making a positive impact on the lives of our patients and their families.

Purpose of This Manual:

The purpose of this manual is to:

- Provide clear guidelines and standardized procedures for all aspects of our service delivery.
- Ensure compliance with the New Jersey Administrative Code, Title 13, Law and Public Safety, Chapter 45B, Subchapters 13 & 14, as well as other applicable state and federal regulations.
- Foster an environment of transparency, accountability, and continuous improvement within our agency.
- Support our staff in delivering care that is both effective and reflective of our agency's values and commitment to excellence.

Scope:

This manual covers a wide range of policies and procedures, including but not limited to clinical care, patient rights, staff safety, risk management, and compliance with healthcare regulations. It serves as a comprehensive resource for our employees, providing the information needed to perform their roles effectively and uphold the high standards of care for which [AGENCY NAME] is known.



How to Use This Manual:

- Reference: Use this manual as a reference guide for understanding our operational, clinical, and administrative procedures.
- Training: This manual is an essential component of staff training and orientation, ensuring that all team members are familiar with our practices and standards.
- Compliance: Adherence to the policies and procedures outlined in this manual is mandatory for all staff. Regular updates and training will be provided to ensure compliance with evolving healthcare standards and regulations.

Updates and Revisions:

The healthcare landscape is ever-changing, and as such, this manual will be regularly reviewed and updated to reflect the latest in best practices, regulatory requirements, and the needs of our patients. We welcome feedback from our staff and stakeholders as part of our commitment to continuous improvement.

Thank you for being part of [AGENCY NAME] Together, we will continue to make a meaningful difference in the lives of those we serve, ensuring their health, dignity, and comfort in the place they call home.

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Vision Statement

[AGENCY NAME] envisions leading New Jersey's home healthcare by innovating and providing exemplary, patient-focused care. We aim to be the first choice for those seeking compassionate and comprehensive home health services, ensuring every individual has access to life-enhancing care.

Mission Statement

Our mission is to deliver exceptional, personalized home healthcare to New Jersey's residents. By employing skilled professionals and emphasizing patient-centered care, we dedicate ourselves to improving health outcomes and ensuring the dignity and independence of our clients through strong partnerships and tailored care plans.

Values

- Compassion: We approach each patient with empathy, kindness, and sensitivity, recognizing the unique needs and circumstances of those we serve.
- Integrity: We adhere to the highest ethical standards, ensuring honesty, transparency, and trustworthiness in all our actions.
- Excellence: We commit to providing the highest quality of care through continuous learning, innovation, and adherence to best practices in home healthcare.
- Respect: We honor the dignity, rights, and preferences of our patients, treating them and their families with the utmost respect and consideration.
- Collaboration: We believe in the power of teamwork and partnership, working closely with patients, families, and other healthcare providers to achieve optimal outcomes.
- Accountability: We take responsibility for the care we provide, constantly striving to meet and exceed the expectations of our clients and the communities we serve.
- Inclusivity: We are dedicated to serving all individuals in need of home healthcare, ensuring accessibility and non-discrimination in our services.

Through our commitment to these values, [AGENCY NAME] aims to enrich the lives of our clients, empower our employees, and contribute positively to the health and well-being of the New Jersey community.



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

As a premier provider of home healthcare services in New Jersey, [AGENCY NAME] is dedicated to upholding the highest standards of care for our clients. This Statement of Policy serves as the foundation for our comprehensive Policy and Procedure Manual and outlines our overarching commitments and principles guiding our operations, clinical care, and administrative practices.

[AGENCY NAME] commits to the following principles in the provision of home healthcare services:

- 1. Compliance and Regulatory Adherence:** We adhere strictly to the New Jersey Administrative Code, Title 13, Law and Public Safety, Chapter 45B, Subchapters 13 & 14, and all other state and federal regulations relevant to home healthcare services. Our commitment extends to ensuring the protection of patient privacy in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and other applicable privacy laws.
- 2. Quality of Care:** We are dedicated to providing high-quality, evidence-based healthcare services tailored to meet the diverse needs of our clients. Continuous quality improvement is at the core of our operations, ensuring that our care delivery meets and exceeds industry standards.
- 3. Safety:** The safety and well-being of our clients and staff are paramount. Our policies and procedures are designed to promote a safe environment for care delivery, with rigorous protocols in place for managing clinical and environmental risks.
- 4. Professionalism and Ethical Practice:** Our staff upholds the highest levels of professionalism and ethical practice in all interactions and services. We are committed to maintaining confidentiality, integrity, and respect in our dealings with clients, families, and other healthcare providers.
- 5. Accessibility and Non-Discrimination:** [AGENCY NAME] provides accessible care to all individuals in need of home healthcare services, without discrimination based on race, color, national origin, disability, age, sexual orientation, gender identity, or any other protected status. We strive to accommodate the unique needs of our diverse client population.
- 6. Coordination of Care:** We recognize the importance of coordinated, interdisciplinary care in achieving optimal health outcomes for our clients. Our procedures ensure seamless collaboration among healthcare providers, facilitating continuity of care and comprehensive support for our clients.



7. Patient and Family Engagement: We actively involve clients and their families in the care planning and decision-making processes, respecting their rights, preferences, and values. Our approach is centered on enhancing patient autonomy and promoting informed choices about care.

8. Staff Development: We invest in the ongoing education and professional development of our staff, ensuring they possess the knowledge, skills, and competencies necessary to deliver exceptional care. Our team is our greatest asset, and we are committed to fostering a supportive and enriching work environment.

This Statement of Policy precedes the detailed policies and procedures contained within this manual, embodying our dedication to excellence, accountability, and compassion in the provision of home healthcare services. [AGENCY NAME] is proud to serve the residents of New Jersey and remains unwavering in our mission to enhance the health and well-being of our clients through dedicated and professional care.

Admission Policy

Policy Statement:

[AGENCY NAME] is dedicated to providing exceptional home healthcare services that comply with the New Jersey Administrative Code, Title 13, Law and Public Safety, Chapter 45B, Subchapters 13 & 14. This policy establishes the framework for admitting patients to [AGENCY NAME], ensuring that all individuals receive care tailored to their specific needs, underpinned by comprehensive assessment and planning processes that adhere to state regulations.

Purpose:

The purpose of this policy is to outline the criteria and processes for the admission of patients to [AGENCY NAME], facilitating a structured approach to patient assessment and care plan development. This ensures that care is appropriate, effective, and aligned with both the patient's needs and state regulatory requirements.

Procedures:

1. Criteria for Patient Acceptance:



- Eligibility Assessment: All prospective patients will undergo a preliminary assessment to determine their eligibility based on residency, the type of care required, and the agency's capacity to meet their needs.
- Physician's Order: Admission requires a physician's order, confirming the need for home healthcare services.
- Agreement to Comply: Patients and their families must agree to adhere to the proposed care plan.

2. Patient Assessment Procedures:

- Initial Assessment: Conducted within 48 hours of referral, this comprehensive assessment evaluates healthcare needs, living conditions, and support systems.
- Ongoing Assessment: Performed at minimum every 60 days to monitor the patient's condition and adjust care as needed.

3. Developing and Implementing the Care Plan:

- Creation: Based on the initial assessment, a personalized care plan will be developed outlining services, goals, and expected outcomes.
- Implementation: Care team members receive briefings on the plan, which is then communicated to the patient and family.
- Review and Updates: The care plan is regularly reviewed and updated in response to ongoing assessments or significant changes in the patient's condition.

4. Documentation and Compliance:

- All assessments and care plans are documented in the patient's record.
- Staff members are trained on this policy to ensure compliance with both the policy and state regulations.

5. Review and Updates:

- This policy will be reviewed annually or as needed to reflect changes in regulatory requirements or agency practices.
- Any amendments will undergo approval by the management team before implementation.

This Admission Policy is central to [AGENCY NAME]'s commitment to delivering patient-centered home healthcare services, ensuring that every patient receives care that is not only compliant with state



guidelines but also reflective of their individual needs and preferences.

Discharge Policy

Policy Statement:

[AGENCY NAME] ensures a structured and patient-centered approach to the discharge or transfer of patients from home healthcare services. This policy aligns with the New Jersey Administrative Code, Title 13, Law and Public Safety, Chapter 45B, Subchapters 13 & 14, and is designed to support seamless transitions for patients either recovering, transferring to another facility, or for other reasons necessitating discharge.

Purpose:

To establish clear criteria and procedures for the discharge or transfer of patients from home healthcare services provided by [AGENCY NAME], ensuring continuity of care, patient safety, and compliance with state regulations.

Procedures:

1. Criteria for Discharge or Transfer:

- Patient Recovery: Complete recovery or achievement of maximum benefit from home healthcare services as determined by the care team and in consultation with the patient's physician.
- Transfer to Another Facility: Necessity for a higher level of care or specialized services not provided by [AGENCY NAME]
- Other Reasons for Discharge: Non-compliance with the care plan, changes in patient's insurance coverage, or patient's decision to discontinue services.

2. Discharge Planning Process:

- Initiation: Start discharge planning at the time of admission to home healthcare services, updating the plan as the patient's condition and needs evolve.
- Involvement: Engage the patient, family, care team, and physician in the discharge planning process to ensure a coordinated transition.
- Identification of Next Level of Care: Determine the appropriate next step for the patient, whether it's recovery at home without further home health services, transfer to a long-term care facility, or other arrangements.



3. Documentation Requirements:

- Discharge Summary: Prepare a comprehensive discharge summary that includes the patient's current health status, outcomes of the home healthcare services, any pending or ongoing needs, and instructions for follow-up care.
- Notification: Notify the patient's physician and next care provider (if applicable) about the discharge or transfer, providing them with the necessary documentation and discharge summary.
- Patient and Family Education: Ensure the patient and their family are fully informed about the discharge plan, follow-up care, medication management, and any other necessary post-discharge instructions.

4. Execution of Discharge or Transfer:

- Coordination: Coordinate with the receiving facility or services to ensure a smooth transition, sharing relevant information and discharge documents.
- Follow-Up: Arrange for follow-up appointments or services as needed to support the patient's continued recovery or care after discharge.
- Feedback: Obtain feedback from the patient and family regarding the home healthcare services provided and the discharge process to continually improve care delivery and patient satisfaction.

5. Review and Updates:

- Conduct regular reviews of this policy to ensure effectiveness, compliance with state regulations, and alignment with best practices in patient care.
- Update the policy as needed based on feedback, changes in regulations, or organizational procedures, with approval by the management team.

This Discharge Policy is integral to the mission of [AGENCY NAME], ensuring that all patients experience a thoughtful, well-coordinated transition from home healthcare services, whether returning to independent living, moving to another level of care, or for other reasons leading to discharge.

Emergency Preparedness Policy

Policy Statement:

[AGENCY NAME] is dedicated to ensuring the safety and well-being of our clients and staff by maintaining a comprehensive Emergency Preparedness Policy. This policy adheres to the guidelines set forth by the



New Jersey Administrative Code, Title 13, Law and Public Safety, Chapter 45B, Subchapters 13 & 14, and outlines the procedures for responding to natural disasters, medical emergencies, and other unforeseen events.

Purpose:

To establish a structured and effective approach for preparing for and responding to emergencies, ensuring that all [AGENCY NAME] employees are trained and equipped to handle emergency situations efficiently while minimizing risk to clients and staff.

Procedures:

1. Emergency Plan Development:

- Risk Assessment: Conduct an annual risk assessment to identify potential emergencies specific to our service areas, including natural disasters, medical emergencies, and other unforeseen events.
- Plan Components: Develop an emergency plan that includes evacuation procedures, shelter-in-place instructions, emergency kit contents, and protocols for continuity of care.

2. Staff Training and Roles:

- Regular Training: Provide comprehensive training to all staff upon hire and annually thereafter on emergency response procedures, including evacuation, medical emergency response, and communication protocols.
- Designated Roles: Assign specific emergency roles to staff members, including team leaders for evacuation, medical response, and communication with emergency services and families.

3. Communication Plan:

- Family Contact Information: Maintain up-to-date contact information for the family members or designated contacts of all clients.
- Emergency Services Coordination: Establish protocols for contacting emergency services, including 911, local hospitals, and other relevant entities, ensuring quick and efficient response times.
- Information Dissemination: Develop a plan for communicating with staff, clients, and their families before, during, and after an emergency, utilizing multiple channels such as phone calls, text messages, and emails.



4. Emergency Kits and Supplies:

- Ensure that all home care teams have access to emergency kits, which include first aid supplies, non-perishable food, water, flashlights, batteries, and other essentials.
- Regularly check and replenish emergency kits to ensure readiness.

5. Evacuation Procedures:

- Outline specific procedures for the safe evacuation of clients, including routes, transportation, and designated assembly areas.
- Conduct evacuation drills periodically to ensure staff and clients are familiar with evacuation procedures.

6. Shelter-in-Place Procedures:

- Develop protocols for situations where evacuation is not possible, ensuring clients and staff know how to secure themselves safely within their current location.

7. Client Specific Emergency Plans:

- For clients with specific medical or mobility needs, create individualized emergency plans addressing how to best assist these clients during an emergency.

8. Post-Emergency Evaluation and Support:

- Implement a process for assessing the emotional and physical wellbeing of clients and staff after an emergency.
- Provide access to support services for those affected by the emergency.

9. Policy Review and Updates:

- Annually review and update the Emergency Preparedness Policy to reflect changes in best practices, feedback from staff and clients, and lessons learned from emergency events.

10. Documentation and Compliance:

- Document all training sessions, drills, and emergency incidents to ensure compliance with state regulations and for continuous improvement of emergency preparedness.



This Emergency Preparedness Policy is central to [AGENCY NAME]'s commitment to the safety and security of our clients and staff, ensuring that we are well-prepared to respond to emergencies with efficiency and care.

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

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

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