

POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0
[Month, Year]



WWW





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Introduction

[AGENCY NAME]' primary focus is to provide superior care to members of our community. Our personal care services vows to contribute to our client's quality of life. We strive to deliver the highest quality of care to the clients.

At [AGENCY NAME], we understand that making the best decisions for an aging or ill family member is priority. We assist client by creating a plan of care specific to them. While matching one of our compassionate caregivers to ensure satisfaction.

Our Mission

To provide a high-quality personal care services by delivering friendly and improved services to empower our clients to live a happy life.

Our Vision

To become the leading personal care service agency with excellent services for people to improve their lifestyles with greater satisfaction and health.

Core Values

- Compassion
- Accountability
- Respect
- Empowerment
- Safety

Statement of Purpose

The purpose of this policy is to define organization-wide processes and activities that maximize the coordination of quality home services to clients at [AGENCY NAME]. The goal of this plan is to coordinate patient's care in a manner that is seamless from the patient's perspective. This policy shall be made available for review, upon request, to clients and their designated representatives and shall be readily available for staff use at all times within [AGENCY NAME].

Statement of Policy

[AGENCY NAME] prohibits discrimination in all its activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, gender identity, genetic information, and any political beliefs.



[AGENCY NAME] is consistent with the:

- Federal and State Law of Wisconsin
- Needs of our members and the community we serve;
- Our mission, goals and strategic objectives;
- Agency policies and procedures

We strongly adhere to compliance requirements stated by Wisconsin Law, Department of Health and follow the best practices implemented in terms of policies and procedures within [AGENCY NAME].

Document Control & Approvals

Document Revisions shall be recorded in the table below;

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



DEPARTMENT OF HEALTH SERVICES (DHS) 133 POLICIES

| | | |
|--------------------------------------|-------------------------------------|----------------|
| Area/Title: Infection Control | Policy: DHS 133.06 (5) (a-c) | Status: |
| | Date: 1/5/2022 | |

Infection Control: DHS 133.06 (5) (a-c)

(1) REGULAR SURVEYS.

The department may make any inspections and investigations it considers necessary, including review of clinical and administrative records, subject only to restrictions of law.

(2) COMPLAINTS.

The department may investigate any complaints received by it concerning the operation or services of a home health agency.

Note: A complaint may be filed by writing the Bureau of Health Services, Division of Quality Assurance, P.O. Box 2969, Madison, Wisconsin 53701-2969 or by calling the Wisconsin Home Health Hotline toll free at 1-800-642-6552.

(3) PATIENT VISITS.

The department may contact patients of a home health agency as part of an inspection or investigation. A licensee shall provide the department a list of names, addresses and other identifying information of current and past patients as may be requested. The department may select the names of the patients to be visited and may visit these patients with their approval.

(4) ENFORCEMENT.

(a) *Statement of deficiency.* Upon determining that a home health agency is in violation of any requirement of this chapter, the department shall promptly serve a statement of deficiency upon the administrator or other designated representative of the home health agency. The statement of deficiency shall specify the rule violated and state the facts that constitute the violation.

(b) *Plan of correction.* 1. Within 10 working days of receipt of the statement of deficiency, the home health agency shall submit a plan of correction to the department for approval detailing how the agency will correct the violation or how the agency has corrected the violation. The department may require that a plan of correction be submitted for approval within a shorter specified time for violations the department determines may be harmful to the health, safety, welfare, or rights of patients.

2. The department may require the home health agency to modify the proposed plan of correction before the department approves the plan of correction.

3. The department may require a licensee to implement and comply with a plan of correction that is developed by the department.



4. The department shall verify that the home health agency has completed the plan of correction submitted or imposed in par.

(c) *Penalties.* The department may impose any of the following penalties for a violation of a requirement of this chapter:

1. Suspend admissions of new patients until the department has verified that the home health agency has completed the plan of correction under par. (b).
1. Place conditions on the license.
2. Revoke the license as specified in s. DHS 133.03 (7).

(5) INTERFERENCE WITH INSPECTIONS.

Any interference with or refusal to allow any inspection or investigation under this chapter shall be grounds for denial or revocation of the license.

(6) WAIVERS OR VARIANCES.

Upon application of a home health agency, the department may waive or vary any provision of this chapter if it finds that the waiver or variance will not adversely affect the health, safety or welfare of any patient.

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|-----------------------------------|---------------------------------------|----------------|
| Area/Title: Patient Rights | Policy: DHS 133.08 (1) (2) (3) | Status: |
| | Date: 1/5/2022 | |

Patient Rights: DHS 133.08 (1) (2) (3)

(1) SERVICE APPLICANT.

The home health agency shall promptly determine the applicant's suitability for services and, if the applicant is accepted, shall promptly provide services to the individual. If the applicant is found unsuitable for acceptance, the agency shall inform the applicant of other service providers in the area.

(2) POLICIES.

The home health agency shall provide the patient with a written notice of the patient's rights in advance of furnishing care to the patient or during the initial evaluation visit before the initiation of treatment. Each patient receiving care from the agency shall have all of the following rights:

(a) To be fully informed, as evidenced by home health agency documentation, of all rules and regulations governing patient responsibilities;

(b) To be fully informed, prior to or at the time of admission, of services available from the agency and of



related charges, including any charges for services for which the patient or a private insurer may be responsible;

(c) To be informed of all changes in services and charges as they occur;

(d) To be fully informed of one's own health condition, unless medically contraindicated, and to be afforded the opportunity to participate in the planning of the home health services, including referral to health care institutions or other agencies, and to refuse to participate in experimental research;

(e) To refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal;

(f) To confidential treatment of personal and medical records and to approve or refuse their release to any individual outside the agency, except in the case of transfer to another health facility, or as required by law or third-party payment contract;

(g) To be treated with consideration, respect and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs; and

(h) To be taught, and have the family taught, the treatment required, so that the patient can, to the extent possible, help himself or herself, and the family or other party designated by the patient can understand and help the patient.

(i) To exercise his or her rights as a patient of the home health agency;

(j) To have the patient's family or legal representative exercise the patient's rights when the patient has been judged incompetent by a court of law.

(3) COMPLAINTS. At the same time that the statement of patient rights is distributed under sub. (2), the home health agency shall provide the patient or guardian with a statement, provided by the department, setting forth the right to and procedure for registering complaints with the department.

***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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