

# POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0  
[Month, Year]



WWW





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## INTRODUCTION

[AGENCY NAME] is a privately-owned organization with a focused effort on serving individuals with intellectual disabilities. Our services will support individuals with access opportunities through community engagement while creating an inclusive environment.

[AGENCY NAME] primary focus is to provide superior care to members of our community. We strive to deliver the highest quality of care to our clients.

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

Our services satisfy the following requirements of our Members:

- Seeking a home with 24-hour services and support
- Desire for continuity of care from their caregivers
- Maintain respect towards others and household

## MISSION STATEMENT

Our mission is to provide community-based services that support person-centered services to improve the quality of life for individuals and families. It is our unremitting duty to provide individuals to live as independently as possible in the least restrictive environment through personal involvement, individual decision-making is supported and encouraged to enhance the control of a person over their own lives and foster self-sufficiency in the general areas of one's livelihood.

## VISION STATEMENT

We envision creating a comfortable environment that is reputed as one of the best for individuals with intellectual disabilities with basic to complex health needs to gain higher awareness, well-being, creativity, and joy. We will continue to develop services that are of high quality and that meet the unique needs of the individuals who choose to use them. By being accepting and showing respect to people's differences, beliefs, and rights, we believe that they then feel supported and included in everything they do.



## OUR VALUES

- **Service:** providing a helping hand that allows our members to feel valued and cared for by upholding their sense of dignity.
- **Trust:** maintaining honest lines of communication with safe and competent care that protects privacy.
- **Integrity:** fostering an undivided attitude directed towards doing the right thing the first time around, every time.
- **Respect:** promoting esteem and acceptance for and towards everyone we come in contact with.

## 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 Member care in a manner that is seamless from the Member'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:

- Needs of our Members and the community we serve;
- Policies and procedures;
- Medical Staff Bylaws;
- Organizational capability to provide the requisite staffing, facilities and services.

We strongly adhere to compliance requirements stated by Pennsylvania 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

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.



# QUALITY MANAGEMENT PLAN

## Monitoring and Evaluating Quality

### Policy:

This policy of [AGENCY NAME] shall ensure to implement an ongoing, comprehensive, integrated, self-assessment program of the quality and appropriateness of care or services provided, including services provided under contract or agreement. The findings shall be used to correct identified problems and revise policies and practices, as necessary. Exclusive concentration on administrative or cost-of-care issues does not fulfill this requirement.

**The provider shall analyze and revise the quality management plan every 3 years.**

### Procedures:

- The following data shall be evaluated to identify unacceptable or unexpected trends or occurrences:
  - Staffing patterns and performance to assure adequacy and appropriateness of services delivered;
  - Supervision appropriate to the level of service;
  - On-call responses;
  - Client records for appropriateness of services provided;
  - Client satisfaction;
  - Complaint resolution;
  - Infections;
  - Staff concerns regarding client care; and
  - Provision of services appropriate to the clients' needs.
- A quality improvement committee responsible for the oversight and supervision of the program, shall consist of:
  - The director of skilled services or organization's register nurse as appropriate for the type of services provided;



- A member of the administrative staff;
  - Representatives from each of the services provided by the organization, including contracted services; and
  - An individual with demonstrated ability to represent the rights and concerns of clients. The individual may be a member of the organization's staff, a client, or a client's family member.
- In selecting members of this committee, consideration shall be given to a candidate's abilities and sensitivity to issues relating to quality of care and services provided to clients.
  - Measures shall be implemented to resolve important problems or concerns that have been identified. Health care practitioners, as applicable, and administrative staff shall participate in the resolution of the problems or concerns that are identified.
  - Results of the quality improvement program shall be reported annually to the governing body and the administrator and available in the organization. The report shall be acted upon by the governing body and the organization. All corrective actions shall be documented.
  - This objective of quality improvement shall be to:
    - a) improve the [AGENCY NAME]' home care program; and,
    - b) ensure that the objectives of the Home Care Program are being met.

Guidelines:

- The development of a quality improvement program should be done through the Quality Improvement Coordinator. [AGENCY NAME] management, professional and other staff, may determine the overall plan for the quality improvement program. The goals of each home care service's quality improvement program should be consistent with the overall goals of the program.
- Within the quality improvement program there should be a:
  - a) system to evaluate human and financial resources;
  - b) system to identify actual and potential problems;
  - c) mechanism for assessment and investigation of problems;
  - d) process to monitor activities to ensure that the desired results have been achieved and are sustained;
  - e) system for documenting the effectiveness of the plan in improving client care; and,
  - f) process to measure outcomes of the home care service as they relate to the philosophy, mission and goals of the [AGENCY NAME].



- Quality improvement activities should:
  - a) manage human resources;
  - b) manage risk and incident reporting;
  - c) review program utilization;
  - d) review processes; and,
  - e) educate staff and volunteers in quality improvement.
- The effectiveness of the home care quality improvement program should be reviewed on an annual basis. The review should identify components of the program that should be expanded, altered or deleted.
- The quality improvement program evaluation should ensure that it is ongoing, comprehensive and effective in improving client care as well as being cost-effective and program-efficient.

### Performance Measures and Improvement Strategies

Evaluation and demonstration of skills

**Cognitive ability tests** measure intelligence. The most common types, IQ tests, measure general mental ability. Other tests gauge verbal ability, math skills, spatial perception, or inductive and deductive reasoning.

**Physical ability tests** measure strength, endurance and muscular movement.

**Aptitude tests** measure an applicant's ability to learn a new skill.

**Personality tests** measure characteristics such as attitudes, emotional adjustment, interests, interpersonal relations and motivation.

**Honesty and integrity tests** measure an applicant's propensity toward undesirable behaviors such as lying, stealing, taking drugs or abusing alcohol.

**Medical examinations** determine whether a candidate can perform the essential duties of a specific position (e.g., bending, lifting, walking and sitting).

#### ***Determining what testing is needed***

To implement a pre-employment testing process, [AGENCY NAME] must determine which tests are necessary; select or develop a test that appropriately evaluates the knowledge, skills, abilities and other characteristics needed; and monitor use of the test.

The first step should be to identify the characteristics required to perform the job:



- Knowledge: information the employee must possess
- Skills are learned behaviors needed to successfully perform a job
- Abilities are observable behaviors, including those needed to perform the physical requirements of the job
- Other characteristics include any other job requirements such as Identifies Member care requirements by establishing personal rapport with Members and their families.

### Employee Performance Evaluation

This policy describes how we coach, evaluate and reward employees. We base our performance management systems on constructive feedback and open communication between managers and team members.

This policy applies to all employees or contractors. We will clarify our performance appraisal process and provide guidelines for managers on how to lead their teams and assess employee performance.

We have built our performance management practices to:

- Ensure you understand the job responsibilities and have specific goals to meet.
- Provide employees with actionable and timely work feedback.
- Invest in development opportunities that help employees grow professionally.
- Recognize and reward the work in financial or non-financial ways (e.g. awards.)

### What is good performance?

Our company has a general definition of what good performance looks like. To achieve a good performance evaluation, employees should:

- Meet the targets consistently.
- Complete the job duties as expected.
- Show a willingness to learn and develop.
- Follow our Code of Conduct and other company policies.
- Have a good attitude and collaborate well with the colleagues.

Each employee may excel in one aspect and need improvement in another. But, to remain employed with our company, employees should meet a minimum standard for all of these aspects and show a willingness to improve where appropriate.

### Periodical reviews

We conduct *quarterly* performance reviews. During these reviews, the manager will fill out the performance evaluation report through our [*performance review platform*] and arrange a meeting with employees to discuss the review. Through these discussions, managers aim to:

- Recognize employees who are good at their jobs.





- Talk about career moves and employee motivations.
- Identify areas of improvement.

Periodical reviews apply to employees who have completed their onboarding period.

### Rewards

Pay increases or bonuses aren't guaranteed. But we encourage managers to recommend rewards for their team members when they deserve them. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers.

### Training

Training and development opportunities are available for all employees year long. But, if managers identify a team member's training needs in a specific area, they can discuss this with their team member during performance reviews. That way, they can set up an improvement plan.

On-the-job training, job shadowing and other training methods are also appropriate when managers intend to promote an employee in the near future. We encourage managers to discuss future career moves with their team members, so they can determine what type of training is appropriate.

### Frequent communication

Managers should meet with their team members once per [week] to provide feedback and talk about their work and motivations. This way, team members can receive feedback in a timely manner and avoid surprises during their [annual/ bi-annual/ quarterly] performance review.

During performance meetings, both parties should feel free to discuss any concerns they have.

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

**\*For inquiries or assistance, please reach out to us at [www.carepolicy.us](http://www.carepolicy.us)**