

# SECTION ONE

## Organization and Administration

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COP
1. <a href="#">Personnel Policies</a>	I	HH4-2I.01	
2. <a href="#">Human Resources</a>			
3. <a href="#">Home Health Staffing Guidelines</a>	D, I, O	HH7-1A	
4. <a href="#">Recruitment, Retention, Development, and Continuing Education</a>	P, D	HH4-2I.01 HH4-4A.01	
5. <a href="#">Categories/Qualifications of Personnel</a>	P, I, O	HH1-1A.01 HH4-2I.01 HH4-4A.01	484.80 484.115 484.105(e)
6. <a href="#">Selection/Hiring of Personnel</a>	P, I, O	HH1-1A.01 HH4-2H.01	
7. <a href="#">Licensure/Certification/Registration</a>	I, O	HH1-1A.01 HH4-2B.01	484.115
8. <a href="#">Equal Opportunity Employer</a>	P, I, O	HH1-1A.01 HH4-2I.01	
9. <a href="#">Standards of Care, Service, and Practice</a>	I, O	HH1-1A.01	
10. <a href="#">Scope of Assessments/Qualification</a>	I, O	HH1-1A.01	
11. <a href="#">Job Descriptions</a>	D, I	HH4-2E.01	
12. <a href="#">Termination</a>	P, D	HH4-2I.01	
13. <a href="#">Personnel Turnover</a>	I	HH4-2I.01	
14. <a href="#">Attendance and Absenteeism</a>	P, D, I	HH4-2I.01	
15. <a href="#">Personnel Grievance Process</a>	P, D	HH4-2I.01	
16. <a href="#">Personal Vehicle Use/Mileage Reimbursements</a>	P, D, I	HH4-2F.01 HH4-2I.01	
17. <a href="#">Dress and Appearance</a>	P, D, I	HH4-2I.01	
18. <a href="#">Sexual Harassment</a>	P, D, I	HH4-2I.01	
19. <a href="#">Standards of Conduct/Ethical Behavior</a>	P, D, I	HH4-2I.01	
20. <a href="#">Personnel Record Contents</a>	D	HH1-1B HH2-6B.01 HH4-1A.02 HH4-1B.01	484.80(b) 484.80(c) 484.80(d)
21. <a href="#">Performance Evaluations</a>	P, D	HH4-2J.01 HH4-2I.01 HH4-7C.01	484.80(b) 484.80(c)

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22. <a href="#">Orientation</a>	P, D, I	HH2-2A HH2-5A HH4-5A.01 HH4-5B.01 HH7-1A HH7-3D	484.102(d) USP 800.9
23. <a href="#">Personnel Development</a>	P, I, O	HH4-8A HH4-8A.01 HH7-3D	484.75(b)(9) 484.80(d) 484.102(d)
24. <a href="#">Resource Information</a>	I, O	HH4-6A.01	
25. <a href="#">Competency Program</a>	P, D	HH4-6A.01 HH4-7C.01	
26. <a href="#">Competency Assessment</a>	P, D, I	HH4-10A.01 HH4-11H	484.80(c)
27. <a href="#">Responsibilities/Supervision of Clinical Services</a>	P, D, I, O	HH1-6B HH2-10A.01 HH5-11A HH4-14A	484.75(a) 484.75(c) 484.80(d) 484.105(c)
28. <a href="#">Training/Inservice Education</a>	P, D, I	HH4-8A HH4-8A.01 HH5-11A	484.75(b)(9) 484.102 USP 800.9
29. <a href="#">Home Health Aide Training</a>	P, D, I, O	HH4-8A HH4-8A.01 HH4-11H HH4-12A HH4-12B HH4-12C HH4-12F HH4-12G	484.80(a) 484.80(b) 484.80(c) 484.80(d) 484.80(e) 484.80(f)
30. <a href="#">Home Health Aide Supervisory Visits</a>	P, D, I	HH4-6A.01 HH4-14A	484.80(h)
31. <a href="#">Specialized Services</a>			
32. <a href="#">Requirements for Supervisors/Preceptors</a>	P, D, I	HH1-6B	484.75(a) 484.75(c) 484.80(h)
33. <a href="#">Report to the Governing Body</a>	D	HH4-6A.01	
34. <a href="#">Access to Qualified Consultation</a>			
35. <a href="#">Consultation for Specialty Services</a>			
36. <a href="#">Communication with Office</a>			
37. <a href="#">Progressive Discipline Policy</a>			
38. <a href="#">Workplace Violence Prevention Plan</a>			
39. <a href="#">COVID-19 Vaccination</a>		HH4-2K	484.70(d)

# SECTION TWO

## Job Descriptions

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COP
1. <a href="#">Policy Statement</a>			484.115
2. <a href="#">Professional Services Agreement for Medical Director</a>	<b>D</b>	HH1-10A	484.115(j)
3. <a href="#">Executive Director/Administrator</a>	<b>D</b>	HH1-5A	484.105(b) 484.115(a)
4. <a href="#">Finance Director</a>			
5. <a href="#">Controller</a>			
6. <a href="#">Human Resources Director</a>	<b>D</b>	HH4-5B.01	
7. <a href="#">Information Systems Director</a>			
8. <a href="#">Marketing/Community Relations Director</a>			
9. <a href="#">Clinical Director (Clinical Manager)</a>	<b>D</b>	HH1-6B HH5-11A	484.105(c) 484.115(c)
10. <a href="#">Clinical Records Manager</a>			
11. <a href="#">Clinical Supervisor</a>	<b>D</b>	HH5-11A	484.115(c)
12. <a href="#">Managed Care Coordinator</a>	<b>D</b>	HH5-11A	
13. <a href="#">Referral/Intake Supervisor</a>	<b>D</b>	HH5-11A	
14. <a href="#">Performance Improvement Coordinator</a>	<b>D</b>	HH5-11A	
15. <a href="#">Home Care Coordinator</a>			
16. <a href="#">Home Health Nurse Practitioner</a>	<b>D</b>	HH5-11A	484.115(k)
17. <a href="#">Infusion Therapy Nurse Coordinator</a>	<b>D</b>	HH5-11A	484.115(k)
18. <a href="#">OASIS Review Nurse</a>	<b>D</b>	HH5-11A	484.115(k)
19. <a href="#">Registered Nurse</a>	<b>D</b>	HH5-11A	484.115(k)
20. <a href="#">Licensed Practical/Vocational Nurse</a>	<b>D</b>	HH5-11A	484.115(e)
21. <a href="#">Certified Home Health Aide</a>	<b>D</b>	HH4-11H	484.80(a) 484.115(d)
22. <a href="#">Nurse Assistant</a>	<b>D</b>	HH4-11H	
23. <a href="#">Rehabilitation Supervisor</a>	<b>D</b>	HH1-6B HH5-11A	484.105(c)
24. <a href="#">Physical Therapist</a>	<b>D</b>	HH5-11A	484.115(h)
25. <a href="#">Physical Therapy Assistant</a>	<b>D</b>	HH5-11A	484.115(i)

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26. <a href="#">Speech-Language Pathologist</a>	<b>D</b>	HH5-11A	484.115(n)
27. <a href="#">Occupational Therapist</a>	<b>D</b>	HH5-11A	484.115(f)
28. <a href="#">Certified Occupational Therapy Assistant</a>	<b>D</b>	HH5-11A	484.115(g)
29. <a href="#">Social Services Supervisor</a>	<b>D</b>	HH4-7B.01 HH5-11A	484.115(m)
30. <a href="#">Medical Social Worker</a>	<b>D</b>	HH5-11A	484.115(m)
31. <a href="#">Registered Dietician</a>	<b>D</b>	HH5-11A	
32. <a href="#">Secretary/Receptionist</a>			
33. <a href="#">Billing Manager</a>			
34. <a href="#">Accounting Clerk</a>			
35. <a href="#">Data Entry/Computer Operator</a>			
36. <a href="#">Billing/Collections Clerk</a>			
37. <a href="#">Filing/Data Processing Clerk</a>			
38. <a href="#">Office Manager</a>			
39. <a href="#">Payroll and Benefits Coordinator</a>			

SAMPLE

# SECTION THREE

## *Clinical Competency Program*

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COP
1. <a href="#">Scope of the Program/Process Methodology</a>			
2. <a href="#">Competency Based Orientation</a>	<b>D</b>	HH4-11H HH4-12F	484.80(a) 484.80(b)
3. <a href="#">Core Competency Skills</a>	<b>D</b>	HH4-11H	
4. <a href="#">Annual Core Competence</a>	<b>D</b>	HH4-11H	484.80(c)

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# ATTACHMENTS

Attachment I: .....[ACHC Crosswalk](#)

Attachment II: .....[Glossary of Terms](#)

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POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
1. <a href="#">Mission Statement</a>			
2. <a href="#">Governing Body</a>	<b>P, D, O, I</b>	HH1-1A HH1-1B HH1-2A HH1-2A.03 HH1-5A.01	484.65(e) 484.105(a) 484.105(h)
3. <a href="#">Conflict of Interest</a>	<b>P, I</b>	HH1-4A.01	
4. <a href="#">Referral Disclosure and Care Decisions</a>	<b>P, I</b>	HH1-4A.01	
5. <a href="#">Public Disclosure Statement</a>	<b>P, D, O, I</b>	HH1-1A HH1-1B HH1-4A.01 HH2-1A.01	484.100(a)
6. <a href="#">Administrative Qualifications and Responsibilities</a>	<b>D, O</b>	HH1-5A HH1-5A.01	484.105(b)
7. <a href="#">Appointment of Executive Director/Administrator</a>	<b>D, O</b>	HH1-5A HH1-5A.01	484.105(b)
8. <a href="#">Designation of Individual in Absence of Executive Director/Administrator</a>			484.105(b)
9. <a href="#">Home Health Administrator</a>	<b>P, D, O</b>	HH1-5A HH1-6B	484.105(b)
10. <a href="#">Regulatory Compliance</a>	<b>P, D, O, I</b>	HH1-1A HH1-1A.01 HH1-1C HH1-9A.01 HH1-12A.01	484.100 484.105(f)
11. <a href="#">Professional Advisory Committee</a>			
12. <a href="#">Policy Decisions</a>	<b>P, D, O</b>	HH1-1A.01	
13. <a href="#">Development of Policies and Procedures</a>	<b>P, D, O, I</b>	HH1-1A.01 HH2-2A HH2-5A	
14. <a href="#">Clinical Policies and Procedures</a>			
15. <a href="#">Use of Organizational Chart</a>	<b>P, D, I</b>	HH1-6A HH1-6B	484.105
16. <a href="#">Uniform Quality of Care</a>	<b>P, D, O</b>	HH1-1A.01	
17. <a href="#">Experimental Research and Investigational Studies</a>	<b>P, D, O</b>	HH1-1A.01 HH7-10A.01	
18. <a href="#">Organizational Planning</a>	<b>D, O</b>	HH1-5A	484.100(a)

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19. <a href="#">Contingency Planning</a>			
20. <a href="#">Contingency Plan If Organization Closes</a>			484.110(c)
21. <a href="#">Branch Control</a>	<b>P, D, O</b>	HH1-1A HH1-6C HH1-12A.01	484.100(b) 484.105(d)
22. <a href="#">Contracted Service Providers</a>	<b>D, O</b>	HH1-10A	484.105(e)
23. <a href="#">Home Health Contracted Services</a>	<b>D, O</b>	HH1-10A	484.105(e)
24. <a href="#">Written Agreements for Contracted Services</a>	<b>D, O</b>	HH1-10A	484.80(h) 484.105(e)
25. <a href="#">Scope of Services</a>	<b>P, D, O</b>	HH2-1A.01 HH2-12A.01 HH5-11A HH5-11F HH5-2C.01 HH5-2C.02	484.75 484.105 484.105(f)
26. <a href="#">Listing of Services Provided</a>	<b>O</b>	HH1-7A	484.75 484.105 484.105(f)
27. <a href="#">Scope of the Behavioral Health Program</a>	<b>P, D</b>	HH5-2C.02	484.105
28. <a href="#">Financial Responsibility and Medicare Written Notices</a>	<b>P, D, O</b>	HH2-2A	484.50(c)(7)
29. <a href="#">Program Planning</a>			
30. <a href="#">Marketing Plan</a>			

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### Program/Service Operations

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1. <a href="#">Availability of Services</a>	P, D, O	HH2-1A.01	
2. <a href="#">Patient Bill of Rights</a>	P, D, O, I	HH2-2A HH2-2C HH2-4A HH2-4B HH2-6A HH2-6B.02 HH3-4A.01	484.50 489.102
3. <a href="#">Admission Criteria and Process</a>	P, D, O	HH2-1A.01 HH2-2B HH5-2B HH5-2C HH5-13A.01 HH5-14B.01	484.60 484.55
4. <a href="#">Admission Documents</a>	P, D, O	HH2-1A.01 HH2-2A HH5-12A.01	
5. <a href="#">Informed Consent/Refusal of Treatment</a>	P, D, O	HH2-1A.01 HH2-2A	484.50(c)(4)
6. <a href="#">Physician Licensure Verification</a>	P, O	HH5-16A.01	
7. <a href="#">Financial Responsibility</a>	P, D, O	HH2-1A.01 HH2-2A HH3-4C	484.50(c)(7)
8. <a href="#">Complaint/Grievance Process</a>	P, D, O, I	HH2-2A HH2-4A HH2-4B HH6-4A.06	484.50(c)(3) 484.50(c)(9) 484.50(c)(11) 484.50(e)
9. <a href="#">Fostering Internal Communication</a>			
10. <a href="#">Interface of Patient Data and Management Systems</a>	P, D, O, I	HH2-5A	
11. <a href="#">Clinical/Service Data Collection</a>	D	HH5-1A	484.75(b)(6) 484.110 484.110(a) 484.110(b)
12. <a href="#">Access to Information</a>	P, D, O, I	HH2-2A HH2-5A HH4-1A.01 HH5-1A.01	484.40 484.110(d)
13. <a href="#">Principles of Information Management</a>	P, D, O, I	HH2-2A HH2-5A	
14. <a href="#">Patient Privacy Rights</a>	P, D, O, I	HH2-2A HH2-5A	484.50(c)(6)
15. <a href="#">Minimum Necessary Uses of PHI</a>	P, D, O, I	HH2-2A HH2-5A	

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16. <a href="#">Minimum Necessary Disclosures of PHI</a>	P, D, O, I	HH2-2A HH2-5A	
17. <a href="#">Uses and Disclosures of PHI</a>	P, D, O, I	HH2-2A HH2-5A	484.40 484.110(d)
18. <a href="#">Authorization for Use or Disclosure of PHI</a>	P, D, O, I	HH2-2A HH2-5A	484.110(d)
19. <a href="#">Minimum Necessary Requests For PHI</a>	P, D, O, I	HH2-2A HH2-5A	
20. <a href="#">Privacy of Health Information of Deceased Individuals</a>	P, D, O, I	HH2-2A HH2-5A	
21. <a href="#">Patient Requests for Privacy Restrictions</a>	P, D, O, I	HH2-2A HH2-5A	
22. <a href="#">Patient Requests for Confidential Communications</a>	P, D, O, I	HH2-2A HH2-5A	
23. <a href="#">Patient Requests for Access to PHI</a>	P, D, O, I	HH2-2A HH2-5A	484.110(e)
24. <a href="#">Patient Requests to Amend PHI</a>	P, D, O, I	HH2-2A HH2-5A	
25. <a href="#">Patient Requests for Accounting of PHI Disclosures</a>	P, D, O, I	HH2-2A HH2-5A	
26. <a href="#">Fundraising and PHI</a>	P, D, O, I	HH2-2A HH2-5A	
27. <a href="#">Marketing and PHI</a>	P, D, O, I	HH2-2A HH2-5A	
28. <a href="#">Privacy Training</a>	P, D, O, I	HH2-5A	
29. <a href="#">Sanctions for Privacy and Security Violations</a>	P, D, O, I	HH2-5A	
30. <a href="#">Identity Theft Prevention Program</a>			
31. <a href="#">Safeguarding/Retrieval of Clinical/Service Record</a>	P, D, O, I	HH2-2A HH2-5A HH5-1A HH5-1A.01 HH5-1B HH7-4A.01	484.110(d) 484.110(e)
32. <a href="#">Computer Access to Information</a>	P, D, O, I	HH2-2A HH2-5A HH5-1A	484.110(d)
33. <a href="#">Business Associates</a>	D	HH2-5C.01	
34. <a href="#">Advance Directives</a>	P, D, O, I	HH2-2A HH2-6B.02	489.102
35. <a href="#">Do Not Resuscitate/Do Not Intubate Orders</a>	P, D, I	HH2-6B.01	

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36. <a href="#">Cardiopulmonary Resuscitation</a>	P, D, I	HH2-6B.01	
37. <a href="#">Assessment of Possible Abuse/Neglect</a>	P, D, I, O	HH2-3A	484.50(e)
38. <a href="#">Ethical Issues</a>	P, D, I	HH2-7A.01	
39. <a href="#">Nondiscrimination Policy and Grievance Process</a>	P, O, I	HH2-8A HH2-8B.01	484.50(c)(3) 484.50(c)(9) 484.50(c)(11) 484.50(e)
40. <a href="#">Facilitating Communication</a>	P, D, O, I	HH2-2A HH2-8A HH2-8B.01	484.50(c)(12) 484.50(f)
41. <a href="#">Corporate Compliance Plan</a>	P, D, I, O	HH2-9A.01 HH3-4D.01	
42. <a href="#">Corporate Compliance Officer</a>	P, D, I, O	HH2-9A.01	
43. <a href="#">Internal Control Systems/Accountabilities</a>	P, D, I, O	HH2-9A.01	
44. <a href="#">Social Media</a>			
45. <a href="#">Privacy of PHI</a>	P, D, O	HH5-1B	
46. <a href="#">Breach Analysis</a>	P, D, O	HH1-1A.01 HH5-1A.01	
47. <a href="#">Breach Notification</a>	P, D, O	HH1-1A.01 HH5-1A.01	
48. <a href="#">Security Management Process</a>	P, D, O	HH5-1B	
49. <a href="#">Workforce Security</a>	P, D, O	HH5-1B	
50. <a href="#">Information Access Management</a>	P, D, O	HH5-1B	
51. <a href="#">Security Awareness and Training</a>	P, D, O	HH5-1B	
52. <a href="#">Security Incident Procedures</a>	P, D, O	HH5-1B	
53. <a href="#">Contingency Plan</a>	P, D, O	HH5-1B	484.102
54. <a href="#">Evaluation</a>	P, D, O	HH5-1B	
55. <a href="#">Facility Access Controls</a>	P, D, O	HH5-1B	
56. <a href="#">Workstation Use and Security</a>	P, D, O	HH5-1B	
57. <a href="#">Device and Media Controls</a>	P, D, O	HH5-1B	
58. <a href="#">Access Controls: Technical Safeguards</a>	P, D, O	HH5-1B	
59. <a href="#">HIPAA Security Audit Controls</a>	P, D, O	HH5-1B	
60. <a href="#">Integrity Controls</a>	P, D, O	HH5-1B	

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61. <a href="#">Person or Entity Authentication</a>	P, D, O	HH5-1B	
62. <a href="#">Transmission Security</a>	P, D, O	HH5-1B	
63. <a href="#">Whistleblower Protection</a>			

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### *Fiscal Management*

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
1. <a href="#">Annual Operating Budget</a>	<b>P, D</b>	HH3-1A HH3-1C	484.105(h)
2. <a href="#">Capital Expenditure Plan</a>	<b>P, D</b>	HH3-1B	484.105(h)
3. <a href="#">Financial Management and Control</a>	<b>O</b>	HH3-2A.01 HH3-3B.02	
4. <a href="#">Fiscal Solvency</a>	<b>O</b>	HH3-2A.01	
5. <a href="#">Financial Reports</a>	<b>O</b>	HH3-2A.01	484.105(h)
6. <a href="#">Fee Determination</a>	<b>P, D, O, I</b>	HH2-1A.01 HH3-2A.01 HH3-4A.01	
7. <a href="#">Charity Care</a>	<b>O</b>	HH3-2A.01	
8. <a href="#">Charge Verification</a>	<b>O</b>	HH3-2A.01 HH3-4D.01	
9. <a href="#">Billing and Collections</a>	<b>O</b>	HH3-2A.01	
10. <a href="#">Accounts Receivable Review</a>	<b>O</b>	HH3-2A.01	
11. <a href="#">Bad Debt Policy</a>	<b>O</b>	HH3-2A.01	
12. <a href="#">Contractual Allowances</a>	<b>O</b>	HH3-2A.01	
13. <a href="#">Cash Receipts</a>	<b>O</b>	HH3-2A.01	
14. <a href="#">Purchasing Authorization and Accounts Payable</a>			
15. <a href="#">Fixed Assets and Depreciation</a>	<b>O</b>	HH3-2A.01	
16. <a href="#">Payroll Processing</a>	<b>O</b>	HH3-2A.01	
17. <a href="#">Allocation of Time Worked</a>	<b>O</b>	HH3-2A.01	
18. <a href="#">Donated Funds</a>	<b>O</b>	HH3-2A.01	
19. <a href="#">Certificates of Insurance</a>	<b>D, O</b>	HH1-10A	
20. <a href="#">OASIS Data Transmission</a>	<b>D, P</b>	HH1-8A HH1-8B	484.45

# SECTION FOUR

## Provision of Care and Record Management

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
1. <a href="#">Care Planning Process</a>	D, P	HH5-1A HH5-2A.01 HH5-3A HH5-3C HH5-4A	484.60 484.60(a) 484.60(b) 484.60(c) 484.60(e) 484.75(b)(2) 484.75(b)(3)
2. <a href="#">Physician Participation in Plan of Care</a>	D, P	HH5-2A.01 HH5-3A HH5-3B	484.60(b) 484.60(c) 484.75(b)(7)
3. <a href="#">Verification of Physician Orders</a>	D, P	HH5-8A	484.60(b) 484.75(b)(3)
4. <a href="#">Rehabilitation Care Planning</a>	P, D	HH5-2A.01 HH5-2C.01	484.105(g)
5. <a href="#">Nutrition Care Planning</a>	P	HH5-2A.01	
6. <a href="#">Home Health Aide Plan of Care</a>	P	HH5-2A.01	484.80(g) 484.80(h)(1)(i)
7. <a href="#">Orientation of Assigned Home Health Aide</a>	D, O	HH5-11F	484.80(g)
8. <a href="#">Support/Chore Worker Service Plan</a>	P	HH5-2A.01	
9. <a href="#">Discharge Planning</a>	D, P	HH5-6A	484.50(d) 484.58
10. <a href="#">Continuity of Care</a>	D, P	HH5-2A.01 HH5-4A	484.60(d)
11. <a href="#">Case Conference/Progress Summary</a>	D, P	HH5-4A HH5-5A	484.60(d)
12. <a href="#">Monitoring Patient's Response/Reporting to Physician</a>	D	HH5-3A HH5-8B	484.60(c) 484.60(d) 484.75(b)(7)
13. <a href="#">60-Day Summary Report</a>			
14. <a href="#">Patient Notification of Changes in Care</a>	P	HH5-2A.01	
15. <a href="#">On-Call/Weekend Staffing</a>	D, P, O	HH2-11A.01 HH2-12A.01	
16. <a href="#">Coordination of Services With Other Providers</a>	D, P	HH5-2A.01 HH5-4A	484.60(d)
17. <a href="#">Internal Referral Process</a>	P	HH5-2A.01	
18. <a href="#">Initial and Comprehensive Assessment</a>	P, D	HH5-2A.01 HH5-2B HH5-2C HH5-2C.01 HH5-2C.02 HH5-2F HH5-2E HH5-3A	484.55 484.75(b)(1) 484.102

# SECTION FOUR

## *Provision of Care and Record Management*

<b>POLICY/PROCEDURE</b>	<b>EVIDENCE</b>	<b>ACHC STANDARD</b>	<b>MEDICARE COPS</b>
19. <a href="#">Ongoing Assessments</a>	<b>P, D</b>	HH5-2A.01 HH5-2E	484.55
20. <a href="#">Reassessments/Recertification</a>	<b>P, D</b>	HH5-2A.01 HH5-2E HH5-5A	484.55(d) 484.60(c)
21. <a href="#">Functional Assessment</a>	<b>P, D</b>	HH5-2A.01 HH5-2C HH5-2C.01 HH5-2C.02	
22. <a href="#">Nutritional Assessment</a>	<b>P, D</b>	HH5-2A.01 HH5-2C	
23. <a href="#">Pain Assessment</a>	<b>P</b>	HH5-2A.01 HH5-2C	
24. <a href="#">Medication Profile</a>	<b>D, P, I</b>	HH5-2F HH5-2F.01 HH5-2F.02	
25. <a href="#">Identification of Medication for Administration</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
26. <a href="#">Administration and Documentation of Medications</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	484.60(b)
27. <a href="#">Patient Self-Administration of Medication</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
28. <a href="#">Home Use and Disposal of Controlled Substances</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
29. <a href="#">Intravenous Administration of Medications/Solutions</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	USP 800.2 USP 800.14
30. <a href="#">Intravenous Administration of Chemotherapy</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	USP 800.2 USP 800.14
31. <a href="#">First Dose Policy</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
32. <a href="#">Crushing of Medications</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
33. <a href="#">Pulse Rate Determination with Certain Drugs</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
34. <a href="#">Storage of Medications and Nutritional Products</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	USP 800.5.2
35. <a href="#">Medication Labeling</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
36. <a href="#">Adverse Drug Reactions</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
37. <a href="#">Anaphylaxis Protocol</a>	<b>P, I</b>	HH5-2F.01 HH5-2F.02	
38. <a href="#">Medication Error</a>	<b>P, D, I</b>	HH6-6A	
39. <a href="#">Medication Monitoring</a>	<b>D</b>	HH5-2F	

# SECTION FOUR

## *Provision of Care and Record Management*

<b>POLICY/PROCEDURE</b>	<b>EVIDENCE</b>	<b>ACHC STANDARD</b>	<b>MEDICARE COPS</b>
40. <a href="#">Investigational Medications</a>	<b>P</b>	HH7-10A.01	
41. <a href="#">Withdrawal of Life-Sustaining Care</a>	<b>D</b>	HH5-8B	
42. <a href="#">Care of the Dying Patient</a>			
43. <a href="#">Transfer/Referral Criteria and Process</a>	<b>D, P</b>	HH5-6A	484.50(d)
44. <a href="#">Transfer Summary</a>	<b>D, P</b>	HH5-6A	484.50(d) 484.60(d) 484.110(a)
45. <a href="#">Discharge Criteria and Process</a>	<b>D, P</b>	HH5-6A	484.50(d)
46. <a href="#">Discharge Summary</a>	<b>D, P</b>	HH5-6A	484.50(d) 484.60(d) 484.110(a)
47. <a href="#">Contents of Clinical Record</a>	<b>P</b>	HH5-1A.01	484.75(b)(6) 484.110 484.110(a)
48. <a href="#">Clinical Record Review</a>	<b>D</b>	HH6-4A.07 HH6-7A.01	
49. <a href="#">Patient Education Process</a>	<b>P, O</b>	HH5-12A.01	484.75(b)(4) 484.75(b)(5) 484.102
50. <a href="#">Safe/Effective Use of Medications</a>	<b>D</b>	HH5-2F	
51. <a href="#">Drug – Food Interactions</a>	<b>D</b>	HH5-2F	
52. <a href="#">Pain Management Education</a>	<b>P, O</b>	HH5-12A.01	
53. <a href="#">Rehabilitation Techniques</a>	<b>P, O</b>	HH5-12A.01	
54. <a href="#">Appropriate Use of Restraints and Supplies</a>	<b>P, O</b>	HH5-12A.01	
55. <a href="#">Safe/Effective Use of Equipment and Supplies</a>	<b>P, O</b>	HH5-12A.01 HH7-9A.01	
56. <a href="#">Storage, Handling, and Access to Supplies and Gases</a>	<b>P, O</b>	HH5-12A.01	
57. <a href="#">Identification, Handling, and Disposal of Hazardous Waste</a>	<b>P, O</b>	HH5-12A.01	
58. <a href="#">Infection Control Precautions</a>	<b>D, P, I, O</b>	HH7-1A HH5-12A.01	484.70
59. <a href="#">Natural Disasters/Emergencies</a>	<b>D, P, I, O</b>	HH5-12A.01 HH7-3B	484.102

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## *Provision of Care and Record Management*

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
60. <a href="#">Basic Home Safety</a>	D, P, O	HH5-2C.01 HH5-12A.01 HH7-9A.01	
61. <a href="#">Patient Education Related to Discharge Planning</a>	P, O	HH5-12A.01	
62. <a href="#">Educational Resources</a>	P, O	HH5-12A.01	484.75(b)(4) 484.75(b)(5)
63. <a href="#">Community Resources</a>	P, O	HH5-12A.01	
64. <a href="#">Record Retention</a>	P, O, I, D	HH3-3A.01 HH4-1A.01 HH4-1A.02 HH5-1B	484.110(c) 484.102
65. <a href="#">Assembly of Clinical Records</a>	P	HH5-1A.01	484.110(a)
66. <a href="#">Intake Process</a>	P, O	HH5-13A.01	
67. <a href="#">Care/Service Coordination</a>			484.60(d) 484.75
68. <a href="#">Abbreviations and Symbols</a>			
69. <a href="#">Missed Visits</a>			

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# SECTION FIVE

## Quality Outcomes/Performance Improvement

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
1. <a href="#">Improving Organizational Performance</a>	P, O, D	HH6-1A HH6-1B.01 HH6-1C HH6-1D.01 HH6-3A.01 HH6-4A.01 HH6-5A	484.65 484.70(b) 484.75(b)(8)
2. <a href="#">Patient Focused Performance Improvement</a>			484.65
3. <a href="#">Measuring Performance of the Environmental Safety Program</a>	D	HH6-4A.02	484.65
4. <a href="#">Annual Organization Evaluation</a>	D	HH6-4A.04 HH6-4A.05	
5. <a href="#">Incident Reporting</a>	P, D, I	HH2-4A HH6-6A HH7-7A.01 HH7-7B.01	484.65
6. <a href="#">Serious Adverse Events</a>	P, D, I	HH6-6A	484.65
7. <a href="#">Root Cause Analysis/Action Plan</a>	P, D, I	HH6-6A	484.65
8. <a href="#">Aggregation of Data/Information</a>	P, O	HH6-4A.01 HH7-9A.01	484.65
9. <a href="#">External Databases</a>	D	HH6-3A.01	
10. <a href="#">Patient and Family/Caregiver Experience of Care Survey</a>	D	HH6-4A.05	484.65

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## SECTION SIX

### *Risk Management: Infection and Safety Control*

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
1. <a href="#">Management of Exposures in Personnel</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-7A.01	484.70
2. <a href="#">Record Keeping</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A	484.70
3. <a href="#">Occupational Exposure Information and Training</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A	484.70
4. <a href="#">Standard Precautions</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-9A.01	484.70
5. <a href="#">Personal Protective Equipment</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A	484.70 USP 800.7
6. <a href="#">Hand Hygiene</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-9A.01	484.70
7. <a href="#">Clean vs. Aseptic Technique</a>	<b>D, P, I, O</b>	HH7-1A	
8. <a href="#">Infection Control/Expanded Precautions</a>	<b>D, P, I, O</b>	HH7-1A	484.70
9. <a href="#">Contaminated Materials Disposition</a>	<b>D, P, I, O</b>	HH7-1A	
10. <a href="#">Contaminated Waste Disposal</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01	
11. <a href="#">Hazardous Waste Handling</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01 HH7-6A.01	USP 800.11.4
12. <a href="#">Accidental Exposure to Blood</a>	<b>D, P, I, O</b>	HH7-1A HH7-2A.01 HH7-2B.01 HH7-6A.01	
13. <a href="#">Bag Technique</a>	<b>D, P, I, O</b>	HH7-1A HH7-2A.01 HH7-2B.01	
14. <a href="#">Evaluating and Maintaining Records of Infections Among Patients</a>	<b>D, P, I, O</b>	HH7-1A HH7-1D HH7-2A.01 HH7-2B.01 HH7-2C.01	484.70
15. <a href="#">Evaluating and Maintaining Records of Infections Among Personnel</a>	<b>D, P, I, O</b>	HH7-1A HH7-1D HH7-2A.01 HH7-2B.01 HH7-2C.01	484.70

## SECTION SIX

### *Risk Management: Infection and Safety Control*

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
16. <a href="#">Reporting of Communicable Diseases</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01	484.70
17. <a href="#">Communication of Hazards to Personnel</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01 HH7-6A.01 HH7-6B.01	484.70 USP 800.8
18. <a href="#">Environmental Safety Program</a>	<b>D, P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-2C.01 HH7-6A.01 HH7-6B.01 HH7-7A.01 HH7-9A.01	USP 800.5 USP 800.9 USP 800.13
19. <a href="#">Environmental Safety—Office</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-2C.01 HH7-6A.01	USP 800.5 USP 800.9 USP 800.13
20. <a href="#">Fire Safety—Office</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-5A.01	
21. <a href="#">Utilities Management—Office</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-5A.01	
22. <a href="#">Equipment Management—Office</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-5A.01	
23. <a href="#">Environmental Safety—Patient</a>	<b>D, P, I, O</b>	HH5-2C.01 HH7-2A.01 HH7-2B.01 HH7-3B HH7-5A.01	
24. <a href="#">Fire Safety—Patient</a>	<b>D, P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-3B HH7-5A.01	
25. <a href="#">Utilities Management—Patient</a>	<b>D, P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-3B HH7-5A.01	
26. <a href="#">Equipment Management—Patient</a>	<b>D, P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-3B HH7-5A.01 HH7-9A.01	

## SECTION SIX

### *Risk Management: Infection and Safety Control*

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	MEDICARE COPS
27. <a href="#">Infection Control Plan</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH7-1D	484.70
28. <a href="#">Tuberculosis Exposure Control Plan</a>	<b>D, P, I, O</b>	HH1-1A.01 HH7-1A HH4-2C.01 HH7-7A.01	484.70
29. <a href="#">Bloodborne Pathogens and Hepatitis B Exposure Control Plan</a>	<b>D, P, I, O</b>	HH1-1A.01 HH4-2C.01 HH4-2D.01 HH7-1A	484.70
30. <a href="#">Safe and Appropriate Use of Medical Equipment and Supplies</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-9A.01	
31. <a href="#">Storage of Medications and Nutritional Therapies</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01	
32. <a href="#">Medical Equipment Malfunction</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-9A.01	
33. <a href="#">Safe Medical Device Act</a>	<b>P, D, I, O</b>	HH1-1A.01 HH7-2A.01 HH7-2B.01 HH7-7A.01 HH7-9A.01	
34. <a href="#">Organization Personnel Safety—Personal Safety</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-5A.01	
35. <a href="#">Organization Personnel Safety—Unsafe Home Visits</a>	<b>P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-5A.01	
36. <a href="#">Vehicle Accident Reporting</a>	<b>D, P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-7A.01	
37. <a href="#">Emergency Management Plan</a>	<b>D, P, I, O</b>	HH7-2A.01 HH7-2B.01 HH7-3A HH7-3B HH7-3C HH7-3D HH7-3E	484.102
38. <a href="#">Waived Testing</a>	<b>O, P, D</b>	HH1-11A HH4-6C.01 HH7-8A.01	484.100(c)
39. <a href="#">Home Glucose Monitoring</a>	<b>O, P, D</b>	HH1-11A HH4-6C.01 HH7-8A.01	484.100(c)

# ATTACHMENTS

Attachment I: .....[ACHC Crosswalk](#)

Attachment II: .....[Glossary of Terms](#)

SAMPLE