

SECTION ONE

Personnel Administration

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
1. Personnel Policies	I	74721 74723	HH4-2I.01	
2. Human Resources		74709 74710 74721 74735 74747		
3. Home Health Staffing Guidelines	D, I, O	74703 74705 74709 74723	HH7-1A	
4. Recruitment, Retention, Development, and Continuing Education	P, D	74718 74721 74723 74742	HH4-2I.01 HH4-4A.01	
5. Categories/Qualifications of Personnel	P, I, O	74703 74705 74707 74709 74710 74711 74713 74715 74718	HH1-1A.01 HH4-2I.01 HH4-4A.01	484.80 484.115 484.105(e)
6. Selection/Hiring of Personnel	P, I, O	74703 74705 74707 74710 74711 74713 74715 74721 SB 188	HH1-1A.01 HH4-2H.01	

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7. Licensure/Certification/Registration	I, O	74703 74705 74707 74709 74710 74711 74713 74715 74718 74721 74742 74745	HH1-1A.01 HH4-2B.01	484.115
8. Equal Opportunity Employer	P, I, O	74717 AB2337:Section 230.1 AB1008 SB 188	HH1-1A.01 HH4-2I.01	
9. Standards of Care, Service, and Practice	I, O		HH1-1A.01	
10. Scope of Assessments/Qualification	I, O	74742	HH1-1A.01	
11. Job Descriptions	D, I		HH4-2E.01	
12. Termination	P, D	74719 74721 SB 188	HH4-2I.01	
13. Personnel Turnover	I		HH4-2I.01	
14. Attendance and Absenteeism	P, D, I		HH4-2I.01	
15. Personnel Grievance Process	P, D		HH4-2I.01	
16. Personal Vehicle Use/Mileage Reimbursements	P, D, I		HH4-2F.01 HH4-2I.01	
17. Dress and Appearance	P, D, I		HH4-2I.01	
18. Sexual Harassment	P, D, I	SB 396	HH4-2I.01	
19. Standards of Conduct/Ethical Behavior	P, D, I		HH4-2I.01	
20. Personnel Record Contents	D	74723	HH1-1B HH2-6B.01 HH4-1A.02 HH4-1B.01	484.80(b) 484.80(c) 484.80(d)
21. Performance Evaluations	P, D		HH4-2J.01 HH4-2I.01 HH4-7C.01	484.80(b) 484.80(c)

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22. Orientation	P, D, I		HH2-2A HH2-5A HH4-5A.01 HH4-5B.01 HH7-1A HH7-3D	484.102(d) USP 800.9
23. Personnel Development	P, I, O	74709 74711 74713 74714 74715 74718	HH4-8A HH4-8A.01 HH7-3D	484.75(b)(9) 484.80(d) 484.102(d)
24. Resource Information	I, O	74707 74709 74711 74713 74714 74715 74718	HH4-6A.01	
25. Competency Program	D	74710 74742	HH4-6A.01 HH4-7C.01	
26. Competency Assessment	P, D, I	74710 74742	HH4-10A.01 HH4-11H	484.80(c)
27. Responsibilities/Supervision of Clinical Services	P, D, I, O	74703 74704 74707 74709 74711 74713 74715 74718 74719 74742	HH1-6B HH2-10A.01 HH4-14A HH5-11A	484.75(a) 484.75(c) 484.80(d) 484.105(c)
28. Training/Inservice Education	P, D, I	74707 74709 74711 74713 74714 74715 74718	HH4-8A HH4-8A.01 HH5-11A	484.75(b)(9) 484.102 USP 800.9

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29. Home Health Aide Training	P, D, I, O	74745	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. Home Health Aide Supervisory Visits	P, D, I	74709	HH4-6A.01 HH4-14A	484.80(h)
31. Specialized Services		74742		
32. Requirements for Supervisors/Preceptors	P, D, I	74742 74705(c)	HH1-6B	484.75(a) 484.75(c) 484.80(h)
33. Report to the Governing Body	D	74718	HH4-6A.01	
34. Access to Qualified Consultation		74697		
35. Consultation for Specialty Services		74703 74709		
36. Communication with Office		74703 74705 74709 74742		
37. Progressive Discipline Policy				
38. Workplace Violence Prevention Plan		Title 8, Chapter 4, Section 3342		
39. COVID-19 Vaccination			HH4-2K	484.70(d)

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Job Descriptions

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
1. Policy Statement				484.115
2. Professional Services Agreement for Medical Director	D	74719	HH1-10A	484.115(j)
3. Executive Director/Administrator	D	74609 74613 74717 74718 74742	HH1-5A	484.105(b) 484.115(a)
4. Finance Director				
5. Controller				
6. Human Resources Director	D		HH4-5B.01	
7. Information Systems Director				
8. Marketing/Community Relations Director				
9. Clinical Director/Director of Patient Care Services (Clinical Manager)	D	74621 74703	HH1-6B HH5-11A	484.105(c) 484.115(c)
10. Clinical Records Manager				
11. Clinical Supervisor/Nursing Supervisor	D		HH5-11A	484.115(c)
12. Managed Care Coordinator	D		HH5-11A	
13. Referral/Intake Supervisor	D		HH5-11A	
14. Performance Improvement Coordinator	D		HH5-11A	
15. Home Care Coordinator				
16. Home Health Nurse Practitioner	D		HH5-11A	484.115(k)
17. Infusion Therapy Nurse Coordinator	D		HH5-11A	484.115(k)
18. OASIS Review Nurse	D		HH5-11A	484.115(k)
19. Registered Nurse	D	74651 74707	HH5-11A	484.115(k)
20. Licensed Practical/Vocational Nurse	D	74631 74652 74707	HH5-11A	484.115(e)
21. Certified Home Health Aide	D	74624 74709 74710 74747	HH4-11H	484.80(a) 484.115(d)

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22. Nurse Assistant/Personal Care Aide	D	74709 74710	HH4-11H	
23. Rehabilitation Supervisor	D		HH1-6B HH5-11A	484.105(c)
24. Physical Therapist	D	74641 74711	HH5-11A	484.115(h)
25. Physical Therapy Assistant	D	74643 74711	HH5-11A	484.115(i)
26. Speech-Language Pathologist	D	74657 74711	HH5-11A	484.115(n)
27. Occupational Therapist	D	74633 74711	HH5-11A	484.115(f)
28. Certified Occupational Therapy Assistant	D	74635 74711	HH5-11A	484.115(g)
29. Social Services Supervisor/Medical Social Worker/Licensed Clinical Social Worker	D	74713	HH4-7B.01 HH5-11A	484.115(m)
30. Medical Social Worker/Social Worker	D	74653 74713	HH5-11A	484.115(m)
31. Registered Dietician	D	74623 74715	HH5-11A	
32. Secretary/Receptionist				
33. Billing Manager				
34. Accounting Clerk				
35. Data Entry/Computer Operator				
36. Billing/Collections Clerk				
37. Filing/Data Processing Clerk				
38. Office Manager				
39. Payroll and Benefits Coordinator				

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Clinical Competency Program

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
1. Scope of the Program/Process Methodology		74713		
2. Competency Based Orientation	D	74653 74713	HH4-11H HH4-12F	484.80(a) 484.80(b)
3. Core Competency Skills	D	74623 74715	HH4-11H	
4. Annual Core Competence	D	74713	HH4-11H	484.80(c)

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Organization and Administration

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40. Mission Statement				
41. Governing Body	P, D, I	74717 74721 74742 SB 188	HH1-1A HH1-1B HH1-2A HH1-2A.03 HH1-5A.01	484.105(a) 484.105(h) 484.65(e)
42. Conflict of Interest	P, D	74665	HH1-4A.01	
43. Referral Disclosure and Care Decisions	P		HH1-4A.01	
44. Public Disclosure Statement	P, D, I	74665	HH1-1A HH1-1B HH1-4A.01 HH2-1A.01	484.100(a)
45. Administrative Qualifications and Responsibilities	D, I	74718	HH1-5A HH1-5A.01	484.105(b)
46. Appointment of Executive Director/Administrator	D, I	74717	HH1-5A HH1-5A.01	484.105(b)
47. Designation of Individual in Absence of Executive Director/Administrator		74718		484.105(b)
48. Home Health Administrator	P, D, O	74613 74703 74718	HH1-5A HH1-6B	484.105(b)
49. Regulatory Compliance	P, D, O	74659 74661 74663 74664 74665 74667 74677 74679 74681 74683	HH1-1A HH1-1A.01 HH1-1C HH1-9A.01 HH1-12A.01	484.100 484.105(f)
50. Professional Advisory Committee		74742		
51. Policy Decisions	D	74721 74742	HH1-1A.01	
52. Development of Policies and Procedures	D, I	74701 74721 74731 74742 74743	HH1-1A.01 HH2-2A HH2-5A	

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53. Clinical Policies and Procedures		74693 74701 74721		
54. Use of Organizational Chart	P, D, I	74661	HH1-6A HH1-6B	484.105
55. Uniform Quality of Care	D, I		HH1-1A.01	
56. Experimental Research and Investigational Studies	P, D, I		HH1-1A.01 HH7-10A.01	
57. Organizational Planning	D, I	74667	HH1-5A	484.100(a)
58. Contingency Planning				
59. Contingency Plan If Organization Closes				484.110(c)
60. Branch Control	P, D, I	74609 74669 74675	HH1-1A HH1-6C HH1-12A.01	484.100(b) 484.105(d)
61. Contracted Service Providers	D, I	74719	HH1-10A	484.105(e)
62. Home Health Contracted Services	D	74652 74709 74719	HH1-10A	484.105(e)
63. Written Agreements for Contracted Services	D, I	74652 74719 74721	HH1-10A	484.105(e) 484.80(h)
64. Scope of Services	P, D, I	74693 74695	HH2-1A.01 HH2-12A.01 HH5-11A HH5-11F HH5-2C.01 HH5-2C.02	484.75 484.105 484.105(f)
65. Listing of Services Provided	D, I	74693	HH1-7A	484.75 484.105 484.105(f)
66. Scope of the Behavioral Health Program	D		HH5-2C.02	484.105
67. Financial Responsibility and Medicare Written Notices	P, D	74743	HH2-2A	484.50(c)(7)
68. Program Planning				
69. Marketing Plan				

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Program/Service Operations

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40. Availability of Services	P, D, I, O, S	74693	HH2-1A.01	
41. Patient Bill of Rights	P, D, I, O, S	74731 74743	HH2-2A HH2-2C HH2-4A HH2-4B HH2-6A HH2-6B.02 HH3-4A.01	484.50 489.102
42. Admission Criteria and Process	P, D	74695 74697 74743	HH2-1A.01 HH2-2B HH5-2B HH5-2C HH5-13A.01 HH5-14B.01	484.60 484.55
43. Admission Documents	P, D, O	74743	HH2-1A.01 HH2-2A HH5-12A.01	
44. Informed Consent/Refusal of Treatment	P, D	74743	HH2-1A.01 HH2-2A	484.50(c)(4)
45. Physician Licensure Verification	P, D	74695	HH5-16A.01	
46. Financial Responsibility	P, D, I	74743	HH2-1A.01 HH2-2A HH3-4C	484.50(c)(7)
47. Complaint/Grievance Process	P, D, I	74742 74743	HH2-2A HH2-4A HH2-4B HH6-4A.06	484.50(c)(3) 484.50(c)(9) 484.50(c)(11) 484.50(c)
48. Fostering Internal Communication		74693 74742		
49. Interface of Patient Data and Management Systems	D, I, O	74693	HH2-5A	
50. Clinical/Service Data Collection	D, S	74731 74735	HH5-1A	484.75(b)(6) 484.110 484.110(a) 484.110(b)
51. Access to Information	P, I, O	74719 74731 74743	HH2-2A HH2-5A HH4-1A.01	484.4 484.110(d)
52. Principles of Information Management	P, I, O	74719 74731 74743	HH2-2A HH2-5A	

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53. Patient Privacy Rights	P, I, O	74659 74719 74731 74743	HH2-2A HH2-5A	484.50(c)(6)
54. Minimum Necessary Uses of PHI	P, I, O	74719 74731 74743	HH2-2A HH2-5A	
55. Minimum Necessary Disclosures of PHI	P, I, O	74719 74731 74743	HH2-2A HH2-5A	
56. Uses and Disclosures of PHI	P, D, I	74719 74731 74743	HH2-2A HH2-5A	484.40 484.110(d)
57. Authorization for Use or Disclosure of PHI	P, I, O	74719 74743	HH2-2A HH2-5A	484.110(d)
58. Minimum Necessary Requests For PHI	P, I, O	74719 74743	HH2-2A HH2-5A	
59. Privacy of Health Information of Deceased Individuals	P, I, O	74719 74731 74743	HH2-2A HH2-5A	
60. Patient Requests for Privacy Restrictions	P, I, O	74719 74731 74743	HH2-2A HH2-5A	
61. Patient Requests for Confidential Communications	P, I, O	74719 74731 74743	HH2-2A HH2-5A	
62. Patient Requests for Access to PHI	P, D, I, O	74719 74731 74743	HH2-2A HH2-5A	484.110(e)
63. Patient Requests to Amend PHI	P, D, I, O	74719 74731 74743	HH2-2A HH2-5A	
64. Patient Requests for Accounting of PHI Disclosures	P, I, O	74719 74731 74743	HH2-2A HH2-5A	
65. Fundraising and PHI	P, I, O	74719 74731 74743	HH2-2A HH2-5A	

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66. Marketing and PHI	P, I, O	74719 74731 74743	HH2-2A HH2-5A	
67. Privacy Training	P, D	74731 74743 74749	HH2-5A	
68. Sanctions for Privacy and Security Violations	P	74731 74743 74749	HH2-5A	
69. Identity Theft Prevention Program		74719 74731 74743		
70. Safeguarding/Retrieval of Clinical/Service Record	P, D, I, O, S	74731 74743	HH2-2A HH2-5A HH5-1A HH5-1B HH7-4A.01	484.110(d) 484.110(e)
71. Computer Access to Information	P, D, I, O		HH2-2A HH2-5A HH5-1A	484.110(d)
72. Business Associates	D, I	74719 74721	HH2-5C.01	
73. Advance Directives	P, D, I	74743	HH2-2A HH2-6B.02	489.102
74. Do Not Resuscitate/Do Not Intubate Orders	P, D	74743	HH2-6B.01	
75. Cardiopulmonary Resuscitation	P, D		HH2-6B.01	
76. Assessment of Possible Abuse/Neglect	P, D		HH2-3A.01 HH2-3A.02 HH2-3A.03	484.50(e)
77. Ethical Issues	P, D, I		HH2-7A.01	
78. Nondiscrimination Policy and Grievance Process	P, D, I	74743 SB 188	HH2-8A.01 HH2-8B.01	484.50(c)(3) 484.50(c)(9) 484.50(c)(11) 484.50(e)
79. Facilitating Communication	P, D, I	74743	HH2-2A HH2-8A HH2-8B.01	484.50(c)(12) 484.50(f)
80. Corporate Compliance Plan	P, D, I	74697	HH2-9A.01 HH3-4D.01	
81. Corporate Compliance Officer	P, I		HH2-9A.01	
82. Internal Control Systems/Accountabilities	P, I		HH2-9A.01	
83. Social Media				

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84. Security of PHI	P, D		HH5-1B	
85. Breach Analysis	P, D		HH1-1A.01	
86. Breach Notification	P, D	HSC 1280.15	HH1-1A.01	
87. Security Management Process	P, D		HH5-1B	
88. Workforce Security	P, D		HH5-1B	
89. Information Access Management	P, D		HH5-1B	
90. Security Awareness and Training	P, D		HH5-1B	
91. Security Incident Procedures	P, D		HH5-1B	
92. Contingency Plan	P, D		HH5-1B	
93. Evaluation	P, D		HH5-1B	
94. Facility Access Controls	P, D		HH5-1B	
95. Workstation Use and Security	P, D		HH5-1B	
96. Device and Media Controls	P, D		HH5-1B	
97. Access Controls: Technical Safeguards	P, D		HH5-1B	
98. HIPAA Security Audit Controls	P, D		HH5-1B	
99. Integrity Controls	P, D		HH5-1B	
100. Person or Entity Authentication	P, D		HH5-1B	
101. Transmission Security	P, D		HH5-1B	
102. Whistleblower Protection				

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Fiscal Management

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1. Annual Operating Budget	P, D		HH3-1A HH3-1C	484.105(h)
2. Capital Expenditure Plan	P, D		HH3-1B	484.105(h)
3. Financial Management and Control	D, I	74659 74718	HH3-2A.01 HH3-3B.02	
4. Fiscal Solvency	D		HH3-2A.01	
5. Financial Reports	D, I		HH3-2A.01	484.105(h)
6. Fee Determination	P, D		HH2-1A.01 HH3-2A.01 HH3-4A.01	
7. Charity Care	D		HH3-2A.01	
8. Charge Verification	D		HH3-2A.01 HH3-4D.01	
9. Billing and Collections	D, I		HH3-2A.01	
10. Accounts Receivable Review	D		HH3-2A.01	
11. Bad Debt Policy	D		HH3-2A.01	
12. Contractual Allowances	D		HH3-2A.01	
13. Cash Receipts	D		HH3-2A.01	
14. Purchasing Authorization and Accounts Payable				
15. Fixed Assets and Depreciation	D		HH3-2A.01	
16. Payroll Processing	D		HH3-2A.01	
17. Allocation of Time Worked	D		HH3-2A.01	
18. Donated Funds	D		HH3-2A.01	
19. Certificates of Insurance	D, I		HH1-10A	
20. OASIS Data Transmission	P, D, I	74697	HH1-8A HH1-8B	484.45

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Provision of Care and Record Management

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1. Care Planning Process	D, I	74695 74697 74707 74711	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. Physician Participation in Plan of Care	D, I	74695 74697 74701 74707 74710 74711 74713 74715	HH5-2A.01 HH5-3A HH5-3B	484.60(b) 484.60(c) 484.75(b)(7)
3. Verification of Physician Orders	P, D	74697 74701 74735	HH5-8A	484.60(b) 484.75(b)(3)
4. Rehabilitation Care Planning	P, D, I	74697 74711	HH5-2A.01 HH5-2C.01	484.105(g)
5. Nutrition Care Planning	D, I	74697 74715	HH5-2A.01	
6. Home Health Aide Plan of Care	D, O	74697 74709 74710	HH5-2A.01	484.80(g) 484.80(h)(1)(i)
7. Orientation of Assigned Home Health Aide	D, I, O	74709 74710	HH5-11F	484.80(g)
8. Support/Chore Worker Service Plan	D, O	74709 74710	HH5-2A.01	
9. Discharge Planning	P, D, I	74697 74713 74719 74735	HH5-6A	484.50(d) 484.58
10. Continuity of Care	D, I	74742	HH5-2A.01 HH5-4A	484.60(d)
11. Case Conference/Progress Summary	D	74735	HH5-4A HH5-5A	484.60(d)
12. Monitoring Patient's Response/Reporting to Physician	D, I	74695 74697 74701 74707 74715	HH5-3A HH5-8B	484.60(c) 484.60(d) 484.75(b)(7)
13. 60-Day Summary Report		74701		
14. Patient Notification of Changes in Care	D, I	74743	HH5-2A.01	

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15. On-Call/Weekend Staffing	D, I		HH2-11A.01 HH2-12A.01	
16. Coordination of Services With Other Providers	D, I	74693 74703 74707 74711 74713 74719	HH5-2A.01 HH5-4A	484.60(d)
17. Internal Referral Process	D, I	74693 74711 74713	HH5-2A.01	
18. Initial and Comprehensive Assessment	P, D	74695 74697 74743	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
19. Ongoing Assessments	D	74697 74707 74711 74713 74715	HH5-2A.01 HH5-2E	484.55
20. Reassessments/Recertification	D	74695 74697	HH5-2A.01 HH5-2E HH5-5A	484.55(d) 484.60(c)
21. Functional Assessment	P, D	74697 74707 74711	HH5-2A.01 HH5-2C HH5-2C.01 HH5-2C.02	
22. Nutritional Assessment	P, D	74697 74715	HH5-2A.01 HH5-2C	
23. Pain Assessment	D	74697	HH5-2A.01 HH5-2C	
24. Medication Profile	P, D	74697 74701	HH5-2F HH5-2F.01 HH5-2F.02	
25. Identification of Medication for Administration	P, D	74697 74701	HH5-2F.01 HH5-2F.02	
26. Administration and Documentation of Medications	P, D	74701	HH5-2F.01 HH5-2F.02	484.60(b)
27. Patient Self-Administration of Medication	P, D		HH5-2F.01 HH5-2F.02	
28. Home Use and Disposal of Controlled Substances	P, D		HH5-2F.01 HH5-2F.02	

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29. Intravenous Administration of Medications/Solutions	P, D	74701	HH5-2F.01 HH5-2F.02	USP 800.2 USP 800.14
30. Intravenous Administration of Chemotherapy	P, D		HH5-2F.01 HH5-2F.02	USP 800.2 USP 800.14
31. First Dose Policy	P, D		HH5-2F.01 HH5-2F.02	
32. Crushing of Medications	P, I		HH5-2F.01 HH5-2F.02	
33. Pulse Rate Determination with Certain Drugs	P, I		HH5-2F.01 HH5-2F.02	
34. Storage of Medications and Nutritional Products	P, I		HH5-2F.01 HH5-2F.02	USP 800.5.2
35. Medication Labeling	P		HH5-2F.01 HH5-2F.02	
36. Adverse Drug Reactions	P, D		HH5-2F.01 HH5-2F.02	
37. Anaphylaxis Protocol	P, I		HH5-2F.01 HH5-2F.02	
38. Medication Error	P, D		HH6-6A	
39. Medication Monitoring	D	74697 74701	HH5-2F	
40. Investigational Medications	P, D		HH7-10A.01	
41. Withdrawal of Life-Sustaining Care	D, I		HH5-8B	
42. Care of the Dying Patient				
43. Transfer/Referral Criteria and Process	P, D	74697 74731	HH5-6A	484.50(d)
44. Transfer Summary	P, D		HH5-6A	484.50(d) 484.60(d) 484.110(a)
45. Discharge Criteria and Process	P, D	74697 74713 74719 74731 74735	HH5-6A	484.50(d)

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Provision of Care and Record Management

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
46. Discharge Summary	P, D	74735	HH5-6A	484.50(d) 484.60(d) 484.110(a)
47. Contents of Clinical Record	P, D	74735	HH5-1A.01	484.75(b)(6) 484.110 484.110(a)
48. Clinical Record Review	D, I	74742	HH6-4A.07 HH6-7A.01	
49. Patient Education Process	P, D, I		HH5-12A.01	484.75(b)(4) 484.75(b)(5) 484.102
50. Safe/Effective Use of Medications	D, I		HH5-2F	
51. Drug – Food Interactions	D, I	74697	HH5-2F	
52. Pain Management Education	P, D, I		HH5-12A.01	
53. Rehabilitation Techniques	P, D, I		HH5-12A.01	
54. Appropriate Use of Restraints and Supplies	P, D, I		HH5-12A.01	
55. Safe/Effective Use of Equipment and Supplies	P, D, I		HH5-12A.01 HH7-9A.01	
56. Storage, Handling, and Access to Supplies and Gases	P, D, I		HH5-12A.01	
57. Identification, Handling, and Disposal of Hazardous Waste	P, D, I		HH5-12A.01	
58. Infection Control Precautions	P, D, I	74721 74727 74742	HH7-1A HH5-12A.01	484.70
59. Natural Disasters/Emergencies	P, D, I	74721	HH5-12A.01 HH7-3B	484.102
60. Basic Home Safety	P, D, I	74747	HH5-2C.01 HH5-12A.01 HH7-9A.01	
61. Patient Education Related to Discharge Planning	P, D, I	74713 74719	HH5-12A.01	
62. Educational Resources	D, I	74711 74713 74715 74718	HH5-12A.01	484.75(b)(4) 484.75(b)(5)
63. Community Resources	D, I	74713	HH5-12A.01	
64. Record Retention	P, D	74731 74735 74723	HH3-3A.01 HH4-1A.01 HH4-1A.02 HH5-1B	484.110(c) 484.102
65. Assembly of Clinical Records	P, D		HH5-1A.01	484.110(a)
66. Intake Process	P, D, O		HH5-13A.01	

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POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
67. Care/Service Coordination	D, I	74703 74719		484.60(d) 484.75
68. Abbreviations and Symbols				
69. Missed Visits				

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SECTION FIVE

Quality Outcomes/Performance Improvement

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
1. Improving Organizational Performance	P, D, I	74703 74705 74707 74718 74721 74742	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. Patient Focused Performance Improvement		74742		484.65
3. Measuring Performance of the Environmental Safety Program	D	74742	HH6-4A.02	484.65
4. Annual Organization Evaluation	P, D, I	74742	HH6-4A.04 HH6-4A.05	
5. Incident Reporting	P, D, I		HH2-4A HH6-6A HH7-7A.01 HH7-7B.01	484.65
6. Serious Adverse Events	P, D, I		HH6-6A	484.65
7. Root Cause Analysis/Action Plan	D, I		HH6-6A	484.65
8. Aggregation of Data/Information	I		HH6-4A HH7-9A.01	484.65
9. External Databases	I		HH6-3A.01	
10. Patient and Family/Caregiver Experience of Care Survey	I	74742	HH6-4A.05	484.65

SAMPLE

SECTION SIX

Risk Management: Infection and Safety Control

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
1. Management of Exposures in Personnel	P, D, I, O, S	74721 74723 74742	HH1-1A.01 HH7-1A HH7-7A.01	484.70
2. Record Keeping	P, D, I, S	74721 74723 74725	HH1-1A.01 HH7-1A	484.70
3. Occupational Exposure Information and Training	P, D	74721	HH1-1A.01 HH7-1A	484.70
4. Standard Precautions	P, D, O	74721	HH1-1A.01 HH7-1A HH7-9A.01	484.70
5. Personal Protective Equipment	P, D, O	74693 74671 74721	HH1-1A.01 HH7-1A	484.70 USP 800.7
6. Hand Hygiene	P, D, O	74721	HH1-1A.01 HH7-1A HH7-9A.01	484.70
7. Clean vs. Aseptic Technique	P, D, O		HH7-1A	
8. Infection Control/Expanded Precautions	P, D, I, O		HH7-1A	484.70
9. Contaminated Materials Disposition	P, D, I, O		HH7-1A	
10. Contaminated Waste Disposal	P, D, I, O		HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01	
11. Hazardous Waste Handling	P, D, I		HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01 HH7-6A.01	USP 800.11.4
12. Accidental Exposure to Blood	P, D, I, O		HH7-1A HH7-2A.01 HH7-2B.01 HH7-6A.01	
13. Bag Technique	P, D, I, O		HH7-1A HH7-2A.01 HH7-2B.01	
14. Evaluating and Maintaining Records of Infections Among Patients	P, D		HH7-1A HH7-1D.01 HH7-2A.01 HH7-2B.01 HH7-2C.01	484.70

SECTION SIX

Risk Management: Infection and Safety Control

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
15. Evaluating and Maintaining Records of Infections Among Personnel	P, D		HH7-1A HH7-1D HH7-2A.01 HH7-2B.01 HH7-2C.01	484.70
16. Reporting of Communicable Diseases	P, D	74725	HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01	484.70
17. Communication of Hazards to Personnel	P, D, O		HH1-1A.01 HH7-1A HH7-2A.01 HH7-2B.01 HH7-6A.01 HH7-6B.01	484.70 USP 800.8
18. Environmental Safety Program	P, D, I, O		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. Environmental Safety—Office	P, D, I, O		HH7-2A.01 HH7-2B.01 HH7-2C.01 HH7-6A.01	USP 800.5 USP 800.9 USP 800.13
20. Fire Safety—Office	P, D, I, O		HH7-2A.01 HH7-2B.01 HH7-5A.01	
21. Utilities Management—Office	P, D, I, O		HH7-2A.01 HH7-2B.01 HH7-5A.01	
22. Equipment Management—Office	P, D, I, O		HH7-2A.01 HH7-2B.01 HH7-5A.01	
23. Environmental Safety—Patient	P, I, O		HH5-2C.01 HH7-2A.01 HH7-2B.01 HH7-3B HH7-5A.01	
24. Fire Safety—Patient	P, D, I, O		HH7-2A.01 HH7-2B.01 HH7-3B HH7-5A.01	

SECTION SIX

Risk Management: Infection and Safety Control

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
25. Utilities Management—Patient	P, D, I, O		HH1-1A.01 HH7-1A HH7-1D	
26. Equipment Management—Patient	P, D, I, O	74693	HH1-1A.01 HH7-1A HH4-2C.01 HH7-7A.01	
27. Infection Control Plan	P, D, I	74742	HH1-1A.01 HH4-2C.01 HH4-2D.01 HH7-1A	484.70
28. Tuberculosis Exposure Control Plan	P, D, I, O	74723	HH7-2A.01 HH7-2B.01 HH7-9A.01	484.70
29. Bloodborne Pathogens and Hepatitis B Exposure Control Plan	P, D, I, S	74742	HH7-2A.01 HH7-2B.01	484.70
30. Safe and Appropriate Use of Medical Equipment and Supplies	P, D, I, O	74693	HH7-2A.01 HH7-2B.01 HH7-9A.01	
31. Storage of Medications and Nutritional Therapies	P, D, O		HH1-1A.01 HH7-2A.01 HH7-2B.01 HH7-7A.01 HH7-9A.01	
32. Medical Equipment Malfunction	P, D, O		HH7-2A.01 HH7-2B.01 HH7-5A.01	
33. Safe Medical Device Act	P, D		HH7-2A.01 HH7-2B.01 HH7-5A.01	
34. Organization Personnel Safety—Personal Safety	P, D, I, O		HH7-2A.01 HH7-2B.01 HH7-7A.01	
35. Organization Personnel Safety—Unsafe Home Visits	P, D, I, O		HH7-2A.01 HH7-2B.01 HH7-3A HH7-3B HH7-3C HH7-3D HH7-3E	
36. Vehicle Accident Reporting	D, I		HH7-2A.01 HH7-2B.01 HH7-7A.01	

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Risk Management: Infection and Safety Control

POLICY/PROCEDURE	EVIDENCE	CALIFORNIA TITLE 22 STANDARD	ACHC STANDARD	MEDICARE COP
37. Emergency Management Plan	P, D, I	74721	HH7-2A.01 HH7-2B.01 HH7-3A HH7-3B HH7-3C HH7-3D HH7-3E	484.102
38. Waived Testing	P, D		HH1-11A HH4-6C.01 HH7-8A.01	484.100(c)
39. Home Glucose Monitoring	P, D, O		HH1-11A HH4-6C.01 HH7-8A.01	484.100(c)

SAMPLE