

SECTION ONE

Administration

Organization and Administration	Policy No.
<u>Governing Body</u>	1-001
<u>Executive Director/Administrator*</u>	1-002
<u>Certificate of Insurance</u>	1-003
<u>Nondiscrimination Policy and Grievance Process</u>	1-004
<u>Regulatory Compliance</u>	1-005
<u>Annual Operating Budget</u>	1-006
Human Resources	
<u>Categories and Qualifications of Personnel</u>	1-007
<u>Selecting and Hiring Personnel</u>	1-008
<u>Personnel Licensure, Certification and Registration</u>	1-009
<u>Personnel Record Contents</u>	1-010
<u>Personnel Orientation</u>	1-011
<u>Orientation of Home Care Personnel to Assigned Responsibilities</u>	1-012
<u>Inservice Training and Personnel Development</u>	1-013
<u>Personal Care Assistant Training</u>	1-014
<u>Homemaker/Companion Training and Supervision</u>	1-015
<u>Core Competency</u>	1-016
Information Management	
<u>Safeguarding and Retrieval of the Client Record</u>	1-017
<u>Retention of Records</u>	1-018

SECTION Two

Operations and Provision of Care

Client Services	Policy No.
<u>Rights and Responsibilities</u>	2-001
<u>Informed Consent and Refusal of Care</u>	2-002
<u>Complaint and Grievance Process</u>	2-003
<u>Scope and Listing of Services*</u>	2-004
<u>Plan of Care</u>	2-005
<u>Client Care Evaluations</u>	2-006
Office Services	
<u>Intake and Referral Process</u>	2-007
<u>Admission Criteria and Process</u>	2-008
<u>Continuity of Care</u>	2-009
<u>Transfer, Referral, Discharge Criteria and Process</u>	2-010
<u>Client Record Contents</u>	2-011
<u>Client Financial Responsibility</u>	2-012

SAMPLE

SECTION THREE

Quality Oversight/Risk Management

	Policy No.
Corporate Compliance	
<u>Referral Disclosure</u>	3-001
<u>Annual Organization Evaluation</u>	3-002
<u>Corporate Compliance Plan</u>	3-003
<u>Client Satisfaction Survey Program</u>	3-004
<u>Written Agreements for Contracted Services</u>	3-005
<u>Responsibilities and Supervision of Services</u>	3-006
<u>Performance and Quality Improvement</u>	3-007
Client and Environmental Safety	
<u>Assessment of Possible Abuse or Neglect</u>	3-008
<u>Environmental Safety Program</u>	3-009
<u>Basic Home Safety</u>	3-010
<u>Environmental Safety – Client</u>	3-011
<u>Hazardous Waste Handling</u>	3-012
<u>Vehicle Accident Reporting</u>	3-013
<u>Incident Reporting</u>	3-014
<u>Emergency Management Plan</u>	3-015
Infection Control	
<u>Infection and Exposure Control Plan</u>	3-016
<u>Standard Precautions</u>	3-017
<u>Management of Infections and Exposures in Personnel</u>	3-018
<u>Tuberculosis</u>	3-019
<u>Contaminated Materials Disposition (Reusable and Disposable Materials)</u>	3-020
<u>Occupational Exposure Information and Training</u>	3-021
<u>Infectious Disease Records</u>	3-022

ATTACHMENTS

State Regulations Attachment I

SAMPLE