

## **POLICY AND PROCEDURE ON HEALTH SERVICE COORDINATION**

### **I. PURPOSE**

The purpose of this policy is to promote the health and safety of persons served through establishing guidelines for the coordination and care of health-related services.

### **II. POLICY**

Homeward Bound, Inc. (HBI) will implement procedures to ensure the continuity of care regarding health-related service needs as assigned in the *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*. This policy and procedure will be implemented in a way that is consistent with the specific health needs of the individual served and which follows the procedures stated in the *Policy and Procedure on Safe Medication Assistance and Administration*.

Decision making regarding the health services needs of the individuals served will be guided by person-centered philosophy and conservative medical practice. The Program Resource Coordinator (PRC) and/or Program Supervisor (PS) will defer to the judgment of the assigned Nurse Case (NCM), nurse consultant, or other licensed health care professional regarding medical or health-related concerns. If HBI does not have an assigned NCM or nurse consultant, the PRC and/or PS will coordinate all health-related services with the licensed health care professionals of the persons served.

### **III. PROCEDURE**

- A. If responsibility for meeting the individual's health service needs has been assigned HBI in the *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*, HBI must maintain documentation on how the individual's health needs will be met, including a description of the procedures HBI will follow in order to:
1. Provide medication setup, assistance, or administration according to MN Statutes, Chapter 245D.
  2. Monitor health conditions according to written instructions from a licensed health care professional.
  3. Assist with or coordinate medical, dental, and other health service appointments.
  4. Use medical equipment, devices, or adaptive aides or technology safely and correctly according to written instructions from a licensed health care professional.
- B. The PRC/PS will ensure the prompt notification to the legal representative, if any, and the case manager of any changes to the individual's mental and physical health needs that may affect the health service needs assigned HBI in the *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*. A notice will be made verbally and in writing, and the date documented in progress notes, when the change in mental and physical health needs of the individual served has been discovered by the PRC/PS, unless they have reason to know that the change has already been reported.
- C. In coordination with the assigned NCM or nurse consultant, the PRC and/or PS will determine how each person's served health condition will be monitored. This monitoring will be based upon the written instruction from a licensed health care professional and may include assisting or coordinating medical, dental, and other health service appointments; ensuring appropriate and safe use of medical equipment, devices, and aides; implementing of specific protocols, etc.
- D. The PRC/PS will ensure that a schedule of necessary medical, dental, and other health service

appointments for each individual served is maintained in the service recipient record and appointments followed through with according to recommended schedule of visits or the health care professional orders.

- E. For medical, dental, and other health service appointments, staff will complete or assist the person, as needed, in the following and according to company procedure:
1. An appointment is made with the provider and documented in any related health documentation and the Progress Notes (PN).
  2. The correct referral form is completed with the individual's specific information and the reason for the appointment.
  3. Staff will transport the individual to the appointment and remain with the individual as needed. If an individual served is able to obtain transportation and attend health service appointments independently, staff will provide assistance to the level they require and as directed by the *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum*.
  4. Before the end of the appointment, staff or the individual served will review any orders with the licensed health care professional to ensure understanding of implementation and follow up.
  5. The results of the appointment will be documented on the referral form and any related health documentation and the pharmacy contacted with any new medication or treatment orders.
    - a. Staff are to request that any changes to the medication regimen or orders for new medications be sent electronically to the individual's pharmacy. If the licensed health care provider is unable or unwilling to send orders electronically staff will fax the order to the individual's pharmacy upon their return to HBI.
  6. Staff will contact the assigned nurse, NCM or if not available the Nurse on Call (NOC) and apprise them of the following:
    - a. Physician's findings;
    - b. Physician's orders;
    - c. Changes to medications in current medication regimen or new orders for medications;
    - d. Any new or abnormal findings related to the individual's health;
    - e. Need for follow-up exams
  7. Staff will place the referral form in the designated location for review by the assigned nurse, NCM or nurse consultant or PRC/PS.
  8. Staff will document in the PN details of the appointment including medication changes, physician's findings, need for follow-up exams and any conversations with the assigned nurse, NCM or NCM on Call.
- F. When a person served requires the use of medical equipment, devices, or adaptive aides or technology, the PRC and/or PS, in conjunction with the NCM, will ensure the safe and correct use of the item and that staff are trained accordingly on its use and assistance to the person. These items will only be used according to the written instructions from a licensed health care professional.
- G. When a person served requires the use of medical equipment to sustain life or to monitor a medical condition that could become life-threatening staff will be specifically trained by a licensed health care professional or a manufacturer's representative including an observed skill assessment to demonstrate staff's ability to safely and correctly operate the equipment according to the treatment orders and manufacturer's instructions. Equipment includes, but is not limited to

ventilators, feeding tubes, and tracheostomy tubes.

- H. If a company has an assigned nurse, NCM or nurse consultant, they will conduct scheduled visits or as needed, the PRC/PS will meet with the assigned nurse, NCM or nurse consultant to determine the frequency of scheduled nurse visits. At the determined nurse visits, the following, at a minimum, will be reviewed:
1. Medication administration records and applicable health documentation.
  2. Medication assistance and setup practices when staff are responsible for assisting the person in self-administration.
  3. All *Incident and Emergency Reports* that effect the individuals served.
  4. Any health-related changes, statuses, and scheduled or needed appointments.
  5. Physician orders, medication labels, and medication/treatment error reports.
  6. Medication supply and storage.
- I. The PRC/PS or designee will ensure that all referrals recommended by the assigned nurse, NCM or nurse consultant, or health care professional are completed.
- J. Under the direction of the assigned nurse or nurse consultant, the PRC/PS or designee will supervise administration of all prescriber ordered medications and treatments. All medications and treatments will be administered according to prescriber order and the *Policy and Procedure on Safe Medication Assistance and Administration*.
- K. Staff will ensure that the assigned nurse, NCM, nurse consultant, or health care professional is notified of the following individual related events:
1. Changes in physical or mental status including seizure patterns.
  2. Results of physician or other health provider examinations.
  3. Injuries and illnesses.
  4. Changes in or new medication/treatment prescriber's orders.
  5. Indications of medication side effects.
  6. Medication/treatment discrepancies/errors.

Legal Authority: MS §§§§ 245D.11, subd. 2 (3), 245D.05, subdivisions 1a, 2, and 5 and 245D.51 and 245D.09, subdivision 4a, paragraph (d)