Kenyon HomeCare Consulting

Smarter Solutions.
Better Outcomes.

Accreditation-Ready

Non-Skilled Home Care Agency Administrative Policies *and* Procedures Manual

3717 39th Ave. S.
Seattle, WA 98144
www.kenyonhcc.com
gkenyon@kenyonhcc.com
Tel: 206 721 5091

LICENSE AGREEMENT AND TERMS OF USE FOR *PRIVATE DUTY AGENCY ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL* ELECTRONIC PUBLICATION

THIS LICENSE AGREEMENT AND TERMS OF USE ("Terms of Use") is a legal document that governs use of the title ***Private Duty Agency Administrative Policies and Procedures Manual*** in downloadable format ("Electronic Publication"). By downloading and purchasing a license to the Electronic Publication, you (the "Authorized Purchaser") accept and agree to comply and be bound by the terms and conditions in these Terms of Use.

1. **COPYRIGHT.** United States and international copyright law and treaties protect the Electronic Publication. Kenyon HomeCare Consulting ("KenyonHCC") owns all copyright and other rights in the Electronic Publication. Copyright © 2000-2016 Kenyon HealthCare Consulting, LLC dba Kenyon HomeCare Consulting. All rights reserved.

2. **REPRODUCTION AND DISTRIBUTION FOR INTERNAL-USE ONLY.** Only an Authorized Purchaser, who registers with KenyonHCC and accepts these Terms of Use, is authorized to download the Electronic Publication. The Authorized Purchaser of the Electronic Publication may then upload a copy of the Electronic Publication on a secured intranet server under the control of the Authorized Purchaser's company and/or may distribute the Electronic Publication in printed or digital form to other personnel within the company. Those personnel may use those copies for the Authorized Purchaser's business purposes, and not for their own personal use. All copies of the Electronic Publication must remain under the control of the Authorized Purchaser. The Authorized Purchaser may also make a copy for the Electronic Publication for backup and archival purposes only, but that copy must remain in the possession or control of the Authorized Purchaser. Acceptance of the Electronic Publication constitutes the Authorized Purchaser's and the company's acceptance of and agreement with all of these Terms of Use. Wider distribution or transfer of the Electronic Publication is strictly prohibited.

3. **PROHIBITION OF SUBLICENSE OR ASSIGNMENT.** Except as permitted in paragraph 2 above, neither (a) these Terms of Use, (b) any rights, interests, duties or obligations under these Terms of Use, (c) the Electronic Publication, nor (d) any part of the Electronic Publication may be (i) sublicensed, (ii) assigned, (iii) stored in a database, (iv) sold, (v) transferred, (vi) lent, (vii) distributed, (viii) displayed, or (ix) given away by the Authorized Purchaser or any employee of the Authorized Purchaser's company without the prior express written consent of KenyonHCC. The Authorized Purchaser will not disable or circumvent any technological copyright protection or digital rights management system. Any attempt to violate the above restrictions constitutes a material breach, which voids and terminates these Terms of Use and thereby voids and terminates all rights to use the Electronic Publication. Any use of the Electronic Publication in violation of these Terms of Use may also constitute copyright infringement of the Electronic Publication, which renders the infringer subject to civil damages, injunctive relief, and civil and criminal penalties. Provided that the Authorized Purchaser and the Authorized Purchaser's company comply with these Terms of Use, however, the length of use of the Electronic Publication is unlimited.

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

4. **ALTERATION; NOTICES.** The Authorized Purchaser may modify or adapt this material to meet state regulations but may not transform, translate, or create any derivative work based on any material included in the Electronic Publication, or otherwise use any such materials in a manner that would infringe its copyright. Each Electronic Publication will include a copyright notice. The copyright notice and any other notices or disclaimers in the Electronic Publication may not be removed, obscured, or modified in any way.

5. **REQUIRED NOTICES.** The Authorized Purchaser shall not assert or represent to any third-party that the Authorized Purchaser has any ownership rights in, or the right to distribute, sell, transfer, or lend the Electronic Publication.

6. **USER WARRANTY.** Authorized Purchaser will use reasonable efforts to ensure the security and integrity of each Electronic Publication, and will notify KenyonHCC promptly of any unauthorized reproduction, distribution, or other use of the Electronic Publication of which the Authorized Purchaser becomes aware.

7. **WARRANTY DISCLAIMER**. Updates to its manuals may be available from KenyonHCC for an additional fee. The Electronic Publication is designed as an instructional guide, and KenyonHCC does not guarantee or warrant that the Electronic Publication is in compliance with the laws and regulations of all jurisdictions concerning Private Duty Nursing and agency Private Duty Nursing as those laws and regulations may change from time to time. **THE ELECTRONIC PUBLICATION IS PROVIDED WITHOUT ANY WARRANTY OF ANY KIND, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.** The Authorized Purchaser and Authorized Purchaser's company assume responsibility for their own operation and their implementation of the Electronic Publication is solely at their own risk.

8. **LIMITATION OF LIABILITY.** Neither KenyonHCC nor anyone else involved in the creation, production, or deliver of the Electronic Publication shall be liable to the Authorized Purchaser, any other user of the Electronic Publication, or anyone else for damages of any type, including but not limited to any direct, indirect, incidental, special or consequential damages, arising out of or in connection with these Terms of Use or the Electronic Publication. The Authorized Purchaser acknowledges that KenyonHCC has agreed to make the Electronic Publication available in reliance on the exclusions and limitations of liability and disclaimers of warranty set forth above and that the same form an essential basis of the bargain between the parties.

9. **INDEMNIFICATION**. The Authorized Purchaser agrees to indemnify KenyonHCC and its directors, officers, personnel, affiliates and agents, and to hold each of them harmless against any claims, losses, or damages asserted by any person or entity, including court costs and reasonable attorneys' fees, arising out of or in connection with its use, or attempted use, of the Electronic Publication.

10. **GOVERNING LAW AND GENERAL PROVISIONS.** These Terms of Use shall be governed by the laws of the United States and the State of Washington, excluding the application of their conflict of law rules and the United Nations Convention on Contracts for the International Sale of Goods. If any part of any provision of these Terms of Use shall be invalid or unenforceable, that part shall be deemed to be restated to reflect, as nearly as possible, the original intentions of both of the parties in accordance with applicable law, and the remainder

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

of the Terms of Use shall remain in full force and effect. Each provision of these Terms of Use is intended as a covenant between the parties and as a condition of the license grant. These Terms of Use are the complete and exclusive statement of the agreement between you as the Authorized Purchaser and KenyonHCC with respect to the Electronic Publication, and they supersede any proposal or prior agreement, oral or written, and any other communications between you and KenyonHCC relating to their subject matter. These Terms of Use may be changed, modified, waived, or otherwise altered only by authorized written consent of KenyonHCC.

11. **NOTICE.** Direct any questions and any notice to KenyonHCC to:

Ginny Kenyon RN, MN, Principal
Kenyon HomeCare Consulting
3717 39th Ave. S.
Seattle, WA 98144
gkenyon@kenyonhcc.com

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

EDITING YOUR MANUAL

This document's formatting is controlled by the use of Word styles. It is a Microsoft Word document and should operate on systems using Office 2007 software or higher. Kenyon HomeCare Consulting has done it's best to ensure reformatting will be minimal for most agencies, but we do not assume liability for any formatting errors that may occur.

There are a number of text placeholders that will need to be replaced with your agency's information. Text placeholders are as follows:

[AGENCY NAME] — Your agency's business name

[BUSINESS TYPE] — Your agency's business type

[STATE] — The state your agency is licensed in

[OPENING TIME] — Your agency's opening operating time

[CLOSING TIME] — Your agency's closing operating time

[GEOGRAPHIC COVERAGE AREA] — Your agency's geographic coverage area, including cities, towns, and/or counties

[HOLIDAYS OBSERVED] — Your agency's observed holidays that you will be closed for

[DOLLAR LIMIT] —Your agency's dollar limit within document

[JOB TITLE] — Your agency's Administrator title

[STATUS] — Your agency's status: for-profit or non-profit

To Find and Replace Text Placeholders:

1. On the Edit menu, click Replace.
2. In the Find what box, enter the placeholder text exactly as it is above that you want to search for.
3. In the Replace with box, enter the replacement text.
4. Click Find Next, Replace, or Replace All.
5. To cancel a search in progress, press ESC.

To Update Table of Contents:

You can update either the whole table of contents or page numbers only.

1. Hold down CONTROL key, click the table of contents, and then click Update Field.
2. Click the option that you want.

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

ACCEPTANCE OF THE ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

I attest that the following administrative policies and procedures have been reviewed by me and have been accepted and approved by the Governing Body as the policies and procedures that guide the practices and services for [AGENCY NAME].

Owner/Administrator Date

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

PRIVATE DUTY NURSING AGENCY ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Accreditation Ready

UPDATED 2025

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

TABLE OF CONTENTS

ORGANIZATION AND ADMINISTRATION 1

Mission Statement 2
Policy and Procedure Development and Implementation 3
Governing Body 5
Orientation for Governing Body 9
Organizational Structure 11
Organizational Chart 13
Compliance/Whistleblower Policy 14
Conflict of Interest 19
Public Disclosure 21
Legal Requirements 23
Closure/Transfer of Ownership 25

PERSONNEL, VOLUNTEERS, AND CONTRACTORS 26

Equal Employment and Affirmative Action 27
Criminal History, Disclosure, and Background Inquiries 28
Personnel Selection 30
Personnel Requirements 32
Personnel File Content and Management 35
Conditions of Employment 37
Orientation to Private Duty Nursing Agency 39
Continuing Education 42
Private Duty Nursing Agency Resource Materials 44
Performance Evaluation 45
Supervision of Clinical Staff 47
Supervision of Non-Clinical Staff 49
Corrective Action 51
Personnel Grievances and Complaints 53
Smoke Free Workplace 54
Drug and ALCOHOL-FREE Workplace 54
Drug and Alcohol Testing 57
Intimidation, Discrimination, and Harassment 59
Ethical Issues 61
Job Description: *Administrator* 64

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

Job Description: *Director of Clinical Services* 68
Job Description: *Office Manager* 71
Job Description: Quality Coordinator/Compliance Officer 74
Job Description: Clinical Supervisor 77
Job Description: *Registered Nurse Case Manager* 80
Job Description: *Licensed Practical Nurse* 83
Job Description: *Scheduler/Patient Care Coordinator* 85

PATIENT CARE POLICIES AND PROCEDURES 88

Scope and Availability of Private Duty Nursing Services 89
Patient Rights and Responsibilities 91
Advance Directives 99
Acceptance of Patient, Admission, Care Planning, And Coordination of Services 103
On-Call Services 108
Skilled Nursing Services 109
Laboratory Services 110
Telemedicine Policy 111
Durable Medical Equipment and Supply Services 113
Contracted Services 115
Coordination of Care 119
Case Conferences 122
Patient/Caregiver Education 122
Communicating with Patients 126
Pain Management 128
Physician Plan of Care Orders 130
Behavior Management 133
Use of Restraints 135
Medication Administration 137
Medication Disposal 140
Patient Transfer 142
Patient Discharge 145
Patient Expiration at Home 148

CLINICAL RECORDS/INFORMATION MANAGEMENT 150

Information Management Plan 151
Record Retention and Disposal 155
Notice of Privacy Practices 159
HIPAA Compliance for PHI* 161

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

Release and Disclosure of Patient Health Information 165
Patient Request for Restrictions on Use/Disclosure of PHI 168
Patient Privacy and Security 170
Patient Clinical Record and comprehensive assessment contents 172
Patient Charting 175

PERFORMANCE IMPROVEMENT 177

Quality Assessment and Performance Improvement Program 178
Quality assurance and Performance Improvement Initiatives 184
Quality Assurance Performance Improvement Program Responsibilities 190
Clinical Record Review 193
Annual Program Evaluation 196
Research 200
Patient Satisfaction Survey 201
Patient/PAtients Representative Complaints and Grievances 203
Risk Management 205
Mandatory Reporting of abuse and neglect 207
Patient/Personnel Incident Reporting 210
Adverse Drug Reactions 212
Medication Errors 217
Adverse Events 219

INFECTION CONTROL 222

Tuberculosis Exposure Control 223
Hepatitis B Prevention/Vaccination 227
Covid -19 Guidance and Training 229
Infection Control/Exposure Plan 234
Universal Precautions 239
Employee Exposure to Bloodborne Pathogens 243
Disposal of Needles, Syringes, and Sharps 245
Hazardous Waste Disposal 247
Reportable Diseases 249

SAFETY 250

Safety Management 251
Workplace Safety 254
Safe Medical Devices Act/Medical Device Tracking 255

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

Personnel Safety 257
Pets in the Home 259
Food Handling 260
Fall Prevention 262
Violence in the Workplace 263
Emergency Care 264
Emergency/Disaster Preparedness and Procedures 266
Staff and Patient Home Safety 273
Home Environment/Safety Assessment 274
OSHA 300/300A/301 Logs 275
Employee Protective Equipment 277

FINANCIAL POLICIES 279

Financial Management 280
Fee Setting and Collections 283
Liability Insurance 284
budget preparation 286
Strategic Plan 287
Financial Monitoring 288
Chart of Accounts 288
Claims Submission and Denied Claims Processes 290
Billing Audits and Annual Financial Review 293
Accounts Receivable and Payable 295
Transportation Reimbursement 297
Payroll Compensation and Benefits 298
Petty Cash 300
inventory and fixed assets 301

RESOURCE TOOLKIT 302

Compliance Plan Education Elements 303
Samples of Suspected Private Duty Nursing Compliance Violations 305
Developing a Patient Bill of Rights 306
Sample: Individual Statement Regarding Conflict of Interest 307
Sample: Personnel Orientation 308
Sample: Physician License Verification Request Form 310
Sample: Complaint Form 311
Sample: Employee Complaint Form 316
Sample: Patient Medication Disposal Form 318

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

Sample: Private Duty Quality Grid 319
OSHA Injury and Illness Recordkeeping and Reporting 321
Research Informed Consent Form 322
Research Documentation 323

REVISION HISTORY 324

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

ORGANIZATION AND ADMINISTRATION

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

MISSION STATEMENT

POLICY

The [AGENCY NAME]'s Governing Body has adopted a written mission statement that reflects its commitment to the provision of efficient, effective, quality Private Duty Nursing services to patients in the communities we serve. The agency will serve its patients with dignity and comfort, prioritize service goals based on patient/representative input, and deliver timely, coordinated, and culturally sensitive service.

PURPOSE

To serve as the guiding principles for the agency's personnel, policies, procedures, services, and programs.

PROCEDURE

1. The mission statement is established with appropriate interdisciplinary team and administrative staff input and review and approved by the Governing Body.
2. The mission statement is reviewed, revised (if needed), and approved at least every 36 months by the Governing Body.
3. The mission statement is included in all orientations. (not required by ACHC)
4. A written copy of the mission statement is available for patients or their representatives, referral sources, employees and other interested parties.

EXAMPLE

[AGENCY NAME] is dedicated to providing excellent and respectful Private Duty Nursing agency services to patients served in our communities that are provided by qualified and dedicated personnel in a fiscally responsible manner.

REFERENCES:

ACHC Not required

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

POLICY AND PROCEDURE DEVELOPMENT AND IMPLEMENTATION

DEFINITIONS

Policy: A statement of principles formulated, approved, and enforced by the Governing Body/designees to direct and limit its actions as related to a specific subject.

Procedure: A set of established steps or a prescribed method to be followed routinely for optimally effective achievement of a desired result.

POLICY

[AGENCY NAME] follows an established process for the development, approval, implementation, and access to its policies and procedures. Agency policies and procedures reflect an emphasis of patient-centered care, data-driven quality, current and ethical standards of practice, patient rights, integrated communications, and the agency's mission statement.

Policies will conform to Private Duty Nursing state and federal regulations, and applicable Private Duty Nursing agency accreditation standards.

Administrative policies and procedures delineate lines of authority and responsibilities for governance, planning, public communications, financial control of the agency and its quality assessment and Quality Assessment and Performance Improvement Program

Operational policies and procedures define personnel management, infection control, and compliance with federal and state employment regulations.

Agency patient care policies and procedures are developed by the clinical management with staff input and approved by the Governing Body.

Exceptions to the Governing Body approval of procedures may occur due to legal or regulatory mandates, generally accepted clinical-based standards of practice, or manufacturer instructions for use and maintenance of agency equipment. The Administrator with clinical management will identify procedure approval exceptions.

The Administrator or designee(s) may develop or amend policies and procedures on a need basis when required for the continuity of care and submit them for Governing Board approval.

The Governing Body will approve all new and revised policies and applicable procedures by electronic and/or written notation.

Policies and procedures will be reviewed and revised if needed at least annually by the Owner/Governing Board.

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

PURPOSE

1. To ensure a consistent methodology for the development, review, revision, approval and distribution of administrative and clinical policies and procedures.
2. To ensure accountability and responsibility in the oversight, review and approval of policies and procedures which direct the services of the agency.

PROCEDURE

1. Policies and procedures may be generated by staff or management suggestions and may be assigned to an individual or committee for development. Input from appropriate staff will be solicited during the development process. Outside consultants may be sought if the policy involves greater subject expertise.
2. Policies and procedures will be written in a standardized format, maintained, and organized for efficient reference and access by the Administrator or designee, accessible via the Internet, and available to authorized personnel during normal business hours.
3. If the annual review of policies and applicable procedures results in a revision, the revision follows the same approval process. Policy reviews will be documented on the policies updated and on any new ones that are developed.
4. Upon review and approval, the President of the Governing Body will sign and date the "Acceptance of the Administrative Policies and Procedures Manual." This form will appear at the front of the manual or by electronic signature.
5. Once approved, the Administrator will implement the policy by notifying affected persons and distributing related instructions (if needed) to affected entity managers for related staff education. If a policy or procedure requires competency testing to confirm new practice, the Administrator or designee will arrange for that competency testing.
6. Policies and procedures may be shared with community resources and facilities serving the agency patients for continuity of care, patients or their representatives, and federal and state authorities upon request. Personnel will have access to all policies including personnel policies.

REFERENCES:
ACHC PD1-2A

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

GOVERNING BODY

POLICY

The Governing Body of [AGENCY NAME] assumes full legal authority and responsibility for the agency's overall management and operation and to operate in compliance with local, state, and federal regulations and applicable accrediting body standards, including the CMS Private Duty Nursing Conditions of Participation requirements. The Governing Body is responsible for the provision of all Private Duty Nursing agency services, fiscal and personnel management, review of the agency's budget and operational plans, and its quality assessment and performance improvement ~~s.~~ program. The Governing Body will notify regulatory agencies and accrediting bodies as appropriate of negative outcomes from reviews/regulatory inspections, surveys, sanctions and/or audits. The Governing Body is made up of individuals with relevant expertise to effectively govern the agency and follow its mission. The Governing Body will meet at least twice a year.

PURPOSE

1. To ensure patients are provided with appropriate, quality services.
2. To ensure delineated lines of authority are established for effective agency management.

PROCEDURE

As a legal entity in the state of [STATE] the duties and responsibilities of the Governing Body shall include:

1. Establishing and periodically reviewing no less frequently than every 36 months, the bylaws (or acceptable alternative), articles of incorporation, legal agreements, and mission statement that regulate the Governing Body conduct.
2. Defining the business structure and clearly indicating lines of authority.
3. Developing and approving strategic and operational plans including community needs assessments, budget and capital expenditure requirements, and complying with all federal, state, and local regulations regarding certification of Private Duty Nursing agencies.
4. Appointing a qualified Administrator delegated to have the authority and responsibility for the provision of services in accordance with state and federal regulations, accreditation standards, and agency mission, and who is required to comply with the agency's bylaws, mission statement, and other legal documents. The responsibilities of the Administrator are defined in the Administrator's job description; the Administrator reports to the Governing Body. The Governing Body also designates an individual to serve in the absence of the Administrator.
5. Performing a yearly evaluation of Administrator, evaluating agency performance, and approving annual performance review.

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

6. Ensuring the agency applies the Medicare Conditions of Participation to both Medicare and non-Medicare patients for all programs.
7. Assuring that qualified, competent professionals are available for patient services.
8. Arranging for a PAC, if required by state licensure, to assist the Administrator in the development and review of programs, policies, and procedures, including the identification of potential goals, outcomes, and measurements of accomplishments.
9. Arranging for professional advice as required for oversight of fiscal and/or operational affairs of the Private Duty Nursing agency.
10. Overseeing and approving the fiscal administration of the Private Duty Nursing agency including but not limited to financial statements, annual budget, capital expenditures, contracts, required licenses and insurances, and other legal functions as identified. The Governing Body holds the Administrator/designee responsible for fiscal management and providing for annual review or audit by auditor or accountant.
11. Assuring that new Governing Body members are oriented to the agency as appropriate to their responsibilities and accountabilities and are knowledgeable and responsive to key issues affecting the agency.
12. Approving new and/or revised policies and procedures that are consistent with the mission statement and assuring that a review of policies and procedures by qualified professionals occur annually.
13. Adopting and, at least annually, reviewing and approving the administrative, personnel, and patient care policies and procedures, licensure regulations, the annual operating budget, and capital expenditure plan.
14. Providing and maintaining adequate resources and an office facility adequately equipped for efficient work and confidentiality of clinical records.
15. Providing a safe working environment in compliance with local ordinances and regulations.
16. Providing access to industry associations, Center for Medicare Services (CMS) websites, and other resources as necessary to remain current with Private Duty Nursing agency related regulations and practices.
17. Assuring Governing Body, and personnel complete an annual Disclosure of Conflict of Interest form identifying professional and personal direct and indirect relationships, ownership and controlling interests. Maintaining these forms on file. Agency must furnish updated information to CMS, state agencies and accreditation bodies at intervals between recertification, or reenrollment, or contract renewals, within 30 days of a written request.
18. Ensuring accurate, complete, and signed minutes document actions taken at all official Governing Body meeting and retaining for a minimum of five years or state regulation mandate. Minutes are distributed as determined by the board.
19. Providing for proper licenses and insurance liability coverage.

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

20. A list of Governing Body members will be provided to regulatory, federal, and state agencies upon request and is maintained in the administrative file with the Governing Body minutes.

21. The Governing Body will meet at least twice a year and ad hoc quarterly or monthly based on agency needs. The members have access to monthly reports for review that may generate a request for a meeting. A quorum is defined as majority plus one.

22. Ensures that the agency complies with all federal and state laws and regulations.

23. Ensures that the agency does not refuse service to or employment to or in any way discriminate against any person.

24. Members of the Governing Body serve until they resign or are asked to step down. Failure to attend three consecutive meetings is considered a resignation.

25. The Governing Body may establish committees as deemed necessary. Such committees may meet ad hoc or regularly and may include:

    a. *Budget Committee:* A special committee, appointed by the Governing Board, assists in the preparation of the annual budget, and reviews the financial position of the agency. It presents a report of findings, recommendations (if any), and the proposed budget to the Governing Board on an annual basis. Written meeting minutes are maintained at the agency's office.

    b. *Professional Advisory Committee (PAC):* The agency, if required by state regulation, utilizes a group of professional personnel to oversee and evaluate operations. The Governing Board approves the appointment of the PAC members. The committee meets at least annually to review policies and procedures, to assist with development and implementation of a community awareness program, and to evaluate the agency's total program. Written minutes of PAC meetings are maintained at the agency's office. Recommendations made by the PAC are presented to the Governing Board at least annually.

    c. *Special Committees/Consultants:* The Governing Board may organize committees or hire consultants to undertake special projects. Such committees may be convened to study personnel issues, program development, and other matters related to agency operation and planning.

    d. *Clinical Record Review Committee*: As part of the agency's overall Quality Assessment and Performance Improvement Program, appropriate health professionals, representing at least the scope of the program, is required to review a sample of both active and closed clinical records to determine whether established policies are followed in furnishing services directly or under contract at least quarterly. Any records reviewed by outside persons need to comply with HIPAA standards. This committee will receive a summary report of the record reviews to discuss the results and determine an appropriate improvement action plan if needed. Written minutes of meetings are maintained at the agency's office.

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.

e. *Safety Committee:* As part of the agency's goal to maintain and resolve safety issues, a Safety Committee, appointed by the Administrator, will meet at least annually.

f. *Quality Assessment and Quality Assessment and Performance Improvement Program (QAPI) Committee*: As part of the agency's Quality Assessment and Performance Improvement Program, a committee comprised of administrative, office and field staff will coordinate all performance improvement activities. Written minutes of meetings are maintained at the agency's office.

g. *Ethics Committee:* Appointed by the Administrator to ensure that all issues are resolved in an ethical manner, the Ethics Committee shall meet on an annual basis and, as special issues arise, meetings can be called as frequently as necessary.

h. *Policy Committee:* A review of all policies and procedures by a Policy Committee appointed by the Administrator will be completed on a yearly basis.

REFERENCES:

ACHC PD1-2A

©2014. Kenyon HomeCare Consulting, LLC. All rights reserved.