Kenyon HomeCare Consulting

Smarter Solutions.
Better Outcomes.

Clinical 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
NON-MEDICARE HOME HEALTH 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 ***Non-Medicare Home Health 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

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

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.

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 home health care and hospice home health care 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.

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

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 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 Kenyon HCC 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. Right-click anywhere in the table of contents and select Update Field.
2. Choose option to Update Page Numbers or Update Entire Table.

©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 Owner/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.

CLINICAL

POLICIES AND PROCEDURES

MANUAL

DATE INITIATED: DATE REVISED: DATE REVISED:

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

TABLE OF CONTENTS

VITAL SIGNS 1

Axillary Temperature 2
Oral Temperature 3
Ear Probe Temperature 4
Rectal Temperature 5
Blood Pressure 6
Radial Pulse 8
Respirations 9
I & O 10

PERSONAL CARE 11

Bed Bath 12
Partial Bed Bath 15
Oral Care Conscious Client 18
Oral Care - Unconscious Client 20
Feeding 22
Shower Bath 23
Sitz Bath 25
Hair Shampoo In Bed 27
Dressing 29
Footcare 30
Nail Care 32
Perineal Care - MaLe 34
Perineal Care - Female 36
Urinal Use 38
Denture Removal and Cleaning 39
Shaving 41
Prosthetic Eye Care 43
Back Rub 45
Use of Heating Pads 47
Bowel Training Program 48

MOBILITY 49

Transfer with a Transfer Belt 50
Ambulation 51
Ambulation with a Walker 53

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

Range of Motion 55
Bed Mobility 57
Dependent Transfer - Hoyer Lift 59

ENVIRONMENT AND EQUIPMENT CARE 63

Household Cleaning 64
Laundry 66
Making an Unoccupied Bed 67
Making an Occupied Bed 69

POST-DEATH CARE 71

Post Mortem Care 72

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

VITAL SIGNS

DATE INITIATED: DATE REVISED: DATE REVISED:

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

AXILLARY TEMPERATURE

PURPOSE

To measure body temperatures as directed by a nurse when oral and rectal routes not possible

GUIDELINES

Axillary temperatures are taken when ear probe, oral, or rectal methods are contraindicated; e.g. clients with bilateral hearing aids, diarrhea or use of oxygen.

EQUIPMENT

Digital, disposable, or non-mercury in glass thermometers should be used.

PROCEDURE

1. Wash hands and get thermometer.
2. Explain the procedure to the client.
3. Cleanse glass thermometer with alcohol or approved disinfectant. Wipe thermometer dry.
4. Shake thermometer down to 35C or below 97F and do not use if chipped or turn on digital thermometer and apply disposable sheath.
5. Place thermometer under arm in the hollow of the armpit after wiping dry if perspiration is present.
6. Place the clients arm across their chest to hold thermometer in place.
7. Leave in place for 3-5 minutes. If using digital device, wait to hear the sound of the beep. Remain with client the entire time a thermometer is in place.
8. Remove thermometer, dispose of sheath when applicable and read. Record reading to the nearest 1/10 of a degree.
9. Shake down glass thermometer and clean with soap and cool water or appropriate disinfectant. Rinse clean and dry. Clean digital devices with approved disinfectant. Return thermometer to location of client's choice.
10. Wash hands.
11. Document temperature, route, time and date.

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