

# ONE LIFE HEALTH SERVICES

*“a better way to live”*

## POLICY AND PROCEDURE ON HEALTH SERVICE COORDINATION

05/15

### 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

This company is designated as a residential program and 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*. These procedures will be implemented in a way that is consistent with the specific health needs of the person 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 person served will be guided by person-centered philosophy and conservative medical practice. The Designated Coordinator and/or Designated Manager will defer to the judgment of the assigned nurse, nurse consultant, or other licensed health care professional regarding medical or health-related concerns. If the company does not have an assigned nurse or nurse consultant, the Designated Coordinator and/or Designated Manager will coordinate all health-related services with the licensed health care professionals of the persons served.

### III. PROCEDURE

A. If responsibility for meeting the person’s health service needs has been assigned to the company in the *Coordinated Service and Support Plan and/or Coordinated Service and Support Plan Addendum*, the company must maintain documentation on how the person’s health needs will be met, including a description of the procedures the company 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 Designated Coordinator and/or Designated Manager will ensure the prompt notification to the legal representative, if any, and the case manager of any changes to the person’s mental and physical health needs that may affect the health service needs assigned to the company in the *Coordinated Service and Support Plan and/or Coordinated Service and Support Plan Addendum*. This notice will be made, and the date documented, when the change in mental and physical

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health needs of the person has been discovered by the company, unless the company has reason to know that the change has already been reported.

C. In coordination with the assigned nurse or nurse consultant, the Designated Coordinator and/or Designated Manager 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 Designated Coordinator and/or Designated Manager will ensure that a schedule of necessary medical, dental, and other health service appointments for each person 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.
2. The correct referral form is completed with the person's specific information and the reason for the appointment.
3. Staff will transport the person to the appointment and remain with the person as needed. If a person 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 person 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.
6. Staff will place the referral form in the designated location for review by the Designated Coordinator and/or Designated Manager or assigned nurse or nurse consultant.

F. When a person served requires the use of medical equipment, devices, or adaptive aides or technology, the Designated Coordinator and/or Designated Manager 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 without proper use of the medical equipment, staff will be specifically trained by a licensed health care professional or a

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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 endotracheal tubes.

H. If a company has an assigned nurse or nurse consultant, the Designated Coordinator and/or Designated Manager will meet with the assigned nurse 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. *Incident and Emergency Reports* that affect the health and safety of a person(s) 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 Designated Coordinator and/or Designated Manager or designee will ensure that all referrals recommended by the assigned nurse, nurse consultant, or health care professional are completed.

J. Under the direction of the assigned nurse or nurse consultant, the Designated Coordinator and/or Designated Manager 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, 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