



## QUALITY GUIDELINES

**Highland Wood Home Services (HWS) has developed quality guidelines that our organization provides best of practices. To achieve continuous quality improvement, HWS protocol are constantly scrutinized. HWS associates with other best of practice providers and makes every effort to stay on the cutting edge of current trends and regulations. HWS welcomes our clients, their families and other business and health care partners to alert us to areas where we can improve these guidelines.**

## CORPORATE VALUES

**In accordance with the Illinois Department of Public Health (IDPH) Home Health, Home Services and Home Nursing Agency Licensing Act [210 ILCS 55] and the rules and regulations of the Home Health, Home Services and Home Nursing Agency Code (77 Ill. Adm. Code 245); the Health Care Worker Background Check Act [225 ILCS 46] and the Health Care Worker Background Check Code (77 Ill. Adm. Code 955):**

1. HWS is licensed as a Home Services Agency, License #\_\_\_\_\_.
2. HWS accepts Clients for non-medical home care services based on a desire or need, which may include, but is not limited to, assistance with activities of daily living and personal care and companionship. No person shall be refused services based on age, race, creed, color, natural origin, marital status, disability, or sexual orientation. HWS shall not provide medical services that would be performed by an agency licensed as a home health agency or a home nursing agency.
3. HWS is responsible for payment of all wages, employment taxes and unemployment insurance including the withholding of applicable social security, federal and state taxes for all home service workers (caregivers).
4. HWS maintains Commercial General Liability, Commercial Crime, Professional Liability, and Workers Compensation insurance policies; all caregivers are covered under these policies.
5. HWS enters into a Home Services Agreement with the Client that includes, but is not limited to:
  - a. Indication and assurance of compliance by HWS with the requirements of the Illinois Licensing Act and the Health Care Worker Background Check Act.
  - b. Indication and assurance that HWS is responsible for the recruiting, hiring, assigning of duties, monitoring, training, and supervising of all employees. This includes the discipline and firing of all employees.
  - c. Identification of the charges to be paid, payment schedule, and to whom the client or person acting on behalf of the client is to make payment for services under the contract.
  - d. Time period for contractual arrangement and a description of the process through which the contract may be terminated, modified, or amended.
  - e. Contact information for the Client to use in case of questions, comments, concerns, or complaints on care to be provided. A description of HWS complaint resolution process.
6. HWS establishes a Service Plan for each Client in consultation with the Client and his or her appropriate family members or representative that outlines the services to be provided to the Client. HWS will review and revise the plan as necessary, but not less than once annually. The plan shall address and include, but not be limited to:
  - a. The level, type, frequency, and scope of services the Client is receiving.
  - b. Identification of any functional limitations of the Client and the relevance of the limitation to the services to be provided.



- c. Information received from the Client and his or her appropriate family members or representative, which shall be communicated to the caregiver, on circumstances that may have an impact on the Client's activity or involvement, such as basic information on medications being taken, treatments received, Client's physician, activity, diet, and mental status.
  - d. The Service Plan shall only include services within the scope of work for a home services worker.
7. HWS maintains a Client Record for each Client receiving in-home services. The record contains:
  - a. Appropriate identifying information for the Client, including the Client name, address, and telephone numbers.
  - b. The name, address, and telephone numbers of the Client's representative, if applicable.
  - c. The name, address, and telephone numbers of an individual or relative to be contacted in an emergency.
  - d. The Service Plan agreed to by the Client and HWS.
  - e. A copy of the fully executed Home Services Agreement between the Client and HWS.
  - f. Documentation of the services provided at each visit.
8. HWS maintains a Caregiver Record for each caregiver providing services which contains:
  - a. Appropriate identifying information for the caregiver including name, address, telephone numbers, social security number, date of birth, and name and address of next of kin.
  - b. Evidence of qualifications, including any current licensure, registration or certification, and training as required by state or federal law.
  - c. Dates of employment, starting and ending dates on placement of cases, of separation from HWS and the reason for separation.
  - d. Documentation on the monitoring and supervision of the caregiver including any applicable disciplinary actions.
9. HWS total Quality Improvement Program, which includes written policies, shall be evaluated at least once a year. This evaluation assesses the extent to which HWS's program is appropriate, adequate, effective, and efficient.

## HIRING

**All information and documentation obtained in this section is maintained in the employee personnel file upon hire, unless otherwise noted.**

1. Application Process – a formal process, including an employment application, telephone discussions, and staff discussions must occur for each applicant.
2. Interview Process – a minimum of one (1) interview is required for each applicant, either in person or virtual.
3. A minimum of two (2) work related references, either written or verbal, are required verifying prior direct client care.
4. HWS conducts a fingerprint-based criminal history records check through the Illinois Department of Public Health (IDPH) web application used for the Health Care Worker Registry. HWS initiates a fingerprint-based criminal history records check through an approved Livescan vendor for any prospective caregiver that has not had such a background check or is not active on the Health Care Worker Registry. HWS ensures all prospective caregivers are fingerprinted prior to employment.
5. HWS conducts internet searches on certain websites through the IDPH web application used for the Health Care Worker Registry, including without limitation, the Illinois Sex Offender Registry, the Department of Corrections' Sex Offender Search Engine, the Department of Corrections' Inmate



Search Engine, the Department of Corrections' Wanted Fugitives Search Engine, the National Sex Offender Public Registry, and the website of Health and Human Services Office of Inspector General to determine if the applicant has been adjudicated a sex offender, has been a prison inmate, or has committed Medicare or Medicaid fraud, or conduct similar.

6. HWS conducts a check through IDPH web application used for the Health Care Worker Registry for any administrative findings of abuse, neglect, or misappropriation of property.
7. HWS conducts a thorough background screening in accordance with the Fair Credit Reporting Act. This includes an initial Motor Vehicle Record Check (MVR), social security number confirmation, and a current and historical felony conviction records check. Thereafter, MVR checks are completed as needed.
8. HWS ensures that all prospective caregivers:
  - a. Do not have a disqualifying background check under the requirements of the Health Care Worker Background Check Act without a waiver.
  - b. Have a copy of their Social Security Card.
  - c. Have a visa or proof of citizenship in compliance with federal requirements for employment.
9. When applicable, HWS acquires documentation and verification of current certification, registration, or license information.
10. HWS employees are screened for communicable diseases. A physician's statement stating that the employee is free from communicable disease is required if a problem is suspected.
11. In accordance with CDC federal guidelines, a Hepatitis B Vaccine Policy is in place.
12. HWS employees are provided with a comprehensive job description outlining duties and limitations.

### TRAINING

**HWS will provide a minimum of ten (10) hours of initial training for each caregiver. Five (5) hours of training will be provided prior to the caregiver's first assignment and the remaining five (5) hours will be provided within the caregiver's first thirty (30) days after employment. All training is documented and maintained in the caregiver's file and/or training log for tracking purposes.**

**Initial caregiver training includes the following topics:**

1. An extensive orientation to HWS philosophy and standards of care. This includes a review of HWS employee policies and procedures (Roles and Responsibilities) manual.
2. A review of the caregiver's job responsibilities and limitations.
3. Communication skills in areas such as with people who are hard of hearing, have dementia or other special needs.
4. Standard Precautions/Infection Control. HWS employees are trained in accordance with the Centers for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA) regulations. Employees are required to use the necessary protective equipment and supplies to comply with those regulations. Initial focus is on hand washing, basic hygiene, and basic infection control practices.
5. Confidentiality and security of clients' personal, financial, and health information in accordance with applicable Health Insurance Portability and Accountability Act (HIPAA) regulations.
6. Instruction for observation, reporting and completion of documentation of services provided, including changes in functional ability and mental status demonstrated by the client. Emphasis placed on objective vs. subjective reporting.



7. How to assist with activities of daily living and personal care tasks, including: ambulation, bathing, dressing, exercise, feeding, hair care, medication reminding, mouth care, nail care, positioning, shaving, skin care, toileting, and transfers.
8. How to assist a client in the use of specific adaptive equipment, such as a mechanical lifting device, if the caregiver will be working with clients who use this device.
9. Understanding dementia and problem-solving skills to care for Clients with dementia who exhibit challenging behavior.
10. Behaviors that would constitute abuse or neglect and the legal prohibitions against these behaviors, as well as knowledge and understanding of abuse and neglect prevention and reporting requirements.
11. Explanation of the Client's individualized Service Plan.
12. Basic body mechanics for employee safety. Specific "how to" instructions are given for transferring a client using proper techniques.
13. HWS procedures for the safety of the employee and client, along with guidelines for handling emergency situations including disaster/emergency preparedness. HWS procedures for emergency situations include but are not limited to fire, home security, personal, weather related, power outage, etc. Caregivers are trained in basic first aid and to be aware of all known hazards or potential hazards.
14. Maintaining a clean, healthy, and safe environment.
15. Basics of hydration and information on the signs and symptoms of dehydration.
16. Overview of basic human needs specific to aging and disease processes.
17. Basics of nutrition requirements and the guidelines for meal preparation, including training or explanation of dietary requirements for client's illness or condition.
18. Any other task that HWS may choose to have the caregiver perform.

**Note: In addition to the above initial training requirements, each HWS caregiver shall complete a minimum of ten (10) hours of training annually, during each year of employment, to maintain placement availability. This may include hands on demonstrations, self-study packets, corporate training programs, workshops on pertinent senior care topics as well as individual training for the unique needs of the client receiving care. Training shall include:**

1. Promoting client dignity, independence, self-determination, privacy, choice, and rights.
2. Disaster procedures.
3. Hygiene and infection control.
4. Abuse and neglect prevention and reporting requirements.
5. Activities of daily living related to ambulation, bathing, application of compression stockings, feeding, application of prescription shampoo, nail care, application of simple bandages, client positioning, transfer of clients, and oxygen delivery systems (for home service workers assigned to work with clients who require oxygen delivery support) within the scope of work for a home services worker.

### **SUPERVISION**

**Supervision does not constitute time or an activity that can be billed as a service to the Client. A HWS supervisor:**

1. Oversees the provision of daily services, placement, and annual performance evaluation of caregivers.
2. Conducts on-site supervisory visits at a minimum of every ninety (90) days or more often if the Service Plan requires it. These visits may be made when the caregiver is present or absent.



3. Makes an annual on-site visit to the location where a client is receiving care to observe and access each caregiver while he or she is performing care.
4. Performs a quarterly review of both active and closed client records to assure that established policies are followed in providing services. This review shall include, but not be limited to whether the service plan was followed by the caregiver.
5. Is available for questions, comments, concerns, or complaints 24 hours a day, 7 days a week by calling 847-654-7555; HWS email address is: [hwnslc@gmail.com](mailto:hwnslc@gmail.com).
6. Attempts to successfully resolve all complaints in a fair and timely fashion and without interruption in service.
7. Comply with Section 245.250: Abuse, Neglect and Financial Exploitation Prevention and Reporting as outlined in Title 77 of Public Health.

#### GENERAL OFFICE INFORMATION

<b>Location and Mail Address</b>	Highland Wood Home Services 2250 Point Blvd Suite 335 Elgin IL 60123
<b>Office Hours</b>	9:00 AM to 5PM Monday to Friday
<b>24/7 Phone contact</b>	(847) 654-7555
<b>Email</b>	<a href="mailto:hwnslc@gmail.com">hwnslc@gmail.com</a>
<b>Agency Manager (All Aspect of Business both Administrative and Care related)</b>	Sweta Patel