

# Healthcare Management and Oversight

Health care management and oversight will be provided in a manner that maintains the overall health, safety and welfare of individuals to enable them to have the best possible quality of life and allowing them to participate in community life to the maximum extent possible.

Health Care Management and Oversight is provided by the Nursing Department under the direction of the Registered Nurse.

Individuals will be encouraged to make decisions about a healthy lifestyle and participate to the greatest extent possible in managing their own health care. In some cases, a legal representative may have been appointed to manage health care on the person’s behalf. Consents will be obtained prior to providing services and treatments that require informed consent and to release health related information. Core Services is committed to supporting people in understanding their health and exercising choice in healthcare options and providers regardless of their legal capacity to make healthcare decisions.

End of life treatment decisions are addressed in Advanced Medical Directives Policy.

**The following components are addressed in Core Services policies:**

* Health care management and oversight
* People make person-centered decisions about healthy lifestyles, such as food choices and activity
* Ensuring that people receive preventive health-related care and services, including recommended exams.
* Ensuring that people receive assessment, treatment and follow up for acute and chronic health issues as recommended by treating practitioners.
* People are supported to follow prescribed treatment plans
* Medication management including proper administration, observation of medication effects and proper documentation. Concerns will be reported to the proper professionals.
* Maintaining accurate records to ensure current information regarding health is accurate and available.

**Healthcare Management and Oversight:**

* The Nursing Department will coordinate each individual’s health services.
* The Nursing Department will use electronic case management to record each individual’s status including routine and follow up appointments, current weight, seizures, change of diagnosis, change in medication, emergent issues and verification of documentation of medical consults.
* A current Health Passport will be located in individual’s ECM record. It will contain the current medical condition, such as diagnosed medical conditions, allergies, name of PCP, other treating practitioners, if the individual has Advance Directives and contact information for the individual’s legal representative. It will be revised as changes to the individual’s health status occur. It will be reviewed annually for completeness and accuracy.
* Routine and follow up appointments are scheduled and the individual/conservator is notified of the appointment and educated regarding purpose, treatment and/or procedure.
* Informed consent for treatment shall be obtained from the person and/or legal representative prior to the provision of services.
* Follow-up of all health care encounters to ensure recommendations are completed.
* Health issues, including symptoms that are uncharacteristic or abnormal for a person are communicated between support staff, supervisors, the Nursing Department in a timely manner so the appropriate medical, clinical, dental or mental health evaluations can be initiated.
* Medical assessment and treatment is sought for illnesses, injuries and emergent issues.
* Protocols, dining plans, diets and other medical instructions if medically necessitated, are written to inform staff of instructions to properly care for the individual following medical advice/orders. Orders will remain in effect until such time a medical professional changes or ends the order.
* Delegation of nursing care activities is the professional right and responsibility of the agency RN. Delegation will be provided per Core Services Registered Nurse Delegation.
* Emergency medical care is provided as described in Core Services policy Emergency Medical Treatment.
* Any medical or psychiatric consults; hospitalization or health-related issues or problems which occur will be documented in the individual’s health record and on the monthly Provider Review form.
* The Nursing Department will work through the Program Supervisors to ensure that needed services are in place for each individual.
* Copies of current physical and dental consults will be submitted to the ISC.
* Medication management is provided as described in Core Services Medication Safety Policy
* Notification of routine medical appointments will be given to the family of individuals (if requested and appropriate permissions obtained).
* Staff Training and qualifications:
* Staff are trained in First Aid and CPR, before working alone with individuals. All training will be current.
* Other training will be determined by the Registered Nurse
* Licensed staff (RN) will provide documentation of current license which will be maintained in the personnel file.

**Ensuring that people receive preventive health-related care and services, including recommended physical and dental exams, the Nursing Department will coordinate the following tasks:**

* Necessary medical, dental and other appointments are arranged and attended in a timely manner including routine appointments and any recommended follow-up appointments, exams or treatment.
* Ensure that medical providers have information about the individual’s current medication as well as any pertinent historical information about any allergies or issues related to specific medications.
* Assist the individual and/or family in requesting clarifications as needed from practitioners in regard to information provided about health-related conditions or treatments.
* Adequate information describing the outcome of the appointment and any further recommendations is incorporated into the individual’s record and appropriate agency and other member of the Circle of Support staff (i.e. support coordinators, program supervisors) are informed of recommended changes to services and/or the ISP. This is accomplished by documentation recorded in the ECM system.
* Orders, treatments and recommendations from medical and clinical practitioners are implemented as recommended.
* Ensure health care requirements are performed by trained, qualified staff.

**Schedule for Healthcare Exams**

Core Services will adhere to Schedule for Medical Examinations per TennCare Rules

* Persons supported shall have access to primary care services as needed.  Regular contact with the Primary Care Provider (PCP) for physical examination, appropriate medical screenings and medical care of acute and chronic conditions is essential to maintenance of best possible health.
* People will receive annual physical exams unless otherwise noted and documented by the primary care physician. *Per insurance rules, annual exams cannot occur until day 366 following the previous annual physical exam, therefore in most situations the interval between annual exams will exceed 365 due to appointment scheduling challenges.*
* Persons supported shall have access to dental services as needed.  Regular contact with the dentist is essential to maintenance of best possible health.
* The medication safety policy contains elements that address the safe administration of psychotropic medications. Screening for medication-induced movement disorders will occur every six months.
* Core Services will be guided by the PCP and other specialist in determination of needed exams including but not limited to:
  + - Regular checkups that measure weight, blood pressure, and cholesterol levels to protect men and women from chronic diseases, such as heart disease and diabetes.
    - A Pap test every 3 to 5 years for women per recommended age.
    - A mammogram every 2 years (at recommended age) to detect early signs of breast cancer in women.
    - Colorectal cancer screening (at recommended age) to protect both men and women from colorectal cancer.
    - “Booster” immunizations to protect both adult men and women against tetanus, diphtheria, and whooping cough.

**The Program Supervisors, DSP or other designee will:**

* Provide transportation for medical, dental and other appointments, timely arrival of individuals to scheduled appointment, and preparation of the individual for any procedure scheduled.
* Ensure that staff who accompany individuals to medical, dental and other appointments are familiar with them and are able to provide necessary information such as current medications and all physical and behavioral health issues and concerns (e.g. aggression, anxiety, etc.) to practitioners.

**Nutrition and Healthy Lifestyle:**

* Health considerations such as eating a healthy diet, participating in regular exercise and getting adequate sleep are incorporated into daily routines in accordance with the recommendations of the person’s treating health care practitioners (e.g., PCP or nutritionist) and preferences as specified in the support plan.
* Food and nourishment are provided in accordance with nutritional needs, prescribed diets, mealtime instructions and physician’s orders.
* People are given education about healthy eating choices balanced with choices in menu planning and meal selection
* People are given opportunities to participate in activities that involve exercise or making healthy lifestyle decisions.

**Ensuring that people receive assessment, treatment and follow up for acute and chronic health issues as recommended by treating practitioner(s).**

* See Emergency Medical Treatment
* See Agency procedures for Advanced Medical Directives

**Medication management including proper administration, observation of medication effects and proper documentation as well as reporting any concerns to the proper professional(s).**

* See Medication Safety Policy

**Maintaining accurate records to ensure current information regarding health is available.**

* The Nursing Department will coordinate the health record. The record is in the form of an electronic record.
* Documentation of all physician, dental and therapy visits will be maintained in the individual’s health record.
* A current Health Passport will be maintained in the ECM health record.
* Electronic case management will be used to track comprehensive medical information.

**In the event of death of a person supported, the appropriate notifications will be made and following procedures will be followed.**

* Call 911 or follow agency instructions (i.e. hospice)
* Notification of on-call Supervisor, RN, Executive Director and Event Management Coordinator.
* Notification of family or conservator by the Executive Director.
* Notification of DIDD, AOD within 4 hours by Event Management Coordinator
* Complete a Notice of Death Form and submit the completed form to the DIDD Regional Office within one (1) business day after becoming aware of the death, if applicable.
* Complete an Initial Agency Death Review, if required, and submit the completed form to the DIDD Regional Office within five (5) business days of the date of death, if applicable.
* Complete a Statistical Data Form and submit the completed form to the DIDD Regional Office within one (1) business day after becoming aware of the death, if applicable.
* Complete a Reportable Incident Form and transmit the completed form to the DIDD Regional Office Director and Central Office Incident Management Coordinator within one (1) business day after becoming aware of the death, if applicable.
* Notification of personal physician, if appropriate.
* A copy of the death certificate will be placed in the person ECM record.