

CONTRACTORS REGULATIONS

ADDENDUM

Visions America Healthcare ----- Residential Service Agency
P.O. Box 1334 / 403 Washington Street, Cambridge, MD 21613

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Residential Service Agency Regulations
EFFECTIVE January 1, 2016

Visions America Healthcare (V.A.H.), a residential service agency for MD's Eastern Shore is announcing updates to their regulations effective January 1, 2016. Many providers have difficulty complying with and interpreting rules, regulations, policies and procedures of regulations. The intent of this change or update is to provide clarity for all of V.A.H.'s future contractors while ensuring consistent compliance in delivering safe, patient care and outcomes to all of its' clients.

CHANGES/UPDATES to V.A.H. REGULATIONS:

1. Compensation
2. Termination of Contract
3. Maintenance of Records / Documentation
4. Professional Requirements
5. Professional Responsibilities
6. Trainings

WHY REGULATIONS ARE NECESSARY?

As people increasingly receive care in the community rather than in facilities, RSA's are emerging as a fast – growing and increasingly relied – upon source of health care services. Just as the industry of healthcare is growing, so are the regulations that are needful to accommodate that industry. Such as; names/mergers (Older Adult Waiver and Living at Home Waiver to Community First Choice - CFC) their functions, options, and plans.

WHO DEVELOPED the REGULATIONS?

The regulations were developed by a work group formed to incorporate current and best practices, clarifying standards for licensing requirements and establishing sanctions for non-compliance for residential service agencies. The work group included the Office of Health Care Quality (OHCQ) staff, Visions America C.D.C. (VACDC) board of directors, residential service and home care providers, in addition to other interested stakeholders.

WILL TRAININGS BE OFFERED TO PROVIDERS/CONTRACTORS?

Trainings will be offered through the Maryland National Capital Home Care Association (MNCHA) and the Office of Health Care Qualities as a collaborative effort for conducting state-wide trainings. As providers and/or contractors it will be your responsibility to schedule attendance at such trainings. Visions America Healthcare shall conduct mandatory trainings the last Friday of the month at 10am to its contractors in Cambridge at 403 Washington Street for updates in certification and/or professionalism. Scheduling of trainings shall exist unless prior mentioned date falls on a holiday and all shall be notified of such change by way of monthly calendars.

All contractors are to be in attendance promptly at 10AM and won't be allowed to enter if fifteen (15) minutes late! No Exceptions! Contractors not in attendance of mandatory trainings are those scheduled to work 12 hour shifts. Contractors that are scheduled to work 9 hours or less are required to report to the monthly trainings. Contractors not scheduled to work and not in attendance will forfeit their scheduled contract of work until the following monthly training.

WHO WOULD I CONTACT FOR ADDITIONAL INFORMATION?

Should you have any questions or concerns pertaining to these regulations/contract, please do not hesitate to contact: 1) Tangela Diaz – Office Manger at 443-225-5887/ 443-225-5897 Monday through Friday from 8am > 5pm, 2) Joyce Opher – Program Asst: 443-205-9997 or 3) Sharon Wilson – President at 443-205-9236 (Leave a message) or 443-521-0294 (C) 24/7.

DEFINITIONS:

Residential Service Agency and/or Prime Contractor– An individual, partnership, firm, association, corporation, or other entity of any kind that is engaged in a non-governmental business of employing or contracting with individuals to provide at least one home healthcare service for compensation to an unrelated, sick or disabled individual in the residence of that individual; or an agency that employs or contracts with individuals for hire as home health care providers.

License Required – A necessary commodity as a person, partnership, corporation, association, or other entity to conduct or operate as an agency in the state of Maryland

Sub - Contractor – An individual contracted through an agency for hire as a home health care provider to conduct and follow all rules, regulations, policies and procedures set forth and established by all governing parties with an interest/stake in the health, safety and well being of sick or disabled individuals.

Scope of Services – The services provided by an agency upon approval from OHCDQ for health care decisions of the agency's responsibilities to coordinate care when appropriate with a contractor/provider for the health, safety and well being of a sick or disabled individual. The scope of

services by an agency entails the complete operation of an agency's function. Such as: the admission criteria, billing, quality assurance program, **policies, procedures, personnel, patient care**, informed consent, hours of operation, care plans, skilled nursing, environment, safety and etc.

COMPENSATION:

1. Sub-Contractors must clock in and out upon arrival and departure at client's home prior to compensation or there will be a fifteen (15) business day wait for compensation from D.H.M.H. (NO EXCEPTIONS!)
2. Contractors can only miss six (6) times of clocking in or out by ISAS per month before contractors won't be paid by DHMH
3. Sub-Contractors will be compensated for hours calculated from ISAS report (Recalculation of mistakes will be handled by ISAS/DHMH & Administration)
4. Compensation will be distributed bi-weekly
5. Hours for compensation vary dependent upon client's hours of service & sub-contractor's hours in attendance
6. Sub-Contractors will be compensated based upon the care plan of clients (Ex. If a client needs service without medications and a contractor is certified as a CNA & CMT and wanting that contract, they will be compensated as without medications - \$10 p. hr.) NO EXCEPTIONS!
7. Compensations are as follow: R.N. = \$40 p. hr.; C.N.A., G.N.A., H.H.A., C.M.T. & H.H.A. w/o Meds. = \$10 p. hr.; C.M.T. & H.H.A w/ Meds= \$11 p. hr.; C.M.T. & C.N.A. = \$12 p. hr., C.M.A = \$13 p. hr.
8. Sub-Contractors contracted hours are established in care plan by the state referring agency and compensated accordingly
9. Scheduled changes affecting compensation between sub-contractors must be agreed upon by both sub-contractors in home and such change reported immediately to the office.

TERMINATION of CONTRACTS:

1. Not adhering to contract in its complete content
2. Not fulfilling job responsibilities
3. Jeopardizing the health, safety and wellbeing of a client
4. Harming the physical, mental or emotional stability of a client
5. Use of intoxicants or drugs during scheduled work hours
6. Absence from work without coverage for scheduled work hours (NO TEAM PLAYER) –
CONTRACT TERMINATED
7. Complaints from client and/or representative for replacement
8. Failure to report and/or document abuse or neglect
9. Stealing from client or taking unauthorized funds
10. Falsifying Documentation (Ex.; Client not home and contractor is still on the clock)
11. Failure to communicate or interact with client during scheduled work hours
12. Leaving client unattended to take care of personal business (Same as #10) – 1 week off
13. Death (Sub-Contractor has contract with client & they pass)

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14. Failure to call / lateness more than 3 times a month = Terminate contract with client for 2 weeks or Permanent
15. Without uniforms = Off until dressed in complete uniform = 3 times terminate contract

MAINTENANCE of RECORDS/DOCUMENTATION:

1. Submitting documentation of client's daily activities should be signed, turned in weekly along with timesheets **'NO EXCEPTIONS'!!**
2. Updates of renewed documents (Ex.; driver's license, CPR & 1st Aide, and professional certifications)
3. Maintaining documentation of client's daily activities recorded in tablet for R.N.'s review and team member **"NO EXCEPTIONS"**
4. Sub-Contractors are to provide tablets for documentation of ISAS & Clients Activities
5. Time sheets in office every Thursday no later than 12 noon
6. Submitting Reportable Events documentation to V.A.H. office about client pertaining to ER visits, hospitalization, etc.

PROFESSIONAL REQUIREMENTS:

1. Background Checks /CJIS Report at the expense of the contractor
2. Current 1st Aid and CPR Certification
3. Picture Identification / Drivers License
4. Social Security Card
5. A Physical
6. TB Test
7. Current Professional Certification Updated as Appropriate – Ex. R.N, CNA/CMT (If administering medication & receiving pay as such), GNA or HHA
8. Six (6) month to one (1) year experience in a facility
9. 3 References each (Personal & Business)
10. Document daily activities, report and prevent neglect or abuse of a client
11. Signing of contract
12. Use of Cell phones not permitted during scheduled client hours
13. Wearing of Complete Uniforms Daily (SCRUBBS/UNIFORM – Top & Bottom)
14. Always be a TEAM PLAYER & CONDUCT SELF in a PROFESSIONAL MANNER
15. Arriving 5 – 10 minutes early & Greeting clients upon arrival
16. Sub-Contractors must ALWAYS make client aware of tardiness 15 > 30 min. in advance
17. A minimum of 2 and/or maximum of 3 Sub-Contractors per household dependent upon care plan hours (TEAM WORK IS EXPECTED)
18. 24 > 48 Hour notice to team member when personal engagements arise for a schedule switch among team
19. Always call the office prior to leaving clients residence with client. **Failure to do so & document offers contract termination!**
20. Document everything legible for reading & accessible for RN, administration & co-workers upon arrival!!

PROFESSIONAL RESPONSIBILITIES:

Daily documentation in books / tablets relating to client's activities to the following but not limited to such:

1. Activities and exercises completed or refused
2. All chores completed with names daily (Ex.: Refrigerator, freezer, stove, dusting, mopping, sweeping, laundry, vacuuming, etc.)
3. The amount of times client Urinates and B.M.'s daily
4. Documentation when client takes or refuses med's daily
5. What client eats for breakfast, lunch, dinner or snack
6. Document the type of day client has (good, moody, sick, weak, hyper, rebellious, painful, fever etc.) dates & times needful
7. Receiving signature of client on all forms submitted to administration
8. Contractor must sign off daily in tablet after completion of shift

“ALWAYS ADHERE to the FOLLOWING”:

Call the office when:

1. Co-workers are taking over shift – both (scheduled contractor & the replacement)
2. Monthly calendars are in question
3. Switching work schedules
4. Always call the office when late, leaving clients home, returning to client's home for emergency (contractors are to make up missed time from work)

Documentation:

1. MMR Monthly Reports (turn in monthly to be copied & returned)
2. Submission of timesheets & summary sheets weekly
3. Inform office in writing of schedule changes – (monthly advance)
4. Schedule personal errands on days off
5. Clients with contractors make list of errands / food to be carried out twice a week
6. Menus are made with contractor & clients weekly (Those applicable)
7. Document instructions, request or concerns by family members or other officials (Ex. Care Plan, Med's, etc.)
8. Any and all visitors that make an appearance during work schedule
9. Reportable events regardless how minimum when affecting client, care plan, or client's activities should be completed and turned in on day of the event/accident
10. Monthly calendar for client's doctors' appointments (Reason: Eye, Heart, Ears, etc.) – turn in monthly
11. Write down client's doctor appointments, events or errands on forms provided in their folder

TRAININGS:

1. Sub-Contractor agrees to attend meetings scheduled the last Friday of each month at 10 am at 403 Washington Street, Cambridge, MD 21613 (Unless Notified of change by Office Manager)
2. A minimum of twenty – four (24) training hours per year
3. Maintain current certifications in accordance with Maryland laws, regulations and job descriptions
4. Receipt of certificates following trainings for hours in attendance
5. Attend all mandatory trainings when not scheduled to work
6. Alternate with co-worker to ensure attendance at mandatory trainings
7. Not to be 15 minutes late or you forfeit your contract until next training

THIS CONTRACT IS CONSIDERED ENFORCED AND BINDING UPON THE SIGNATURES OF BOTH THE AGENCY/PRIME CONTRACTOR AND THE SUB-CONTRACTOR

I HAVE READ / HAVE READ to ME the CONTEXT of this CONTRACT & in the SIGNING of SUCH I AGREE to its CONTENTS as a SUB-CONTRACTOR for VISIONS AMERICA HEALTHCARE:

Visions America Healthcare / 1/1/2016

Prime Contractor/Agency / Date

_____ **Sub-Contractor & Title/ Date**

PLEASE CONTACT OFFICE MANAGER for ANY CONCERNS or QUESTIONS as it PERTAINS to this CONTRACT.

Visions America Healthcare WELCOMES its TEAM of Sub-Contractors in the coming years!!!