**SCOPE OF SERVICES FOR**

**ADULT DAY HEALTH SERVICE ALABAMA CARES**

1. Definition

Adult Day Health (ADH) is a service that provides Alabama Cares care recipients with a variety of health, social, recreational, and support activities in a supervised group setting for four or more hours per day on a regular basis.

Transportation between the individual's place of residence and the adult day health center will be provided as a component part of Adult Day Health Service. The cost of this transportation is included in the rate paid to providers of Adult Day Health Service.

Adult Day Health is not an entitlement. It is based on the needs of the adult care recipient.

1. Objective

The objective of Adult Day Health is to provide a continuing organized program of rehabilitative, therapeutic and supportive health and social services and activities to the Alabama Cares care recipients who are functionally impaired and who, due to the severity of their functional impairment, are not capable of living in the community

independently.

1. Description of Adult Day Health Service to be Provided

The unit of serv ice will be one day of Adult Day Health Service consisting of four (4) or more hours at the center. The four (4) hour minimum for a day does not include transportation time to the ADH Center. The number of days authorized per visit will be stipulated on the Plan of Care and the Service Authorization Form.

Adult Day Health Service is provided within a maintenance model of care, which provides services that include the following health and social activities, needed to ensure optimal functioning of the care recipient.

* 1. Observe the status of the individual 's health that includes support in carrying out physician orders as needed; monitoring of vital signs as needed; observing the

functional level of the care recipient and noting any changes in the physical condition of each individual; supervising medication and observing for possible reaction; teaching positive health measures and encouraging self-care; appropriately reporting to the caregiver and Cares Coordinator any changes in the care recipient’s condition.

* 1. According to the Alabama Board of Nursing medications can be administered by a Registered Nurse (RN) or Licensed Practical Nurse (LPN) who is currently

licensed by the Alabama State Board of Nursing to practice nursing. The medication must be filled by a pharmacy with physician instructions written on the label. The written instructions on the container are considered a physician order. However, the nurse has an additional obligation to keep a record of all medications given to a care recipient in the fi le. This pol icy is applicable, if a nurse is on staff at the facility. Medications cannot be administered by any other staff member at the ADH center. However, the other staff member can remind a care recipient to take medication when necessary.

* 1. Observe and assist the care recipient to maintain good personal hygiene on a daily basis.
  2. Provide planned therapeutic activities on a daily basis to stimulate the care recipient’s mental and physical activity, communication and self-expression. These include reality orientation exercises, crafts, music, educational and cultural program, and games, etc.
  3. Provides a variety of opportunities for group socialization.
  4. Observe and assist the care recipient with meal and eating.
  5. Develop a plan to address medical emergencies, fire, and natural disaster.
  6. Assist in the development of self-care, personal hygiene, and social support services.
  7. Prov ide nourishment appropriate to the number of hours he or she attends the Adult Day Health center, but not equal to a full nutritional regime (3 meals per day). Specific diet requirements should be encouraged.
  8. No other respite service may be provided during the time the care recipient is receiving Adult Day Health Service.

**Note: Under no circumstances should the unlicensed Adult Day Health Workers perform any type of skilled medical or nursing service.**

1. Staffing

The DSP must provide all of the following staff positions through employment or sub contractual arrangements.

1 . Director of Adult Day Health Centers

All Adult Day Health Center Directors must meet the following requirements:

1. Have a statewide criminal background check ( including sex offender registry);
2. Have references which are verified thoroughly by the DSP and documented in the personnel file. References must include previous employers and the Nurse Aide Registry (if applicable);
3. Have sufficient education (high school diploma or equivalent) and language ability to communicate effectively, understand written instructions and write basic reports;
4. Have the ability to evaluate Adult Day Health employees in terms of their ability to perform assigned duties and communicate with the care recipient;
5. Have the ability to assume responsibility for orientation and in-service training for Adult Day Health Workers by individual instructions, group meetings, or workshops;
6. Have the ability to provide appropriate follow-up regarding a care recipient/caregiver and/or Cares Coordinator's dissatisfaction, com plaints or grievances regarding the provision of Adult Day Health Service;
7. Submit to a program for the testing, prevention, and control of tuberculosis annually;
8. Possess a valid, picture identification.
9. Adult Day Health Workers

Staff, volunteer, and paid employees must meet the following requirements:

* 1. Be able to follow the Plan of Care with minimal supervision;
  2. Be able to read and write;
  3. Submit to a program for the testing, prevention, and control of tuberculosis annually;
  4. Have statewide criminal background check (including sex offender registry);
  5. Have references which are verified thoroughly by the DSP and documented in the personnel file. References must include previous employers and the Nurse Aide Registry (if applicable);
  6. Have a valid Alabama driver's license if transporting Adult Day Health care recipient;
  7. Possess a valid, picture identification.

1. Training

The Adult Day Health training program should stress the physical, emotional and developmental needs of the population serv ices, including the need for respect of the care recipient, his/her privacy, and his/her property. The minimum training requirement must be completed prior to initiation of service with a care recipient. The DSP is responsible for providing and/or conducting the training. The Adult Day Health training program must be approved by the Operating Agency. Proof the training must be recorded in the Adult Day Health Worker personnel file.

Individual records will be maintained on each Adult Day Health Worker to document that each member of the staff has met the requirements below.

All Adult Day Health Workers must have at least twelve (12) hours in-service training annually. Training requirements must include the following areas:

* 1. Behavioral interventions, acceptance, and accommodation;
  2. Providing care and supervision including individual safety and non-­ medical care;
  3. First aid in emergency situations;
  4. Documenting care recipient’s participation;
  5. Fire and safety measures;
  6. Confidentiality;
  7. Care recipient rights;
  8. Needs of the elderly and disabled population;
  9. Basic infection control/Universal Standards;

j . Communication skills;

1. Other areas of training as appropriate or as mandated by the Operating Agencies.

Documentation of the training provided shall include topic, name and title of trainer, objective of the training, date of the training, outline of content, length of training, list of trainees, and location.

Topics for specific in-service training may be mandated by the Operating Agency. In-service training may entail demonstration of providing care to the recipient.

Additional training may be provided as deemed necessary by the DSP. Any self­

study training programs must be approved for content and credit hours by the Operating Agency, prior to the planned training. The DSP shall submit proposed program(s) to the Operating Agency at least 45 days prior to the planned implementation. The in-service training is in addition to the required training prior to delivery of Adult Day Health Service.

The DSP must have an ongoing infection control program in effect and training on Universal Standards and an update on infection control shall be included as part of the twelve (12) hours required in-service training for all Adult Day Health Workers each calendar year.

The Adult Day Health center must maintain records on each employee, which must include the following:

* 1. Application for employment;
  2. Job description;
  3. Statewide criminal background check (including sex offender registry);
  4. Have references which have been verified thoroughly by the DSP and documented in the personnel file;
  5. Record of health (annual tuberculin tests);
  6. Record of pre-employment and in-service training;
  7. Orientation;
  8. Evaluations;
  9. Reference contacts;
  10. Records of all complaints/incidents lodged by the care recipient/caregiver and action taken;

(11) Other forms as required by state and federal law, including agreements regarding confidentiality.

1. Nursing Staff

A Registered Nurse(s) or Licensed Practical Nurse(s) who meets the following requirements:

* 1. Currently licensed by the Alabama State Board of Nursing.
  2. At least two (2) years’ experience as a Registered Nurse or Licensed Practical Nurse.
  3. Must submit to a program for the testing, prevention, and control of tuberculosis annually.
  4. Statewide criminal background check (including sex offender registry);
  5. Have references which are verified thoroughly by the DSP and documented in the personnel file. References must include previous employers and the Nurse Aide Registry (if applicable);
  6. Possess a valid, picture identification.

Procedure of Service

l. The Cares Coordinator will submit a Service Authorization Form and Plan of Care to the Adult Day Health center authorizing Adult Day Health Service designating the units, frequency, beginning date of service, and types of activities in accordance with the care recipient’s needs.

1. The Adult Day Health Provider will initiate Adult Day Health Service within three (3) working days of the designated START DATE on the Service Authorization Form in accordance with the following:
   1. Services must not be provided prior to the authorized start date as stated on the Service Authorization Form.
   2. The Adult Day Health Provider will adhere to the services and schedule as authorized by the Cares Coordinator on the Service Authorization Form. No payment will be made for services unless authorized and listed on the Plan of Care.
   3. On the first day of service the provider will review the plan of care, provide the care recipient written information regarding rights and responsibilities and how to register complaints, and discuss the provisions and supervision of the service(s).
2. Missed Visits
   1. A missed visit occurs when the care recipient is scheduled but does not attend.
   2. All care recipient absences for the week must be reported in writing to the Manager on Monday of the new week.
3. Changes in Services
   1. The Adult Day Health Provider will notify the Cares Coordinator within one
      1. working day of the following changes:
4. Care recipient’s condition and/or circumstances have changed and the Plan of Care no longer meets the care recipient's needs;
5. Care recipient does not appear to need Adult Day Health Service;
6. Care recipient dies or moves out of the service area;
7. Care recipient indicates Adult Day Health Service is not wanted; and,
8. When services can no longer be provided.
   1. The Cares Coordinator will notify the DSP immediately if a care recipient becomes medically or financially ineligible for services.
   2. If the DSP identifies additional duties that may be beneficial to the care recipient’s care, but are not specified on the Plan of Care, the DSP shall contact the Cares Coordinator to discuss having these duties added.

(1) The Cares Coordinator will review the DSP's request to modify services and respond within one ( l ) working day of the request.

1. The Cares Coordinator will approve any modification of duties to be performed by the Adult Day Health Worker and re-issue the Service Authorization Form accordingly, if he/she concurs with the request.
2. Documentation of any change in a Plan of Care will be maintained in the care recipient’s file.
   1. If the total number of hours of service is changed, a new Service Authorization Form is required from the Cares Coordinator.
   2. If the types or times of services are changed, a new Service Authorization Form is required from the Cares Coordinator.
   3. If an individual declines Adult Day Health Service or has become ineligible for services, a Service Authorization Form for termination is required from the Cares Coordinator.
3. Documentation Record-Keeping

The Adult Day Health Provider will maintain a record-keeping system, which establishes a care recipient profile based on the Service Authorization Form.

The DSP shall maintain a file on each care recipient, which shall include the following:

(1) A current assessment

1. Both current and historical Service Authorization Forms;
2. Documentation of all care and services provided;
3. Records of all complaints lodged by care recipients or family members/responsible parties and any action taken;
4. All service logs;
5. Any notification to the Cares Coordinator;
6. Daily attendance records must be kept in each individual care recipient file. The attendance record should be initialed daily and signed weekly by the care recipient. In the event the care recipient is not able to sign and family member or responsible party is not present to sign, the Adult Day Health center must document on the attendance record the reason the attendance record was not signed in the care recipient file. The attendance record must be reviewed and initialed by the Adult Day Health Center Director at least every two (2) weeks.

The Adult Day Health Provider should notify the Cares Coordinator in writing regarding any report or indication from the Adult Day Health Worker regarding a significant change in the care recipient’s physical, mental or emotional health. The Adult Day Health Supervisor should document such action in the DSP care recipient fi le.

1. The Adult Day Health Provider must submit to the Cares Coordinator, every 60 days a brief summary of the care recipient’s condition, an evaluation of the effectiveness the service as it relates to the Plan of Care, and suggestions relative to the care recipient’s needs. The activities the care recipient participates in should be included in the brief summary.
2. The Adult Day Health Provider shall comply with federal and state confidentiality laws and regulations in regard to care recipient and personnel file.
3. The Cares Coordinator will request Adult Day Health Service by authorizing the amount, beginning dates of service, and frequency of service for care recipients in accordance with the care recipient’s Plan of Care which will be developed in consultation with the care recipient.
4. The Cares Coordinator will notify the Adult Day Health Provider immediately if a care recipient becomes ineligible.
5. The number of days a care recipient attends each week is dependent upon the individual care recipient 's needs as set forth in the Plan of Care established by the Cares Coordinator.

1 1. No payment will be made for services not documented on the Plan of Care and the Service Authorization Form.

1 2. SARCOA will not reimburse for activities performed which are not within the scope of services.

1. Conditions of Participation
   1. The Adult Day Health Provider must maintain a current approval/authorization from SARCOA on file.
      1. Services must be delivered consistent with the Plan of Care;
      2. The care recipient’s needs must be met.

There should be no deviation from these requirements.

* 1. The Adult Day Health Provider will incorporate in the procedures for operation the center adequate safeguards to protect the health and safety of the care recipients in the event of a medical or other emergency.
  2. The Adult Day Health Provider must maintain a current (within past 12 months) fire inspection.
  3. The ADH provider must conduct and document (monthly) fire and or weather drills. Documentation of drills shall include date, time, duration, number of care recipient's participation, number of staff participating and name of staff conducting the drill.
  4. The Adult Day Health Provider must maintain a current (within past 12 months) health inspection if food is prepared and an approval from the Health Department (within 12 months) if receiving catered food.
  5. The Adult Day Health Provider must maintain adequate staff for the number of care recipients served in the center.
     1. One Adult Day Health Worker plus the director for 1 -10 clients.

b. Two Adult Day Health Workers plus the director for 1 1 clients.

1. Three Adult Day Health Workers plus the director for 26-35 clients.
2. Four Adult Day Health Workers plus the director for 36-43 clients.

Add one Adult Day Health Worker for each additional 8 care recipients.

* 1. The Adult Day Health Provider must have at least two staff members certified in CPR and First Aid.
  2. The Adult Day Health Provider must have one person trained to act on behalf of the Adult Day Health Director in his or her absence.
  3. The Adult Day Health Provider must have a registered nurse (RN) or license practical nurse (LPN) available monthly for consultation. Monthly health screens include, but are not limited to: checking vital signs, weighing care recipients if applicable, and monthly health and nutritional teaching.
  4. Any ADH staff, including administrative, that have direct care recipient contact must submit to a program for the testing, prevention, and control of tuberculosis annually.

1. Rights, Responsibilities, and Service Complaints

The Operating Agency has the responsibility of ensuring that the Adult Day Health Provider has fulfilled its duty of properly informing the care recipient of all rights and responsibilities and the manner in which service complaints may be registered.

The DSP Agency will inform the care recipient/responsible party of their right to lodge a complaint about the quality of Adult Day Health Service provided and will provide information about how to register a complaint with the Cares Coordinator.

1. Complaints that are made against Adult Day Health Workers will be investigated by the Adult Day Health Provider and documented in the care recipient's file.

1. All complaints that are to be investigated will be referred to the Adult Day Health Director who will take appropriate action.
2. The Adult Day Health Director will take any action necessary and document the action taken in the care recipient and employee's files.
3. The Adult Day Health Director will contact the Cares Coordinator by letter or telephone about any complaint and any corrective action taken.
4. The Adult Day Health Provider must maintain documentation of all complaints, follow-up, and corrective action regarding the investigation of those complaints and documentation showing that they have complied with the requirements of this section.

H. Provider Experience

Providers of Personal Care Service must meet all provider qualifications prior to rendering the Personal Care Service.

All personnel with care recipient contact or access to recipient information must have complete reference verification and statewide criminal background checks on file prior to care recipient contact or access to their information

1. Administrative Requirements

In addition to all conditions and requirements contained elsewhere in this Scope of Services as well as in the Adult Day Care standards and the contract, the Adult Day Health Provider shall be required to adhere to the following stipulations:

l. The Adult Day Health Provider shall designate an individual to serve as the agency administrator. This does not have to be a full-time position; however, the designated administrator must have the authority and responsibility for the direction of the Adult Day Health Center. The Adult Day Health Provider shall notify the Operating Agency within three (3) working days in the event of a change in the agency administrator, address, or phone number.

1. The agency will maintain an organizational chart indicating the administrative control and lines of authority for the delegation of responsibility down to the "hands-on" care recipient care level staff shall be set forth in writing. This in formation shall be readily accessible to all staff and shall include an organizational chart. A copy of this information shall be forwarded to the Operating Agency at the time the contract is implemented. Any future revisions or modifications shall be distributed to all staff of the Adult Day Health Provider and to the Operating Agency.
2. The Adult Day Health Provider shall ensure that key agency staff, including the agency administrator or the DSP Supervisor, be present during compliance review audits conducted by SARCOA and/or its agents.
3. A governing body or designated persons so functioning shall assume full authority for the operation of the Adult Day Health center. A list of the members of the governing body will be made available to SARCOA upon request.
4. The Adult Day Health Provider must maintain an annual operating budget, which will be made available to SARCOA upon request.
5. During the life of the contract, the Adult Day Health Provider will acquire and maintain contract liability insurance to protect all paid and volunteer staff

including board members, from liability incurred while acting on behalf of the Adult Day Health Center. Upon request, the Adult Day Health Provider will furnish a copy of the insurance policy to SARCOA.