

QUALITY GUIDELINES

WTN has developed quality guidelines based on a corporate philosophy that our organization provides best of practices. In order to achieve continuous quality improvement, WTN's protocols are constantly scrutinized. WTN associates with other best of practice providers and makes every effort to stay on the cutting edge of current trends and regulations. WTN 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]:

- A. WTN 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 employees/home service workers (caregivers).
- B. WTN maintains Professional Liability, Commercial General Liability, Fidelity Bond, Non-Owned Auto and Workers Compensation insurance policies.
- C. WTN enters into a Home Services Agreement with the Client that includes, but is not limited to:
 - 1) Indication and assurance of compliance by WTN with the requirements of the Illinois Licensing Act and the Health Care Worker Background Check Act.
 - 2) Indication and assurance that WTN is responsible for the hiring, training, and supervising of all employees. This includes the discipline and firing of all employees.
 - 3) 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.
 - 4) Time period for contractual arrangement and conditions for termination of the contract.
 - 5) Contact information for the Client to use in case of concerns, complaints, or questions on care to be provided.
- D. WTN 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. WTN 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:
 - 1) The level, type and/or scope of services the Client is receiving.
 - 2) Identification of any functional limitations of the Client and the relevance of the limitation to the services to be provided.
 - 3) Information received from the Client, in consultation with the Client and his or her appropriate family members or representative, on circumstances that may have an impact on activity or involvement by the Client, such as basic information on medications being taken, treatments received, Client's physician, activity, diet and mental status.

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CORPORATE VALUES continued

- E. WTN maintains a Client Record for each client receiving in-home services. The record contains:
- 1) Appropriately identifying information for the client, including the client name, address, and telephone numbers.
 - 2) The name, address, and telephone numbers of the client's representative, if applicable.
 - 3) The name, address, and telephone numbers of an individual or relative to be contacted in an emergency.
 - 4) The Service Plan agreed to by the Client and WTN.
 - 5) A copy of the fully executed Home Services Agreement between the Client and WTN.
 - 6) Documentation of the services provided at each visit.
- F. WTN maintains a Caregiver Record for each caregiver providing services which contains:
- 1) Appropriately identifying information for the caregiver including; name, address, telephone numbers, social security number, date of birth, and name and address of next of kin.
 - 2) Evidence of qualifications, including any current licensure, registration or certification, and training as required by state or federal law.
 - 3) Dates of employment, starting and ending dates on placement of cases, of separation from WTN and the reason for separation.
 - 4) Documentation on the monitoring and supervision of the caregiver including any applicable disciplinary actions.
- G. WTN's total Quality Improvement Program, which includes written policies, shall be evaluated at least once a year. The evaluation includes caregiver and/or client record review, as appropriate. This evaluation accesses the extent to which WTN's program is appropriate, adequate, effective and efficient. Results of the evaluation are reported to and acted upon those responsible for the operation of WTN and are maintained separately as administrative records.

HIRING

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

- A. Application Process – a formal process, including written application, telephone discussions, and staff discussions must occur for each applicant.
- B. Interview Process – a minimum of two (2) in-person interviews are required for each applicant.
- C. A minimum of two (2) work related references, either written or verbal, are required verifying prior direct client care.

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HIRING continued

- D. WTN conducts a check of the Illinois Statewide Sex Offender Database, Illinois Department of Corrections (IDOC) Sex Registrant, and US Department of Justice Dru Sjodin National Sex Offender Public Website (NSOPW)
- E. WTN conducts a check of the Illinois Department of Public Health (IDPH) Health Care Worker Registry for administrative findings of abuse, neglect or misappropriations of property.
- F. WTN conducts an initial criminal history background check utilizing Illinois State Police Uniform Conviction Information Act (UCIA) records. Criminal history background checks are updated periodically for all caregivers.
- G. WTN 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.
- H. WTN ensures that all prospective caregivers:
 - 1) Do not have a disqualifying background check under the requirements of the Health Care Worker Background Check Act without a waiver.
 - 2) Have a copy of their Social Security Card.
 - 3) Have a visa or proof of citizenship in compliance with the Department of Justice, Immigration and Naturalization Service requirements for employment.
- I. When applicable, WTN acquires documentation and verification of current certification, registration or license information.
- J. WTN 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.
- K. In accordance with CDC federal guidelines, a Hepatitis B Vaccine Policy is in place.
- L. WTN employees are provided with a comprehensive job description outlining duties and limitations.

TRAINING

WTN will provide a minimum of eight (8) hours of initial training for each caregiver. Four (4) hours of training will be provided prior to the caregiver's first assignment and the remaining four (4) 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:

- i. An extensive orientation to WTN's philosophy and standards of care. This includes a review of WTN's employee policies and procedures (Roles and Responsibilities) manual. A signed acknowledgement form is obtained.
- ii. A review of the caregiver's job responsibilities and limitations.

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TRAINING continued

- iii. Standard Precautions/Infection Control – WTN 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 in order to comply with those regulations. Initial focus is on hand washing, basic hygiene and basic infection control practices.
- iv. Confidentiality and security of clients' personal, financial, and health information in accordance with applicable Health Insurance Portability and Accountability Act (HIPAA) regulations. A signed acknowledgement form is obtained.
- v. Information on the signs, symptoms and reporting of elder abuse.
- vi. Explanation of the client's individualized Service Plan.
- vii. 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.
- viii. How to assist with personal care tasks.
- ix. Basic body mechanics for employee safety. Specific "how to" instructions are given for transferring client using proper techniques.
- x. WTN's procedures for the safety of the employee and client along with guidelines for handling emergency situations including disaster/emergency preparedness. WTN's 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.
- xi. Communication skills in areas such as with people who are hard of hearing, have dementia or other special needs.
- xii. Promoting client dignity, independence, self-determination, privacy, choice and rights.
- xiii. Maintaining a clean, healthy and safe environment.
- xiv. 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 such devices.
- xv. Basics of hydration and information on the signs and symptoms of dehydration.
- xvi. Overview of basic human needs specific to aging and disease processes.
- xvii. Basics of nutrition requirements and the guidelines for meal preparation including training or explanation of dietary requirements for client illness or condition.

Note: In addition to the above initial training requirements, each WTN caregiver must complete a minimum of eight (8) hours of continuing education/training annually. This may include hands on demonstrations, self-study packets, corporate training programs, DVD's, workshops on pertinent senior care topics as well as individual training for the unique needs of the client receiving care.

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SUPERVISION

WTN supervisors have experience and training in the home care services industry. A WTN supervisor:

- A. Will oversee the provision of day-to-day services and the placement of caregivers.
- B. Is available for questions, comments or concerns at all times.
- C. Will conduct on-site supervisory visits at a minimum of every ninety (90) days or more often if the plan of service requires it.
- D. Will oversee an annual caregiver performance evaluation.
- E. Will review a sample of active and closed client records, at least quarterly, to assure that established policies are followed in providing services (direct services, as well as those under contractual arrangement). If applicable, this review will assess whether the service provided was directly related to the stated service plan.
- F. Will comply with the Abuse, Neglect and Financial Exploitation Prevention and Reporting as outlined in Title 77, Section 245.250.

Note: Supervision does not constitute time or an activity that can be billed as a service to the client/consumer.

WTN'S TEAM OF SUPERVISORS

WTN's supervisory team draws on the skills from a wide array of health system experiences.

Contact Information for WTN Supervisors

Director/Agency Manager: Mark Paley, R.Ph.

Client Assessment and Caregiver Supervision and Monitoring:

Client Care Supervisor: Michelle Rakoncay, RN

Liaison between WTN and Clients, Client's Family, Friends and Business and Health Partners:

Client/Caregiver Relations Coordinator: Lacey Moak

Billing and Insurance Questions:

Bookkeeper: Jamie Kirsch

Director of Operations: Kathy Kwiatkowski