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| ILAH Service Plan of Care Policy | **Last Revision:** | June 2019 |
| **Last Reviewed:** | June 2019 |
| **Applies to the following THA Group of Companies:**  | * Independent Life at Home
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| **Included in the following THA Manuals:** | Administrative Policies and Procedures |

### PURPOSE

The purpose of this policy is for THA Group, Independent Life at Home (ILAH) to have a complete and accurate assessment of the client to foster quality and continuity of care. In addition, to document and create a means of communication between caregivers and between caregivers and clients about health status, preventive health services, treatment, planning, and delivery of care.

### POLICY

THA Group, Independent Life at Home (ILAH), offers comprehensive needs assessment, an analysis of the service plan and resource options, and a plan to integrate provider services, community resources, and client resources. A written plan of service shall be established in collaboration with the client and/or responsible party.

Clients will be evaluated, and the Service Plan of Care will be completed or updated as required during the times below:

* Prior to the start of new or renewed services
* Within 48 hours of current clients being discharged from the hospital other acute care setting
* Anytime there are substantial changes to the client’s requirements, diagnosis, medications, etc.
* Services including Nursing Services at least every 62 days
* Every 92 days at the time of the supervisory visit
* Every 122 days for companion/sitter care

### PROCEDURE

1. The Director and Registered Nurse (RN) will interview and evaluate the client at the client’s place of residence during the initial visit. The Director and RN will list the client’s physical/functional limitations (e.g. Non-ambulatory, special care needed, feeding issues, health issues, etc.) and what types of services are required and the frequency/duration of such services. The frequency/duration will list the specific days of week and hours that services are required. Services provided must be within the scope of services offered. If services are required outside of the scope of services offered, the Director and RN may assess for eligibility for other services or providers to assist the patient in receiving the necessary care, including assessing for eligibility and referring to other services under THA Group to include, Island Health Care (Home Health), Island Hospice and Palliation Choices.
2. The Director and RN will document the visit on the Service Plan of Care form. The Director and RN will provide a copy to the client or client’s responsible party and provide the original to the Administrative Director.
3. The Administrative Director will enter the information, including the task notes into the Electronic Health Record (EHR) system. Upon being entered into the EHR system, the task notes will flow to our telephony system, communicating to our caregivers the tasks that are required to be provided. The Administrative Director will also provide a copy of the Fact Sheet, including any pertinent information, such as whether a DNR is on file and the task list to any caregivers assigned to the case. The Administrative Director will also send a copy of the task list to the On-Call Scheduler and will file in the secured office filing cabinet for a minimum of six (6) years.
4. The type of service ILAH provides to the client is based on what the client states is required. ILAH will present the service agreement plan to the client based on what the client has requested which will include the duration of service, how many days a week, whether services will be delivered in the mornings, afternoons, and/or at night. It is the responsibility of ILAH to provide services as requested by the client in the service plan of care agreement. ILAH is committed to meeting the goals and objectives of the client by providing quality care based off the needs identified in the Service Plan of Care.
5. After the service agreement and service plan of care has been executed by the client and/or the client’s responsible party and the company, ILAH will then start providing services as requested by the client at the client’s residence.
6. If a client is being discharged from the hospital or other acute care setting, the Director and RN is required to review the discharge summary from the hospital or facility and document any pertinent information regarding the clients needs on the Service Plan of Care form.
7. In the event ILAH is unable to continue to provide services to a client, a discharge plan is initiated. At that time, the company will assist in providing other services and/or providers to assist in the care of the client.