

Category: Human Resources Number: 2.009.1

Subject: **Competency Evaluation**

Applies: All Field Staff Page: 1 of 3

Purpose: To assess competency of all field staff.

Policy: Field must demonstrate competency within the job description that applies to that staff member, prior to be permitted direct contact with patients. This may be established through several methods, such as demonstration of skills by the employee to the supervisor as long as the supervisor has at least equal credentials. For example, a RN cannot assess skills of a PT, but the RN can assess another RN, LPN, or CAN. Testing may be used to assess competencies. Skills checklist may also be used in conjunction with testing.

Procedure:

- a. All field staff must be evaluated for competency with relation to their description prior to receiving patient assignments and prior to performing new tasks.
- b. Written tests are one method of evaluation and may be used in coordination with skills checklists.
- c. Any skills that are deemed unsatisfactory must be retrained, and return demonstrated, and documented before the employee may perform that skill in the field.
- d. Skills check must be completed annually.
- e. Nurse aide competency must be evaluated by a RN with at least 2 years of nursing experience and at least one year of which must be in the provision of home health care. Competency will be determined prior to allowing the aide to work independently. Proof of competency will be kept in the employee's personal file. The competency evaluation program for the nurse aide includes, but not limited to:
 - Communications skills
 - Observation, reporting and documentation of patient status and the care or service furnished
 - Reading and recording temperature, pulse, and respiration
 - Basic elements of body functioning and changes in body function that must be reported to an aid's supervisor
 - Maintenance of a clean, safe, and healthy environment.

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- f. The physical, emotional, and developmental needs of and ways to work with the populations served by the HHA, including the need for respect for the patient, his or her privacy and his or her property.
- g. Appropriate and safe techniques in personal hygiene and grooming that include:
 - o Bed Bath
 - o Sponge, tub, or shower bath
 - o Shampoo, sink, tub, or bed
 - o Nail and skin care
 - o Oral hygiene
 - o Toileting and elimination
- h. Safe transfer techniques and ambulation
- i. Normal range of motion and positioning
- j. Adequate nutrition and fluid intake
- k. Any other task that the HHA may choose to have the home health aide perform.

The following competencies must be evaluated while the aide is performing the tasks with a patient or pseudo-patient.

- a. Reading and recording temperature, pulse, and respiration.
- b. Safe transfer techniques and ambulation
- c. Normal range of motion and positioning
- d. Appropriate and safe techniques in personal hygiene and grooming that include
 - o Bed Bath
 - o Sponge, tub, or shower bath
 - o Shampoo, sink, tub, or bed
 - o Nail and skin care
 - o Oral hygiene
 - o Toileting and elimination

A Home Health Aide is not considered competent in any task for which he or she is evaluated as unsatisfactory. The aide must not perform that task without direct supervision by a licensed nurse until after he or she receives training in the task for which he or she was evaluated as unsatisfactory and passes a subsequent evaluation with satisfactory.

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Job Descriptions are an extension of this policy in regards to licensure, education, training, and competency requirements for each position.

Attachments:

- Skills Checklist
- Competency Tests
- Job Descriptions

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Subject: **Orientation and Staff Development**

Applies: All Staff

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Purpose: To provide employees with knowledge of the organization and an opportunity for ongoing development.

Policy: At or near the time of hire, all employees, including contracted personnel are required to be presented with the Agency's general orientation program and Employee Handbook, and are required to attend all of the Agency's orientation and training programs which are scheduled for them. Through an orientation period, each new employee/contracted personnel shall become acquainted with the purpose and program of the organization. Orientation must be completed prior to assuming patient assignments. Through an orientation period, each new employee/contracted personnel shall become acquainted with the purpose and program of the organization. Orientation must be completed prior to assuming patient assignments.

Procedure:

The orientation process is instructed by either the Administrator or the Director of Nurses or by appointed personnel that is duly qualified to perform the orientation process. During the orientation period, the employee will learn, at a minimum:

- The broad goals and scope of the Agency's services
- The Agency policy and Procedure Manual
- The duties and responsibilities of the job
- Methods in preventing the spread of infectious diseases
- Exposure Control Plan
- Disaster Plan
- Patient Rights
- Emergency Preparedness'
- Infection Control
- Cultural Awareness
- Confidentiality and PHI
- Education about Personal Protective Equipment
- Education about eliminating and minimizing physical risk to staff and patients
- Employee regulations, applicable laws.
- Skills competency (verbal and/or direct, including testing) will be performed during orientation by a RN and at repeated at least annually.
- How to report emergencies, abuse, neglect, accidents, incidents, or adverse effects.
- Advance Directives and End of Life Training

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All staff providing direct client care will sign a statement stating that they have read and understand and will comply with all applicable Agency policies.

Clinical staff must complete OASIS Training. Here is a possible resources:

<http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/EducationalResources.html>

- Location of equipment and orientation to equipment
- Professional boundaries
- Patient complaint handling
- Ethics
- Pain Management
- Available Community Resources
- Orientation to the Performance Improvement Plan
- Mission, Goals, and Philosophy
- Record keeping and reporting
- Conflict of Interest
- Sentinel Events
- Special Population Training (if applicable)
- Communication Barriers
- Corporate Compliance Plan
- Conveying of charges for care/service
- OSHA (Right to Know Laws)
- OSHA requirements, safety and infection control
- Incident/variance reporting
- Organization Chart
- Job Descriptions

Ongoing staff development will be accomplished by:

- Yearly attendance by professional clinical staff to at least one development program or programs required to maintain licensure. In service education as needed.
- On going client discussion with professional staff.

Refer to the Human Resources Orientation Manual

An Absolute Health Care Services, LLC

Category: All

Number: 2.008.1

Subject: **Policy and Procedure Agreement**

Applies: All Staff

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ALL STAFF:

I, _____ have read, understand and agree to abide by the policies and procedures set forth by An Absolute Health Care Services, LLC.

I also understand that I may view or copy any or all of An Absolute Health Care Services, LLC policy and procedure manual for review or retention.

I also agree to adhere to all local, state and federal procedures regulated as precedent for the home health care industry for compliance in providing care to Agency clients as designated.

Staff Signature: _____

Date: _____

Administrative: _____

Date: _____