

POLICY AND PROCEDURE PERTAINING TO HEALTH SERVICE COORDINATION AND CARE

PURPOSE

The purpose of this policy is to promote the health and safety of persons served through establishing guidelines for the coordination and care of health-related services.

POLICY

It is the policy of EON, Inc. to meet the health service needs of each person being served as defined and assigned in each person's Support Plan (SP) or Support Plan Addendum (SPA).

PROCEDURE

- I. The following procedures apply when EON, Inc. is assigned responsibility for meeting the health service needs of the person.
 - A. When discovered, EON, Inc. will promptly notify the person's legal representative, if any, and the case manager of changes in a person's physical and mental health needs affecting health service needs assigned to EON, Inc. in the person's Support Plan (SP) or Support Plan Addendum (SPA).
 - B. If EON, Inc. has reason to know that the change has already been reported, it is not necessary to report.
 - C. All health change(s) must be documented, including when the notification of the health change(s) was given to the legal representative, if any, and case manager. This documentation will be noted in the Health T-Logs.
 - D. In coordination with the person served health care providers, EON, Inc., the person served, and person's legal representative, if any will determine how each person's health condition(s) will be monitored.
 - E. Documentation will be maintained on how the person's health needs will be met, including a description of the procedures to follow in order to:
 1. Provide medication assistance or medication administration according to the procedures outlined in the EON, Inc. Medication Administration Policy.
 2. Monitor health conditions according to written instructions from a licensed health professional.
 3. Assist with or coordinate medical, dental, and other health service appointments.
 4. Use medical equipment, devices or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.
- II. Seeking Medical Attention
 - A. If symptoms are felt to be life threatening, staff will first call 911. Follow Incident Response and Reporting Policy.

III. Injuries

- A. If an injury can be handled with minor first aid, provide first aid, and make a notation in Health T-Log.
- B. If an injury requires more than basic first aid, utilize the walk-in clinic, emergency department or call 911. Follow any instructions provided and document findings and treatment given in a General Event Report (GER) and Health T-Log.

IV. Illness

- A. If a person develops signs or symptoms of an existing health/medical condition that can be handled with prescribed PRN medication and/or established procedure for that condition, provide that medication or treatment and make a notation in Health T-Log.
- B. If a person develops signs or symptoms of illness that are a change in their health condition, an appointment shall be scheduled to assure timely diagnosis and treatment. If an appointment is not available the same or following day with the person's primary care physician, another provider may be seen. If necessary, utilize the walk-in clinic or emergency department. Document that an appointment was scheduled and the results of the appointment in a Health T-Log.
- C. If a person receiving services has been diagnosed with a communicable disease, it will be reported to the supervisor via completion of a GER. It will also be promptly reported to other licensed providers (i.e. work). A communicable disease is defined on the Minnesota Department of Health's website (<http://www.health.state.mn.us>) under Reportable Infectious Diseases: Reportable Diseases A-Z. A copy of this list is maintained in the Safety Manual.

V. Medication Administration

- A. Staff will read the registered nurse (RN) developed and Minnesota Department of Health Approved Medication Administration Policy, complete the accompanying quiz and an observed skill assessment to the Community Supports Supervisor, Community Supports Manager, LPN or RN prior to administering any medications. Procedures and practices referenced in the Medication Administration Policy will be adhered to.
- B. Medication administration will be taught by the RN when the person has, or at any time develops, a health care condition that requires:
 - 1. Specialized or intensive medical or nursing supervision.
 - 2. Adaptations to services to accommodate the health and safety needs of the person.
- C. Any concerns about a medication or treatment, including side effects, effectiveness or a pattern of the person refusing medications or treatments shall be reported to the LPN or RN associated with the house where the person resides, if any, or to the prescriber. Adverse reactions must be immediately reported to the LPN or RN, if any, or prescriber. Any such report will be noted in the Health T-Logs.

VI. Reviewing and Reporting Medication and Treatment Issues

- A. A quarterly review of the medication administration record will be completed to ensure that information is current and to identify medication administration errors. The review may be completed more frequently if directed in the SP or SPA or if requested by the person or their legal representative, if any.

B. The following will be reported to the legal representative, if any, and the case manager as they occur or as otherwise directed in the SP or SPA:

1. Reports made to the person's physician or prescriber regarding
 - a. Missed medications or treatments (whether by staff error or the person's refusal)
 - b. Possible adverse reactions to medications or treatments
2. Person's refusal or failure to take medications or treatments as prescribed
3. Concerns about a person's self-administration of medication or treatment

VII. Assisting Person Served with Medical Appointments

- A. It is the policy of EON, Inc. to foster the person served independence in scheduling and attending medical appointments. At the same time, EON, Inc. strives to maintain good relationships with community professionals by insuring the person served is prepared for appointments and arrive as scheduled.
- B. In order to provide this balance, each person's level of independence in preparing for and following up with attending appointments as scheduled is assessed. EON, Inc. staff provide assistance at whatever level is needed to insure the person's health is maintained. Support needed by the person served is addressed in their Self-Management Assessment.

VIII. Medical Equipment

- A. When a person served requires the use of medical equipment, devices, or adaptive aides or technology, EON, Inc. will ensure the safe and correct use of the items and that staff are trained on its use and assistance to the person served. The listed items will only be used according to the written instructions from a licensed health professional.
- B. When person served requires the use of the medical equipment to sustain life or to monitor a medical condition that could become life threatening without proper use of the medical equipment, including, but not limited to ventilators, feeding tubes or endotracheal tubes. Staff will be trained by a licensed health care professional or manufacture representative including an observed skill assessment to demonstrate staff's ability to safely and correctly operate the equipment according to the treatment orders and the manufacturer's instructions.

IX. Universal Precautions and Sanitary Practices

- A. EON, Inc. follows universal precautions and sanitary practices, including hand washing, for infection control, and to prevent communicable diseases. Refer to Safety Manual.

REFERENCED POLICIES

Incident Response and Reporting
Medication Administration
Safety Manual

REFERENCED FORMS

Self-Management Assessment (SMA)
General Event Report (GER)
Health T-Log

WEBSITE

Minnesota Department of Health's website (<http://www.health.state.mn.us>)