

Specialized Nursing Services and Scope Of Services

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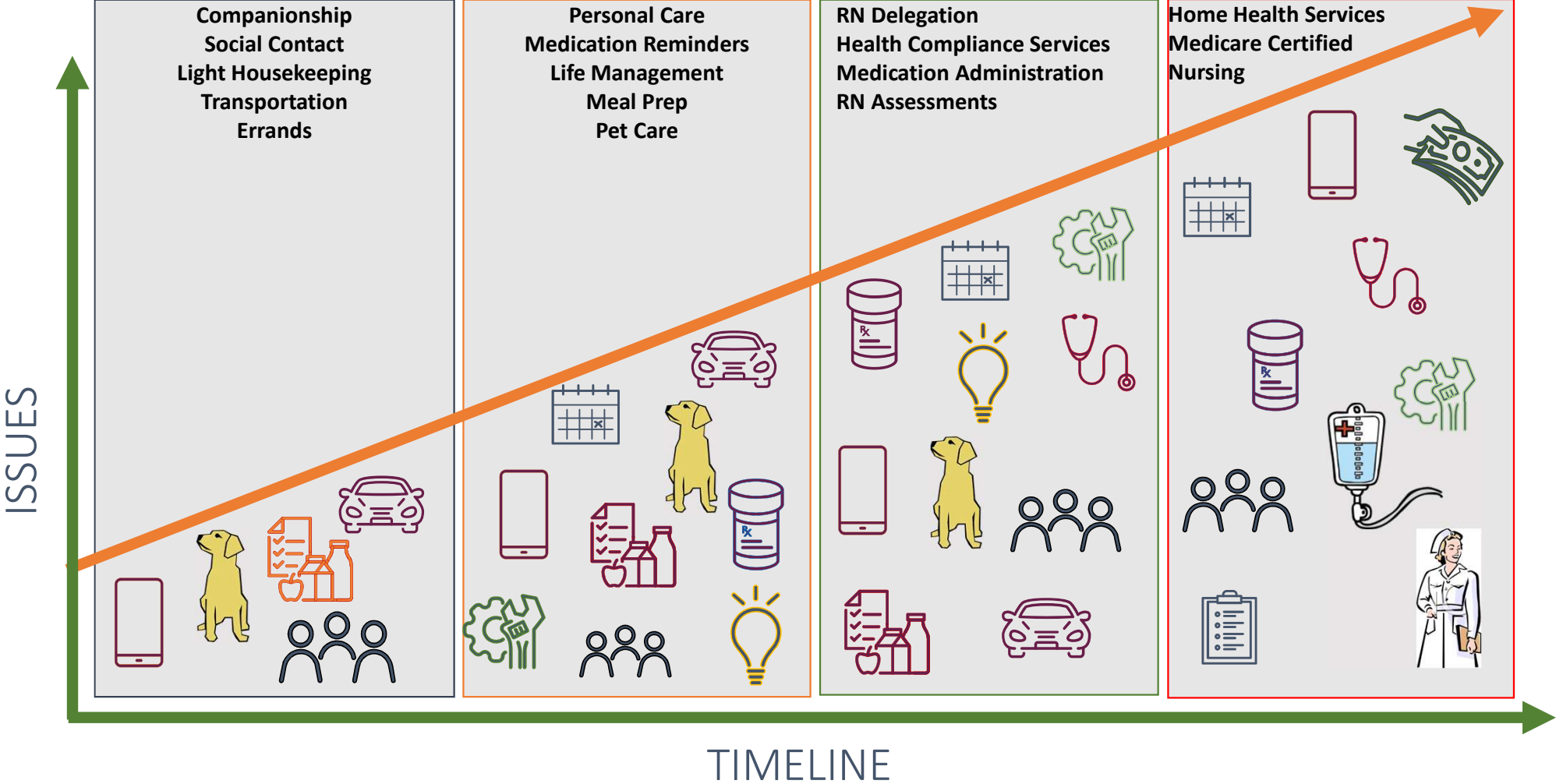


Core Services versus Expanding to Specialized Nursing Services



- Personal Care, Companionship and Homemaker services
- Specialized Nursing Services Umbrella
 - RN Delegation
 - Medication Management
 - Nursing Services

Ensuring the Home Care Model Remains Relevant



Personal Care Scope of Services

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New Scope of Service Chart



Scope of Services Chart for Personal Care Services

Personal care services although not consistently defined in the industry do include assistance with all activities of daily living. When providing personal care services you will need to follow the Right at Home Standards:

- Obtain and maintain all necessary state licensure and certifications.
- Maintain professional liability insurance appropriate for the services you are providing or expecting to provide (This is separate from general liability coverage).
- Incorporate Home Care policies and procedures. [The Corridor Group](#) has policies and procedures for personal care available for purchase.
- In states that require nursing oversight, engage a licensed, registered nurse (RN), in good standing, to manage the delivery of services and complete any required nursing assessments.
- Document individual caregiver training and return demonstration of the specific personal care services they will provide to clients.
- Maintain a signed, current individual plan of care including the specific tasks/services assigned to the caregivers to provide for each client.
- Conduct Quality Assurance or Supervisory visits with the client on a routine basis, with the minimum of every 120 days.

Specialized Nursing Services Umbrella

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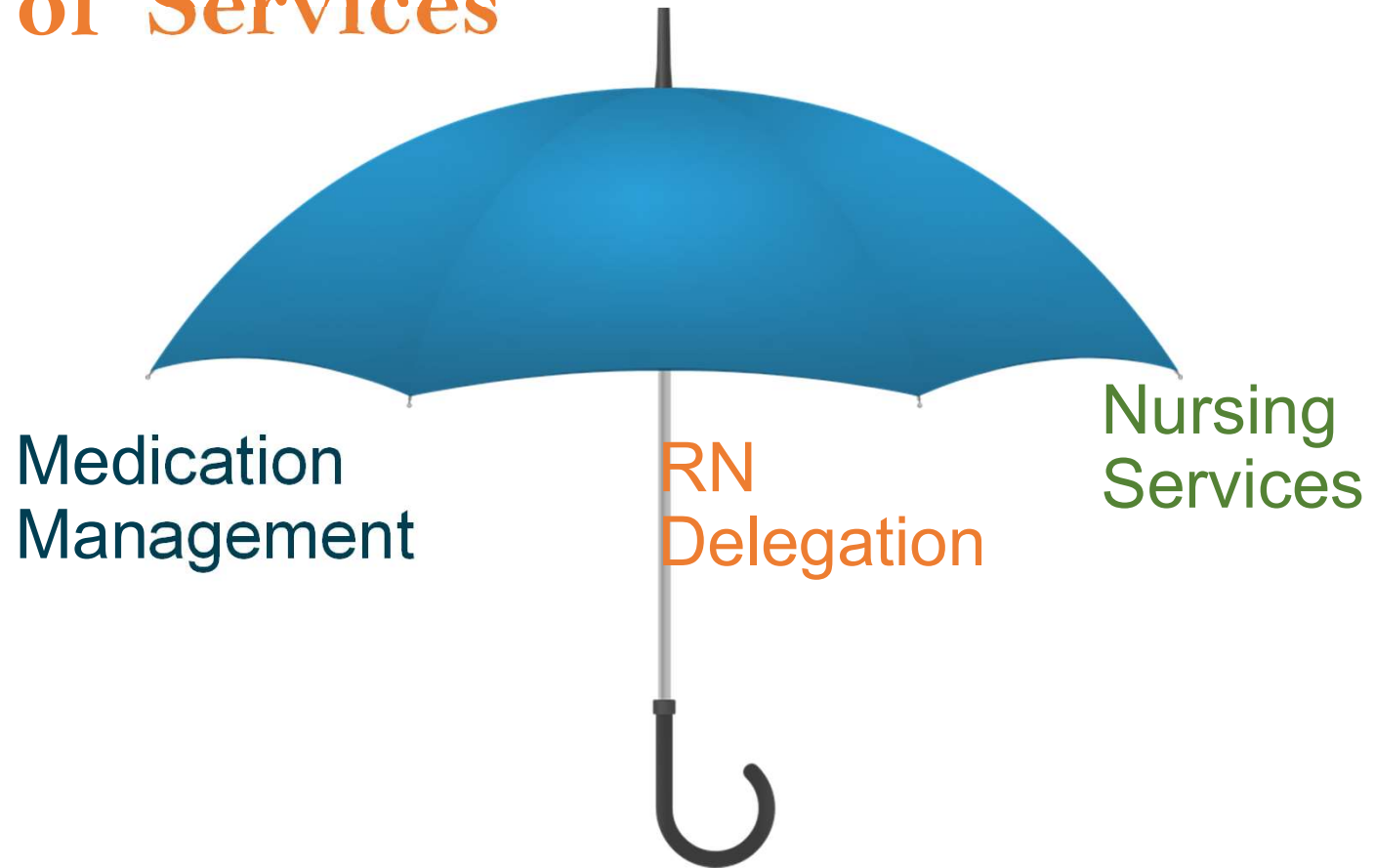


Specialized Nursing Services

- New Name
- Clearer Focus
- True to our core services
- Better Partner Advantage



Umbrella of Services



Specialized Nursing Services Standards



- Few Changes to the current Standards
 - Determine State regulations and licensure regarding services
 - Maintain appropriate liability insurance
 - Complete Specialized Nursing Services training curriculum
 - Incorporate Policies and Procedures that include the level of service providing
 - Initiate home care accreditation
 - Full-time RN to manage the delivery of services

Specialized Nursing Services Standards



- New

- Determine state board of nursing regulations
- Request to expand your services
- RN Delegation Training
- Documentation of Training / Observed Competency
- Specific clinical interventions documented on Plan of Care
- 90 day Quality Assurance visits
- Notification

Medication Management



- Falls under Specialized Nursing Services Umbrella
- Need Request Form
- Exempt from Accreditation Standard
- Comply with all other Brand Standards related to Specialized Nursing Services
- Subject to additional Clinical Excellence review

RN Delegation

- Not the same as delegation in a facility
- Regulated by the State Board of Nursing and the NCSBN/ANA
- New Right at Home Classes to Support
 - Overview
 - RN Focus
 - Caregiver Focus

RN Delegation – What is it?

- Transferring a specified nursing task(s) for an individual client to a qualified caregiver
- Trained and delegated specifically to an individual caregiver by the delegating RN.
- Only after RN determines if the client is stable and the outcome from the task is predictable
- Specifically trained to the client and the specific task(s).

RN Delegation – Why?



- Safely keeping a client even with increased care needs
- Increasing job satisfaction and retention
- Nurses are expensive
- Coverage issues

Specialized Nursing Services Scope of Service

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Specialized Nursing Scope



- Divided into 4 sections
- Delineate what is a nursing intervention that can be delegated
- What is a true nursing services
- What is out of scope for the brand

New Scope of Service Chart



Scope of Services Chart for Specialized Nursing Services

In order to provide Specialized Nursing Services your franchised business(s) must comply with the following standards:

- Obtain and maintain all necessary state licensure and certifications including regulations guided by the State Board of Nursing.
- Maintain professional liability insurance appropriate for the services you are providing or expecting to provide (This is separate from general liability coverage).
- Complete the **Request to Expand Services into Specialized Nursing Form** and receive corporate approval to provide these additional services.
- Complete Right at Home Specialized Nursing Services training curriculum.
- Initiate Home Care Accreditation with an approved accrediting body such as [The Joint Commission \(TJC\)](#).
- Incorporate policies and procedure in compliance with the level of service provided including RN delegation protocols. Policies may be prepared by the approved vendor, [The Corridor Group](#).
- Engage a licensed, registered nurse (RN), in good standing, to manage the delivery of Specialized Nursing Services. (Managing includes, but is not limited to, training, RN delegation, supervision, and oversight of the services.)
- Document individual caregiver training and return demonstration of the specific delegated services they will provide to the individual client.
- Maintain a signed, current plan of care including the specific RN delegated services and/or specialized nursing services provided for each client.
- Conduct Nurse led Quality Assurance visits at a minimum of every 90 days.
- Notify adjacent, neighboring Right at Home franchise owners you are providing these additional Specialized Services.

FAQs

- What if the service I am asked to provide is not on either chart?
 - Discuss with Clinical Excellence team
- What if my RN refuses to delegate?
- What if the state says we can do a service that is listed as out of scope, can I still do it?

Implementation

- Introduction
 - Kelly Stone
 - Director of Clinical and Operational Excellence
- Implementation of Scope of Services
- Best Practices

Implementation Best Practices – Training

- Train current office staff on the scope of services and RN delegation
- Incorporate Scope of Service chart into caregiver orientation, as part of agency scope of services

Implementation Best Practices

Review current clients on service

- Are their services we could provide them?
- Compare their needs with the scope of services chart
- This should be a regular practice done at supervisory visits as clients needs change.

Implementation Best Practices

- Continue to empower team such as client care coordinators, RN's, schedulers to utilize scope of service chart in their day to day routine
- Use Scope of Service Chart as a training tool when addressing caregiver or client issues that arise

Questions

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Thank you

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