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| **STANDARDS & CRITERIA** | **COMPLIANT** | **EVIDENCE** | **NARRATIVE SUPPORT** |
| **Standard 1 Criteria** |  |  |  |
| 1. A bed is available to each patient for 24 hours a day while admitted to the program. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 2. Onsite showering and laundering facilities are available to patients to promote proper hygiene. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 3. Clean linens are provided upon admissions. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 4. The medical respite facility is accessible to people who have mobility impairments and other physical disabilities. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 5. The medical respite facility provides access to secured storage for personal belongings and medications (when the program is not authorized to store/dispense medications by applicable governing bodies). | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 6. Food services meet applicable public health department guidelines for food handling. Note: If partnering with another organization to provide food services, the partnering organization agrees that they meet this criterion in a written formal agreement. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 7. At least three meals per day are provided.  A. Non-congregate settings  (including private and semi-private rooms in apartments or motels) may provide unprepared food if a fully equipped kitchen is available to the patient. If a kitchen is made available it is safe and hygienic and includes proper refrigeration and disposal of trash.  B. Meals and unprepared foods accommodate medical diets. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 8. Medical respite programs located in congregate facilities maintain 24-hour staff presence. On-site staff (either clinical or non-clinical) is trained at minimum to provide first aid and basic life support services and communicate to outside emergency assistance. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 9. Medical respite programs have 24-hour on-call medical support or a nurse call-line for nonemergency medical injuries when clinical staff is not on site. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 10. The organization has written policies and procedures for responding to life-threatening emergencies. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 11. The medical respite program is compliant with local and/or state fire safety standards governing its facility. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 12. The medical respite program has written code of resident conduct or behavioral agreement that describes program policies including potential causes for early discharge. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 13. The medical respite program has plans in place and staff training to address:  A. the handling of alcohol, illegal drugs, and unauthorized prescription drugs found on site.  B. the handling of weapons brought into the facility, including strategies to maximize client and staff safety, and appropriate staff response to violence. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| **Standard 2 Criteria** |  |  |  |
| 1. The medical respite program has a written policy and procedure for safe storage, disposal, and handling of biomedical and pharmaceutical waste including expired or unused medications and needles. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 2. The medical respite program has a written protocol for managing exposure to bodily fluids and other biohazards. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 3. When patient mediations are stored and/or handled by staff, the medical respite program follows state regulations for the storage, handling, security, and disposal of patient medications. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 4. The medical respite program has written protocols in place to promote infection control and the management of communicable diseases (e. g. Scabies, Methicillin-resistant Staphylococcus aureus (MRSA)). | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 5. The medical respite program follows applicable reporting requirements for communicable diseases. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 6. The medical respite premises and equipment are cleaned and disinfected according to policies and procedures or manufacturers’ instructions to prevent, minimize, and control infection or illness. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 7. A pest control program is implemented and documented. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| **Standard 3 Criteria** |  |  |  |
| 1. Medial respite program maintains clear policies and procedures for the screening and management of referrals into the medical respite program including:  A. Written admission criteria  B. Review of clinical appropriateness  C. The point of contact or phone number for referrals  D. Clinical summary  E. Referral decision time and communication back  F. HIPAA compliant communication | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 2. The medical respite program maintains standards for admitting practices:  A. Each patient admitted to medical respite program has a designated medical respite provider of record  B. The medical respite program performs medication reconciliation  c. The medical respite program screens for and honors existing advance directives  D. The medical respite program notifies existing primary care providers about a patient’s transition into the program | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| **Standard 4 Criteria** |  |  |  |
| 1. A medical record is maintained for each patient and its content, maintenance, and confidentiality meet the requirements set forth in federal and state laws and regulations. Note: Medical records may be maintained by an off-site health care organization that assumes  responsibility for the clinical care of patients while in the medical respite program provided all privacy laws are followed in the sharing of patient information and access to such information. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 2. Appropriate medical respite staff conducts a baseline assessment of each patient to determine factors that will influence care, treatment and services. For each patient, the baseline assessment includes:  A. Current diagnoses, pertinent history, medication history (including allergies and  sensitivities), current medications, and current treatments  B. Physical and mental health status  C. Behavioral health needs, including substance abuse  D. Pain status, as needed  E. Fall risk  F. Immunization status (at minimum influenza, consider other age appropriate vaccinations) | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 3. With each patient, an individualized care plan is developed specifying treatments, desired  outcomes or goals, and discharge indicators. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 4. Clinical encounters are conducted based on individualized care plans or changes in patient  conditions. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 5. Patients receive at least one wellness check every 24 hours by medical respite staff (clinical or non-clinical). Changes in the patient’s condition or patient concerns are communicated to the  designated medical provider. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 6. When various professional disciplines are involved in the care plan, care, treatment, and services are provided to the patient in an interdisciplinary, collaborative manner. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| **Standard 5 Criteria** |  |  |  |
| 1. The medical respite program designates staff to coordinate health care. Care coordination activities include:  A. Supporting the patient in developing self-management goals. Self-management goal setting is a collaborative approach to help patients increase understanding of actions that affect  their health and develop strategies to live as fully and productively as possible  B. Helping patients navigate health systems and establish an ongoing relationship with primary care providers/patient-centered medical homes  C. Coordinating or providing transportation to and from medical appointments and support services  D. Facilitating patient follow up for medical appointments and accompanying the patient to medical appointments when necessary  E. Ensuring communication occurs between medical respite staff and outside providers to follow up on any changes in patient care plans  F. Providing access to local phone service during the medical respite stay  G. Making referrals to substance use and/or mental health programs, as needed | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 2. The medical respite care team provides wrap around services including the following as appropriate (the services are either provided internally or contracted for):  A. Facilitating access to housing, including supportive housing when appropriate  B. Identifying community resources as indicated  C. Submitting applications for SSI/SSDI, food stamps, Medicaid, and/or other federal/state benefit programs  D. Providing access to social support groups (e.g., cancer support, addiction support)  E. Facilitating family/caregiver interaction | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| **Standard 6 Criteria** |  |  |  |
| 1. Medical respite program maintains clear policies and procedures for discharging medical respite patients back into the community.  A. The medical respite program has a written discharge policy. The policy specifies the personnel authorized to make discharge decisions.  B. Patient is informed of the discharge policy and procedure.  C. Patients are given a minimum of 24 hours’ notice prior to being discharged from the program (exceptions for administrative discharges in the event of inappropriate behavior). | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 2. The medical respite program maintains standards for discharging practices:  A. Upon discharge, a discharge summary is made available to the patient. Discharge  instructions can be made available within a reasonable period of time. The discharge  instructions may include the following:  • Written medication list and medication refill information (i.e., pharmacy)  • Medical problem list, allergies, indications of a worsening condition, and how to respond  • Instructions for accessing relevant resources in the community  • List of follow-up appointments and contact information  • Special medical instructions (e.g., weight bearing limitations, dietary precautions, wound orders)  B. Adequate protocols are in place for transferring patient information (or access to e-record) to appropriate community providers.  C. A discharge summary generated by the medical respite clinical team is forwarded to the  primary care provider. The summary may include:  • Admitting diagnosis, medical respite course, and disposition  • Allergies  • Discharge medication list  • Follow up instruction list  • Any specialty care and/or primary care follow up appointments scheduled  • Patient education/after care instructions  • List of pending procedures or labs that require follow up  • Communicable disease alerts  • Behavioral alerts  • Any pain management plan  • Any follow-up actions needed as a result of health insurance applications or other benefits initiated while at the medical respite program  • Contact information for treating providers  • Exit placement  D. For patients returning to the hospital, a clinical summary is generated by the medical respite clinical team to describe the reason for return.  E. The medical respite program has a policy and procedure that addresses non-routine discharge including but not limited to death and elopement.  F. Patients are provided with options for placement after discharge from the medical respite program. Every effort is made to transition patients to a living situation that is acceptable to the patient. Patient should be given information about community resources and where to  follow up with pending applications. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| **Standard 7 Criteria** |  |  |  |
| 1. The program establishes and annually updates a quality improvement plan. The quality  improvement plan includes essential information on how the program will implement and monitor high quality clinical and enabling services. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 2. Self-audits and/or peer reviews are conducted at least annually as part of the quality  improvement plan. Self-audit and peer reviews are regular reviews of client files to ensure that appropriate standards are maintained in the provision of care. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 3. The medical respite program has a written patient grievance policy and procedure. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 4. The medical respite program has a written procedure for managing and reporting incidents,  including patient falls. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 5. Staff employed by the program have written job descriptions and meet the qualifications required by such job descriptions. The job description defines the competencies of employees  involved in patient care, treatment or services. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 6. The credentials of licensed and certified professionals (employed, contracted, and volunteer) are initially verified and subsequently reviewed at least every two years per program policy. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 7. To the extent the program or organization utilizes volunteers in providing care, treatment, or services, there will be written procedures in place to screen volunteers to ensure patient safety.  All clinical volunteers are credentialed per programs credentialing process for their relevant scope of practice. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 8. The administering agency employs or appoints a Medical Director to oversee the medical aspects of the program. The Medical Director is a licensed provider who is an (NP, PA, MD, DO). | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 9. Performance reviews are conducted annually for all employees pursuant to written human resource policies. For clinical staff, the performance review includes an evaluation of the quality  of clinical care provided. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 10. The medical respite program establishes a training plan to equip employees, volunteers, contractors with necessary skills to maintain a safe and quality-oriented environment. Training  topics may include:  A. Health information privacy and HIPAA regulations  B. De-escalation  C. Non-discrimination and cultural competency  D. Sexual harassment  E. Bloodborne pathogen exposure  F. Incident reporting  G. Timely and complete documentation of clinical care | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |
| 11. The medical respite program conducts a patient experience of care survey. | YES  NO | JOB DESCRIPTION  POLICY/PROCEDURE  FORM  AGREEMENT/CONTRACT  OTHER | Click here to enter text. |