



## Non-Medical: Policy Support Changes

All New Non-Medical agencies to Certified Home Care Consulting are receiving an email link for the policies now - instead of the previous process of one policy call. This change provides information that can be viewed as often as necessary, and can be utilized for any new staff who may need to be educated on agency policies and procedures, and where to find them.

## Regulatory Updates

The CMS issued moratoria on new Home Health agencies in 4 states was approved to remain in place for an additional 6 months on July 29<sup>th</sup>, 2017.

**Trainings available through Certified will be held on Wednesdays  
- call ahead to arrange for your training - seats fill fast**

ICD 10  
OASIS TRAINING  
Medicare CoP's Prep

IV Training (2-days RN's only)  
Skilled Nursing Notes  
Hospice Prep (and many more!)

*\* Seating is limited, call to reserve your space today! 617-477-9594*

*(Regulatory Updates cont.)*

While CMS did lift the moratorium in Texas on ground ambulance (Part B) services due to the natural disasters affecting many regions of the state in August, this did nothing to affect the existing moratoria on HHA's (home health agencies). While things remain the same for our agencies, this does provide some hope as to the future lifting of moratoria in all affected areas.

## MassHealth

The MassHealth Medicaid enacted moratorium on all new Home Health agency provider enrollment for services as well as the moratorium enacted for MassHealth support programs (Adult Foster Care, PCA Waivers) have both been extended for an additional six months, respectively. The Home Health provider enrollment moratorium will be reviewed again on February 11<sup>th</sup>, 2018 and the MassHealth support program moratorium will be revisited on April 10<sup>th</sup>, 2018.

## Survey Tips!

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With the upcoming CoP changes, surveyors are refocusing the questions that they pose to agency owners and staff alike. Here are some ideas of what to expect:

### (All staff)

1. Do you know who your direct supervisor is?
2. Do you know what the QAPI process is for your agency?
3. Have you been educated on the QAPI process, and are you participating in the quarterly meetings?
4. Do you know what to do in an emergency?

### (Administrator)

5. Have your HHA's been following the care plan that was written with the nurse?

### (Patient)

6. Have you or your representative had someone from the agency review the Patient Bill of Rights with you?
7. Did you or your representative receive a copy of the Patient Bill of Rights within 4 days of admission?
7. Were you asked if you would like a copy of your care plan?

**Prepare your staff to answer these questions and more!**

## Emergency Preparedness Changes Are Fast Approaching

Emergency Preparedness needs to be in place by November 15, 2017. Surveyors will be performing unannounced visits for compliance at any time after the 15th, and all agencies are responsible for having the plan in place. Existing agencies with CHC are able to access our webinar detailing more information at [www.certifiedhcc.com/webinars](http://www.certifiedhcc.com/webinars)

## 2018 Medicare CoP Highlights

Infection control is a new committee required by the new CMS regulations going into effect on January 13, 2018. The committee is responsible for education of employees and clients regarding infection control: influenza, shingles, cough hygiene, and hand washing. The committee will meet quarterly to review the incidence of infection amongst staff and clients. Performance improvement plans must be put into place to address any trends or issues that have arisen during the quarter. Example: increase in UTI's (urinary tract infections) among patients, and how the agency plans to reduce these recurrences.

The Patient Bill of Rights must be reviewed with the patient at

admission. The patient must be asked if they would like their representative to have a copy. If they say yes, the agency has 4 days to provide a copy to the representative. If the patient does not want the representative to receive a copy, it must be documented that the response was no.

## Hospice Industry News

Hospice Health Compare is now available for patients to review the quality of an agency against the quality of other agencies in the area. Hospice Medicare regulations are about to change, STAY TUNED

### EMERGENCY PREPAREDNESS PLAN REQUIREMENTS GO INTO EFFECT NOV 16, 2017

We're already prepared to assist you with compliance in rolling out the new required Emergency Preparedness Program with the healthcare law requiring implementation by Nov 16, 2017.

Lifetime updates on Medical & Non Medical Home Health and Home Care Policy and Procedure Manuals!

### WHAT MAKES US DIFFERENT THAN ALL OTHER CONSULTANTS OUT THERE?

#### We own and operate 7 businesses in the healthcare industry.

Why would you EVER want to work with a consultant that only tells you what to do and not lives, walks and breathes patient care?

That saying "Those that can't...teach" is a real thing.

Existing clients that don't have the time or extra staff to dedicate to applying the updates to your existing policy sets - give us a call to inquire about policy reprint services!

On top of medical and non medical policies we also offer specialty policies listed below to help your agency stand out from other local competitors in your market.

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