
V.A.H. Contractors Rules, Regulations, & Guidelines

VISIONS AMERICA HEALTHCARE ---- Residential Service Agency

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Residential Service Agency Regulations

EFFECTIVE January 1, 2022

Visions America Health (V.A.H.), a residential service agency for MD's Eastern Shore is announcing updates to their regulations effective, January 1, 2022. Many providers have difficulty complying with and interpreting rules, regulations, policies, and procedures of regulations. The intent of this change or update is to provide clarity for all of V.A. H's future contractors while ensuring consistent compliance in delivering safe, patient care and outcomes to all V.A.H. clients.

Changes / Updates to V.A.H. Regulations:

- 1. Compensation**
- 2. Professional Requirements**
- 3. Professional Responsibilities**
- 4. Trainings**
- 5. Point of Contact**

WHY REGULATIONS ARE NECESSARY?

As people increasingly receive care in the community rather than in facilities, RSA's are emerging as a fast – growing and increasingly relied – upon source of health care services. Just as the industry of healthcare is growing, so are the regulations that are needful to accommodate that industry. Such as names/mergers (Older Adult Waiver and Living at Home Waiver to Community First Choice – CFC) their functions, options, and plans.

WHO DEVELOPED the REGULATIONS?

The regulations were developed by a work group formed to incorporate current and best practices, clarifying standards for licensing requirements and establishing sanctions for non-compliance for residential service agencies. The work group included the Office of Health Care Quality (OHCQ) staff, Visions America C.D.C. (VACDC) board of directors, residential service and home care providers, in addition to other interested stakeholders.

WILL TRAININGS BE OFFERED TO PROVIDERS / CONTRACTORS?

Trainings will be offered through the Maryland National Capital Home Care Association (MNCHA) and the Office of Health Care Qualities as a collaborative effort for conducting state-wide trainings. As providers and / or contractors it will be your responsibility to attend such trainings. Visions America Healthcare shall conduct mandatory trainings the last Friday of the month at 11 AM to all contractors in Cambridge, MD at 403 Washington Street for updates in certifications and/or

professionalism. Scheduling of trainings shall exist unless prior mentioned dates fall on a holiday in which all staff will be notified of such change through monthly scheduled calendars.

All contractors are to be in attendance promptly at 11 AM and won't be allowed to enter if ten (10) minutes late! No Exceptions! Contractors not in attendance of mandatory trainings are those scheduled to work 12 hours shifts. Contractors that are scheduled to work 9 hours or less are required to report to the monthly trainings. Contractors not scheduled to work and are not in attendance will receive consequences up to and including their termination of contract.

WHO WOULD I CONTACT FOR ADDITIONAL INFORMATION?

Should you have any questions pertaining to these regulations/ contract, please do not hesitate to contact: 1) Tangela Diaz – Office Administrator at 443-225-5887 / 443-477-4311 Monday through Friday from 10 AM > 5 PM, 2) Trey Diaz – HR Manager at 443-944-2434 or 3) Sharon Wilson – President at 443-477-3093 (Leave a message)

DEFINITIONS

Residential Service Agency and/or Prime Contractor: An individual, partnership, firm, association, corporation, or other entity of any kind that is engaged in a non-governmental business of employing or contracting with individuals to provide at least one home healthcare service for compensation to an unrelated, sick or disabled individual in the residence of that individual; or an agency that employs or contracts with individuals for hire as home health care providers.

License Required: A necessary commodity as a person, partnership, corporation, association, or other entity to conduct or operate as an agency in the state of Maryland

Sub- Contractor: An individual contracted through an agency for hire as a home health care provider to conduct and follow all rules, regulations, policies, and procedures set forth and established by all governing parties with an interest / stake in the health, safety and wellbeing of sick or disabled individuals.

Scope of Services: The services provided by an agency upon approval from OHCDQ for health care decisions of the agency's responsibilities to coordinate care when appropriate with a contractor/ provider for the health, safety and wellbeing of a sick or disabled individual. The scope of services by an agency entails the complete operation of an agency's function. Such as: the admission criteria, billing, quality assurance program, **policies, procedures, personnel, patient care**, informed consent, hours of operation, care plans, skilled nursing, environment, safety, etc.

COMPENSATION

1. Sub-Contractors must clock in and out upon arrival and departure at client's home prior to compensation or there will be a fifteen (15) business day wait for compensation from D.H.M.H (NO EXCEPTIONS!)
2. Contractors can only miss four (4) times of clocking in or out by ISAS per month before contractors won't be paid by DHMH
3. Sub-Contractors will be compensated of hours calculated from ISAS report.
4. Sub-Contractors will be paid bi-weekly
5. Hours for compensation will vary depending upon the client's allotted hours of service & sub-contractor's hours in attendance
6. Sub-Contractors will be compensated based upon experience, care plan of clients, and certifications.
7. Compensation will be an hourly pay rate range from \$12/hr. - \$16/hr.
8. Sub-Contractors contracted hours are established in care plan by the state referring agency and compensated accordingly
9. Scheduled changes affecting compensation between sub-contractors must be agreed upon by both sub-contractors in home and such change reported immediately to the office.

TERMINATION of CONTRACTS

1. Not adhering to contract in its complete content
2. Not fulfilling job responsibilities
3. Jeopardizing the health, safety and wellbeing of a client
4. Harming the physical, mental, or emotional stability of a client
5. Use of intoxicants or drugs during scheduled work hours
6. Absence from work without coverage for scheduled work hours (NO TEAM PLAYER)
7. Complaints from client and/or representative for replacement
8. Failure to report and/or document abuse of neglect
9. Stealing from client or taking unauthorized funds
10. Falsifying documentation (Ex: Client not home and contractor is still on the clock)
11. Failure to communicate or interact with client during scheduled work hours
12. Leaving client unattended to take care of personal business
13. Death (Sub-Contractor has contract with client & they pass)
14. Failure to call / lateness more than 3 time a month
15. Without uniforms

MAINTENANCE of RECORDS/ DOCUMENTATIONS:

1. Submitting documentation of client's daily activities should be signed, turned in weekly along with timesheets
2. Updated of renewed documents
3. Maintaining documentation of client's daily activities recorded in tablet for R.N.'s review and team member
4. Sub-Contractors are to provide tablets for documentation of ISAS & Clients Activities
5. Time sheets in office every Thursday no later than 12 noon
6. Submitting Reportable Events documentation to V.A.H. office about client pertaining to ER visits, hospitalization, etc.

PROFESSIONAL REQUIREMENTS:

1. Background Checks / CJIS Report at the expense of the contractor
2. Current 1st Aide & CPR Certification
3. Picture Identification/ Driver's License
4. Social Security Card
5. A Physical
6. TB Test
7. Current Professional Certification Updated as Appropriate
8. Six (6) months to one (1) year experience in a facility
9. 3 References each (Personal & Business)
10. Document daily activities, report and prevent neglect or abuse of a client
11. Signing of Contract
12. Use of Cell phones not permitted during scheduled client hours
13. Wearing of Complete Uniforms Daily (Scrubs- For Top & Bottom)
14. Always be a TEAM PLAYER & CONDUCT SELF in a PROFESSIONAL MANNER
15. Arriving 5 – 10 minutes early & Greeting clients upon arrival
16. Sub-Contractors must ALWAYS make client aware of tardiness 15 -30 mins. In advance
17. A minimum of 2 and /or maximum of 3 Sub-Contractors per household dependent upon care plan hours
18. 24 -48 Hour notice to team member when personal engagements arise for a schedule switch among team
19. Always call the office prior to leaving clients residence with client. **Failure to do so & document offers contract termination!**
20. Document everything legible for reading & accessible for RN, administration & co-workers upon arrival!

PROFESSIONAL RESPONSIBILITIES:

Daily documentation in books / tablets relating to client's activities to the following but no limited to such:

1. Activities and exercises completed or refused
2. All chores completed with names daily (Ex: Refrigerator, freezer, stove, dusting, mopping, sweeping, laundry, vacuuming, etc.)
3. The amount of time client urinates and B.M.'s daily
4. Documentation when client takes or refuses medications daily
5. What client eats for breakfast, lunch, dinner, or snack
6. Document the type of day client has (good, moody, sick, weak, hyper, rebellious, painful, fever, etc.) dates & times needful
7. Receiving signature of client on all forms submitted to administration
8. Contractor must sign off daily in tablet after completion of shift.

"Always ADHERE to the FOLLOWING":

Call the office when:

1. Co-workers are taking over shift- both (scheduled contractor & replacement)
2. Monthly calendars are in question
3. Switching work schedules
4. Always call the office when late, leaving clients home, returning to client's home for emergency (contractors are to make up missed time from work)

Documentation:

1. MMR Monthly Reports (turn in monthly to be copied & returned)
2. Submission of timesheet s& summary sheets weekly
3. Inform office in writing of schedule changes – (monthly advance)
4. Schedule personal errands on days off
5. Clients with contractors make list of errands/ food to be carried out twice a week
6. Menus are made with contractor & clients weekly (Those applicable)
7. Document instructions, request or concerns by family members or other officials (ex: Care Plan, Med's etc.)
8. All visitors that make an appearance during work schedule
9. Reportable events regardless how minimum when affecting client, care plan, or client's activities should be completed and turned in one day of the event/ accident.
10. Monthly calendar for client's doctors' appointments (Reason: Eye, Heart, Ears, etc.) – turn in monthly
11. Write down client's doctor appointments, events or errands on forms provided in their folder

Trainings:

1. Sub-Contractor agrees to attend meetings scheduled the last Friday of each month at 11 AM at 403 Washington Street, Cambridge, MD 21613 (Unless notified of change by Office Administrator)
2. A minimum of twenty-four (24) training hours per year
3. Maintain current certifications in accordance with Maryland laws, regulations and job descriptions
4. Receipt of certificates following trainings for hours in attendance
5. Attend all mandatory trainings when not schedule to work
6. Alternate with co-worker to ensure attendance at mandatory trainings
7. Not to be 10 minutes late or you forfeit contract until next training.

THIS CONTRACT IS CONSIDERED ENFORCED AND BINDING UPON THE SIGNATURES BOTH THE AGENCY/ PRIME CONTRACTOR AND SUB-CONTRACTOR

I HAVE READ/ HAVE READ to ME the CONTEXT of this CONTRACT & in the SIGNING of SUCH I AGREE to its CONTENTS as a SUB-CONTRACTOR for VISIONS AMERICA HEALTHCARE:

Visions America Healthcare ~ Jan. 01, 2022

Prime Contractor/ Agency/ Date

Sub-Contractor & Title / Date

PLEASE CONTACT OFFICE MANAGER for ANY CONCERNS or QUESTIONS as it PERTAINS to this CONTRACT.

Visions America Healthcare WELCOMES its TEAM of Sub-Contractors in the coming year!