

# STATEMENT OF WORK

Furnish Home Health Care Services as described herein and on the Plan of Care as authorized by the VHSO, Fayetteville, Arkansas. The home health agency shall ensure that care meets the health needs and promotes maximum well-being of VA patients. Services will be provided for Veterans residing in the Arkansas, Missouri, and Oklahoma counties of the VHSO, Fayetteville, Arkansas' Catchment Area as listed in this agreement.

## 1. SCOPE OF CARE

Home Health Care Services may include, but are not limited to the following:

- Assistance with activities of daily living (ADL), which includes bathing, dressing, toileting, feeding and continence.
- Aid in ambulation and/or transfers.
- Active and passive exercises.
- Assistance with medical equipment and routine health monitoring (non-skilled).
- Assist with care of teeth and mouth.
- Assist with grooming of hair, including shampoo (non-prescription, non-medical), shaving and the ordinary care of nails.
- Assist with bathing of patient in bed, in tub and in shower.
- Assist patient on and off bedpan, commode and toilet.
- Assist patient in moving from bed to chair, wheelchairs and in walking.
- Assist patient with eating.
- Assist patient with dressing.
- Prepare and serve meals according to instructions.
- Making and changing beds.
- Dusting and vacuuming the rooms the patient uses.
- Dishwashing.
- Tidying kitchen.
- Tidying bedrooms.
- Tidying bathroom.
- Listing needed supplies.
- Shopping for patient if no other arrangement is possible.
- Patient's personal laundry if no family member is available or able; this may include necessary ironing and mending.
- Send linens to laundry.

- Assuring patient safety.
- Light housekeeping.
- Escorting the patient to appointments.
- Personal care supervision.
- Services may also include specific household tasks to maintain a safe environment in areas of the home used by the patient, such as changing the bed, doing laundry, and dishwashing, essential to the cleanliness of the patient personal care area.
- Assistance with medications (must meet agency and applicable State Board of Nursing guidelines).

## **2. ADMISSION, ASSESSMENT AND PLAN OF CARE**

The need for Home Health Care services will be determined by the VHSD authorizing interdisciplinary team, which consists of, at a minimum, the primary care physician, primary care nurse, and home health social worker. Once the Veteran has been authorized to receive Home Health Care services, a referral will be made to a Home Health Agency.

### **A. RESPONSIBILITIES:**

#### **(1) VHSD:**

- Provide a copy of the Standard Form 513 (Consultation Sheet) to the Agency.
- Provide Physician's orders to the Agency.
- Provide relevant medical information on referred patients.
- Authorize number of hours/days and duration of services.
- Review Plan of Care submitted by Agency and may make recommendations for changes as appropriate.
- Provide patient with written instructions on filing patient care complaints.

#### **(2) HOME HEALTH AGENCY:**

- The initial client assessment shall be completed by the Registered Nurse within three (3) working days of initial referral.
- Begin Home Health Care service within one (1) week of initial referral.
- Provide to the client, upon initial client visit, Patient Rights and Responsibilities and obtain Authorization for Care from the patient and/or appropriate family member/guardian. The agency will submit written evidence that patients have received these documents.

- Complete Initial Plan of Care based on information from the SF 513 Consultation Sheet and the healthcare worker assessment completed during the initial home visit.
- Provide a copy of the Plan of Care the client and fax a copy of the Plan of Care to the VHSO at (479)587-5994 within one (1) week of the initial home visit.

### **3. ON-GOING ASSESSMENT:**

The need for Home Health Care services will be reviewed by the VHSO authorizing interdisciplinary team, as well as the Home Health Agency no less than once every 30 days or as indicated for Home Health Care services. Any services provided by the Home Health Agency outside of the VA consult authorization period will not be reimbursed. Unless specifically indicated on the consult, no Veteran patient will be authorized for home health care services for longer than a 90-day period. **Additional services beyond the initial 90-day period will require an additional consult initiated by the authorizing interdisciplinary team.**

#### **A. RESPONSIBILITIES—HOME HEALTH AGENCY**

- Report any significant changes in the client's medical, emotional or family condition to the VA Home Health Social Worker.
- Revise the Plan of Care as necessary according to changes in the client's condition.
- Provide a copy of the updated Plan of Care to the VHSO.
- Contact the VA Home Health Social Worker prior to the expiration of each authorization period for determination of re-certification of each patient.

### **4. COORDINATION, SUPERVISION, AND EVALUATION OF CARE**

#### **A. RESPONSIBILITIES:**

##### **(1) VHSO:**

- Provide primary medical care/fee basis care for Veterans receiving Home Health Care services.
- Oversee the quality of services being delivered to Veterans through review of the Agency Plan of Care, the daily progress notes, Agency supervisory evaluations, and QA activities.

- Assess patient satisfaction through monthly telephone survey of randomly selected Veterans receiving Home Health Care services.
- Reserve the right to make random home visits to evaluate services being provided.
- Provide access to VA providers should agency RN need to report case problems.

**(2) HOME HEALTH AGENCY:**

- Provide appropriate orientation to Home Health Care staff and retain proof of orientation checklist for staff.
- Obtain and retain proof of current certification of Home Health Care staff, as required.
- Conduct appropriate competency assessment of all personnel and provide copies to VHSO as requested.
- Provide RN supervision of the Home Health Care staff's services in accordance with JC/Medicare/Medicaid standards.
- Provide VA with quarterly summary of supervisory activities that relate to VA patients.
- Provide VA with quarterly report of Agency QA activities.

**5. SCHEDULING OF VISITS/HOURS:**

The number of hours per day/days per week and length of services will be determined by the VA on a case-by-case basis using information from the SF 513 Consultation Sheet, initial Nursing Assessment from the Agency and the Plan of Care. The Home Health Agency will be responsible for scheduling the home health care staff to provide the services as outlined in the Plan of Care.

For VA program purposes, "a day" of home health care is defined as any single day in which home health care services are provided to the Veteran, that is, up to six (6) hours of care per day in the home. Services may need to be provided on a national holiday; this will be determined by the VA on a case-by-case basis.

National holidays: The ten (10) holidays observed by the Federal Government:

New Year's Day	Labor Day
Martin Luther King's Birthday	Columbus Day
Presidents Day	Veterans Day
Memorial Day	Thanksgiving

Independence Day

Christmas,

and any other day specifically declared by the President of the United States to be a national holiday.

## 6. ADDITIONAL REQUIREMENTS

- A. Access by COTR to verification of Tuberculosis testing, and documentation that a Hepatitis B vaccination was offered to caregivers who shall provide services to VA beneficiaries. CAREGIVERS MAY DECLINE HEPATITIS B VACCINATION; A DECLINATION STATEMENT MUST BE EXECUTED.
- B. Updated copies of the agency's licensure, supervisory and employee licenses or credentialed clinical privileges shall be accessible for review by VA staff.
- C. Caregiver progress reports on contracted Veterans and monthly supervisory notes, which assess the skills of agency caregivers, shall be accessible for review by VA staff.

### **MISSOURI COUNTIES:**

**Barry, Christian, Dade, Greene, Jasper, Lawrence, McDonald, Newton, Stone, Taney**