

AMAL HOME HEALTH CARE INC.

Policy Title: Staff Orientation and Education

Effective Date: April 1, 2015

Reference: MN Statute 144A.4795 and 4796

Policy Statement: All staff providing home health care through Amal Home Health Care Inc. will be prepared to provide safe, effective services to all clients through a thorough orientation and education program pertinent to the needs of the clientele.

Procedure

1. Upon hire and before providing service to clients, all employees attend a general orientation conducted by Amal Home Health Care Inc.. Those providing direct services will complete a competency evaluation as part of the orientation process.*
2. Orientation is provided by the Director of Nursing or delegate. All clinical topics will be addressed by the RN or other appropriately licensed health care professional.
3. Orientation topics will include, but not be limited to, the following
 - a. Overview of Minnesota Home Care Statute Sections 144A.43 to 144A.4798
 - b. Review of the employee's job description and responsibilities
 - c. Review of the organization's policies and procedures related to the provision of home care services
 - d. Handling of emergencies and the use of emergency services
 - e. Compliance with Minnesota's Vulnerable Adult/Minor Acts (Sections 626.556 and 626.557) and specific requirements per organizational policy, including information on common entry point
 - f. Home Care Bill of Rights
 - g. Grievance Policy/Process
 - h. Consumer advocacy services, including
 - i. Office of Ombudsman for Long-Term-Care
 - ii. Office of Ombudsman for Mental Health
 - iii. Office of Ombudsman for Developmental Disabilities
 - iv. Managed Care Ombudsman at the Department of Human Services
 - v. County managed care advocates
 - vi. Other advocacy services
 - i. Organization's Scope of Services

4. The Orientation Checklist will be used to document and verify the completion of orientation for each employee. Upon completion of the orientation, the signed/dated Orientation Checklist will be retained in the employee record.**
5. Amal Home Health Care Inc. does provide training related to Alzheimer's Disease. Staff providing or supervising care to clients with Alzheimer's Disease will receive education prior to providing care regarding the following.
 - a. Current explanation of Alzheimer's Disease and Related Disorders
 - b. Providing assistance with ADL's
 - c. Approaches to problem solving when working with a client's challenging behavior
 - d. Communicating with clients who have dementia
6. Following general orientation, employees providing direct care receive specific orientation to each individual client and the services to be provided.***
7. Staff providing home care will also be oriented to the individual client's services. This orientation may be provided in person, in writing or electronically.
8. No one may provide direct care to clients on behalf of Amal Home Health Care Inc. before successfully completing the organization's orientation program.
9. The education program at Amal Home Health Care Inc. is directed by the Director of Nursing or delegate.
10. All staff providing direct home care will complete at least eight (8) hours of education for every twelve (12) months of employment.
11. Education topics will include, but not be limited to, the following
 - a. Reporting of maltreatment of adults or minors
 - b. Review of Home Care Bill of Rights
 - c. Review of the organization's policies and procedures related to implementation of home care services
 - d. Infection control techniques used in the home
 - i. Implementation of infection control standards based on current recommendations per the CDC****
 - ii. Hand washing
 - iii. Need for/use of personal protective equipment (PPE)
 - iv. Appropriate disposal of contaminated materials and equipment, such as dressings, needles, syringes and razor blades

- v. Disinfection of reusable equipment
 - vi. Disinfection of environmental surfaces
 - vii. Reporting of communicable diseases
12. Additional topics for education will be based on the identified needs of the organization's home care clients. Education topics may be determined by the following.
 - a. The performance improvement program initiatives
 - b. Staff surveys
 - c. Feedback from clients, families, caregivers or supervisory staff
 - d. Strategic plan or business development objectives
 13. Amal Home Health Care Inc. will maintain proof of education in the personnel files.**

*See also Staff Competency

**See also Personnel Records

***See also Delegation of Home Care Tasks

****See also Infection Control