

Home Care Partners



**SPECIALIZED CARE
FOR CHILDREN**

We partner with families, healthcare providers and others to help medically complex children who require in-home shift nursing to thrive in their home.

Open communication and teamwork are key to achieve this goal. It is important that each entity has clear roles and expectations to ensure the participant's success. This document explains the responsibilities for each party involved in your child's care.



Parent/Guardian

- Keep a safe home.
 - This includes a working phone, utilities and secure equipment and supply storage.
 - Families should contact their Division of Specialized Care for Children (DSCC) Care Coordinator if they have issues.
- Follow the Medical Plan of Care (MPC). Speak with your doctor (or healthcare provider) to review and update it.
- Maximize all available insurance benefits as first payer. Notify your Care Coordinator of any change in benefits.
- Fulfill the child's nursing needs when a nurse is not present.
- Set rules of conduct at home for all family members, including the enrolled child, visitors and service providers.
- Treat nurses and service providers with respect.
- Be aware of service providers in the home. Notify your provider and Care Coordinator when unhappy with services.
- Provide support for your child to attend school and take part in community and peer-group activities as appropriate.
- Follow Medicaid and DSCC policies and procedures.
- Verify nursing services provided before signing the time sheet.
- Cooperate with nursing agency supervisor for required home visits every 60 days or more often, as needed.
- Respond to Care Coordinator's monthly check-ins. Share any changes in the home, guardianship or insurance status.
- Know that nurses, Care Coordinators and other service providers must report any suspected abuse or neglect to the Department of Children and Family Services (DCFS) or Adult Protective Services (APS).



DSCC Care Coordinator

- Recognize the family as the primary caregiver and decision-maker for their child.
- Inform the managing doctor of all events or issues affecting the child's wellbeing.
- Notify family and service providers of any DSCC or HFS actions that affect benefits or services.
- Partner with the family, physician, service providers and funding sources to develop and update the service plan.
- Refer the family for Supplemental Security Income benefits, educational services or non-medical services.
- Attend educational staffing at parents' request.
- Help the family resolve service provider issues as they occur. When necessary, inform them of new service providers.
- Protect the family's privacy by only sharing information that's necessary for care and services.
- Perform initial and ongoing assessment, focusing on strengths and needs.
- Develop person-centered plan.
- Check in monthly with the family.
- Follow the Abused and Neglected Child Reporting Act (ANCRA).

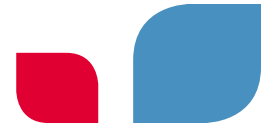
Department of Healthcare and Family Services(HFS)/Medicaid

- Review request for waiver and nursing services and inform family and DSCC of decision.
- Apply criteria so the medical plan is safe, cost-effective and compliant with state and federal rules.
- Provide an appeal process for denied services or reduced benefits.
- Notify DSCC of continued approval for waiver and nursing.
- Pay claims from service providers and vendors for required services, equipment and supplies.

"I never realized how exhausted and depressed I was before the help of DSCC. Now I am able to not only take care of Fallon, but I'm able to take some time for myself and also my husband."

*- Katie Schlautman,
mother of Fallon in the
Home Care Program*

Nursing Agency



Caring for the Child

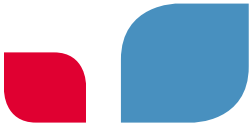
- Enroll as a Medicaid provider.
- Follow the Requirements for Participants in the Home Care Program.
- Create/maintain a patient care plan that includes doctor's treatment and nursing interventions for the child's medical needs, growth and development.
- Provide competent, state-licensed nurses.
- Supervise nursing personnel on-site at least every 60 days and more often, if necessary.
- Submit timely supervisory reports to DSCC on the child's status, treatments and success.
- Review need for nursing hours with the doctor, family and DSCC Care Coordinator.
- Request/attend multi-agency meetings to review goals, outcomes and outstanding issues.
- Give the family enough notice of intent to stop services so they can find another provider.
- Follow ANCRA.

Working with the Family

- Recognize the family as the primary caregiver.
- Respect the family's knowledge of their child's physical, emotional and medical needs.
- Follow the family's rules of conduct in the home.
- Ensure new nurses learn the family's rules before providing care in the home.
- Help the family order and maintain the inventory of supplies, if requested.
- Ensure and record required equipment maintenance.
- Clarify the nursing supervisor's role in handling issues between the family and agency staff, when needed.

Physicians

- Serve as managing physician of record.
- Provide medical reports, recommendations and prescriptions required for continued approval in Home Care.
- Provide or arrange for needed tertiary medical care, preventive and primary medical care.
- Provide consultation, reports and recommendations to schools and other community service providers as appropriate.
- Check reports from the nursing agency and family to make sure the prescribed MPC is working and effective.
- Cooperate with the family, DSCC Care Coordinator and other providers to review and change the care plan as needed.
- Create a way for healthcare providers and family members to discuss the child's medical status and needs.
- Notify the DSCC Care Coordinator when circumstances could affect the child's wellbeing in the home and community.
- Determine when nursing and other Home Care services are no longer needed.
 - When that occurs, provide a written prescription to stop services to the DSCC Care Coordinator.
- Identify appropriate home care alternatives, if necessary.



Home Medical Equipment and Supply

- Follow all DSCC requirements for Home Medical Equipment providers.
- Become a Medicaid Durable Medical Equipment provider (for ventilators only).
- Provide prescribed medical equipment and supplies.
- Follow manufacturers' recommended maintenance schedules for all equipment in the home.
- Inform the family, DSCC Care Coordinator and the doctor of any safety alerts or recalls of equipment used in the home.
- Replace any defective or recalled equipment with properly maintained equipment that meets the prescribing doctor's requirements.
- Explain the proper use of all equipment to the family, nursing staff and, when appropriate, the child.
 - Note any inappropriate equipment use or storage of supplies and explain as necessary.
- Contact the DSCC Care Coordinator, family and doctor when unable to provide promised services or supplies.
- Follow ANCRA.

**Contact us at (800) 322-3722
for questions or for more
information!**

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dsc.uic.edu.**

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