

NURSING AGENCY POLICIES AND PROCEDURES

This tipsheet will help your agency become more prepared for DSCC's Nursing Agency Review. In this document we will cover policies and procedures your agency should follow.

CHECKLIST:



Confidentiality

In your agency's confidentiality policy, be sure to include confidentiality of all HIPAA protected information by verbal, written and electronic means.



Reporting Abuse and Neglect

A Designated meeting spot is a landmark or physical address that is close (walking distance) to the client's home. During an emergency it is best to get as far away as possible from the inflicted area for your client's safety.



Universal Precautions (Personal Protective Equipment)

Your agency's precautionary policies should include protection between agency staff and client, as well as agency staff and family, cleaning equipment and supplies, personal hygiene (hand washing), and wearing protective equipment.



Sexual Harassment for Employees and Families

Sexual harassment policies should include procedures for instances of agency employee against client and/or family members, client against agency employee, and family members/friends against agency employee.



Administration and Monitoring of Narcotics

When creating an Narcotics policy be sure to include a blank Narcotic Count Log form.



Use of Restraints or Seclusion

Restraint policies must address physical restraints, seclusion, and if any form of restraint has been deemed necessary. The policy should also include a current signed physician's order, the time frame when the restraint can be used, the duration of use, and the frequency the restraint is checked is required.

All nurses and certified nursing assistants are required to receive training on alternative practices to restrictive interventions, including restraints and seclusion. The date of the restraint training for each employee must be submitted to DSCC during the re-approval process and available in each employee file at the audit.



Reporting Critical Incidents

Critical incidents include: medication errors, deaths, falls, or injuries that require medical intervention due to error on nurse's action, wounds. All incidents of harm or potential harm must be reported to UIC DSCC within 5 business days of occurrence.



Electronic Visit Verification (EVV)

DSCC required nursing agencies to have an EVV policy and procedure on file. both at time of DSCC enrollment and during annual renewal as a DSCC provider, agencies must sign and acknowledgment reflecting their understanding of this EVV policy, along with the expectations and compliance requirements.

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