

---

# SECTION ONE

## *Organization and Administration*

	<b>Policy No.</b>
<a href="#">Personnel Policies</a> .....	1-001
<a href="#">Human Resources</a> .....	1-002
<a href="#">Home Health Staffing Guidelines</a> .....	1-003
<a href="#">Recruitment, Retention, Development, and Continuing Education</a> .....	1-004
<a href="#">Categories/Qualifications of Personnel</a> .....	1-005
<a href="#">Selection/Hiring of Personnel</a> .....	1-006
<a href="#">Licensure/Certification/Registration</a> .....	1-007
<a href="#">Equal Opportunity Employer</a> .....	1-008
<a href="#">Standards of Care, Service, and Practice</a> .....	1-009
<a href="#">Scope of Assessments/Qualifications</a> .....	1-010
<a href="#">Job Descriptions</a> .....	1-011
<a href="#">Termination</a> .....	1-012
<a href="#">Personnel Turnover</a> .....	1-013
<a href="#">Attendance and Absenteeism</a> .....	1-014
<a href="#">Personnel Grievance Process</a> .....	1-015
<a href="#">Personal Vehicle Use/Mileage Reimbursements</a> .....	1-016
<a href="#">Dress and Appearance</a> .....	1-017
<a href="#">Sexual Harassment</a> .....	1-018
<a href="#">Standards of Conduct/Ethical Behavior</a> .....	1-019
<a href="#">Personnel Record Contents</a> .....	1-020
<a href="#">Performance Evaluations</a> .....	1-021
<a href="#">Orientation</a> .....	1-022
Addendum: <a href="#">Personnel Orientation Checklist</a> .....	1-022.A
Addendum: <a href="#">Comprehensive Controlled Substances Diversion Prevention Program</a> .....	1-022.B
<a href="#">Personnel Development</a> .....	1-023
Addendum: <a href="#">Personnel Development/Inservice Needs Assessment</a> .....	1-023.A
<a href="#">Resource Information</a> .....	1-024
<a href="#">Competency Program</a> .....	1-025

\*Requires state or organization-specific information.

---

# SECTION ONE

## *Organization and Administration*

	<b>Policy No.</b>
<a href="#"><u>Competency Assessment</u></a> .....	1-026
<a href="#"><u>Responsibilities/Supervision of Clinical Services</u></a> .....	1-027
<a href="#"><u>Training/Inservice Education</u></a> .....	1-028
<a href="#"><u>Home Health Aide Training</u></a> .....	1-029
<a href="#"><u>Home Health Aide Supervisor Visits</u></a> .....	1-030
<a href="#"><u>Specialized Services</u></a> .....	1-031
<a href="#"><u>Requirements for Supervisors/Preceptors</u></a> .....	1-032
Addendum: <a href="#"><u>Performance Observation Report (Sample)</u></a> .....	1-032.A
<a href="#"><u>Report to the Governing Body</u></a> .....	1-033
Addendum: <a href="#"><u>Organization Competence Report (Sample)</u></a> .....	1-033.A
<a href="#"><u>Access to Qualified Consultation</u></a> .....	1-034
<a href="#"><u>Consultation for Specialty Services</u></a> .....	1-035
<a href="#"><u>Communication with Office</u></a> .....	1-036
<a href="#"><u>Progressive Discipline Policy</u></a> .....	1-037
<a href="#"><u>Workplace Violence Prevention Plan</u></a> .....	1-038
Addendum: <a href="#"><u>Workplace Violence Prevention Incident Report Form</u></a> .....	1-038.A

\*Requires state or organization-specific information.

---

# SECTION TWO

## *Job Descriptions*

	<b>Policy No.</b>
<a href="#">Policy Statement</a> .....	2-001
Addendum: <a href="#">Job Description (Template)</a> .....	2-001.A
Addendum: <a href="#">Physical Requirements</a> .....	2-001.B
<a href="#">Professional Services Agreement for Medical Director</a> .....	2-002
Addendum: <a href="#">Professional Services Agreement for Medical Director (Sample)</a> .....	2-002.A
<a href="#">Executive Director/Administrator</a>	
<a href="#">Finance Director</a>	
<a href="#">Controller</a>	
<a href="#">Human Resources Director</a>	
<a href="#">Information Systems Director</a>	
<a href="#">Marketing/Community Relations Director</a>	
<a href="#">Clinical Director</a>	
<a href="#">Clinical Records Manager</a>	
<a href="#">Clinical Supervisor</a>	
<a href="#">Managed Care Coordinator</a>	
<a href="#">Referral/Intake Supervisor</a>	
<a href="#">Performance Improvement Coordinator</a>	
<a href="#">Home Care Coordinator</a>	
<a href="#">Home Health Nurse Practitioner</a>	
<a href="#">Infusion Therapy Nurse Coordinator</a>	
<a href="#">OASIS Review Nurse</a>	
<a href="#">Registered Nurse</a>	
Addendum: <a href="#">Performance Evaluation for the Registered Nurse</a>	
<a href="#">Licensed Practical/Vocational Nurse</a>	
Addendum: <a href="#">Performance Evaluation for the Licensed Practical/Vocational Nurse</a>	
<a href="#">Certified Home Health Aide</a>	
Addendum: <a href="#">Performance Evaluation for the Certified Home Health Aide</a>	
Addendum: <a href="#">Home Health Aide Training Agreement (Sample)</a>	

\*Requires state or organization-specific information.

---

# SECTION TWO

## *Program/Service Operations*

[Nurse Assistant](#)

[Rehabilitation Supervisor](#)

[Physical Therapist](#)

[Physical Therapy Assistant](#)

[Speech-Language Pathologist](#)

[Occupational Therapist](#)

[Certified Occupational Therapy Assistant](#)

[Social Services Supervisor](#)

[Medical Social Worker](#)

[Registered Dietician](#)

[Secretary/Receptionist](#)

[Billing Manager](#)

[Accounting Clerk](#)

[Data Entry/Computer Operator](#)

[Billing/Collections Clerk](#)

[Filing/Data Processing Clerk](#)

[Office Manager](#)

[Payroll and Benefits Coordinator](#)

---

# SECTION THREE

## *Clinical Competency Program*

	<b>Policy No.</b>
<a href="#">Scope of the Program/Process Methodology</a> .....	3-001
<a href="#">Competency Based Orientation</a> .....	3-002
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Registered Nurse</a> .....	3-002.A
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Licensed Practical/Vocational Nurse</a> .....	3-002.B
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Infusion Nurse</a> .....	3-002.C
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Home Health Aide</a> .....	3-002.D
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Physical Therapist</a> .....	3-002.E
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Physical Therapy Assistant</a> .....	3-002.F
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Speech-Language Pathologist</a> .....	3-002.G
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Occupational Therapist</a> .....	3-002.H
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Occupational Therapy Assistant</a> .....	3-002.I
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Medical Social Worker</a> .....	3-002.J
Addendum: <a href="#">Initial Competency Assessment Skills Checklist – Registered Dietician</a> ....	3-002.K
<a href="#">Core Competency Skills</a> .....	3-003
<a href="#">Annual Core Competence</a> .....	3-004
Addendum: <a href="#">Performance Criteria (Template)</a> .....	3-004.A
Addendum: <a href="#">Performance Criteria (Sample)</a> .....	3-004.B
Addendum: <a href="#">Performance Criteria – Infusion Nurse</a> .....	3-004.C

---

# SECTION ONE

## *Organization and Administration*

	Policy No.
<a href="#">Mission Statement</a> .....	1-001
<a href="#">Governing Body</a> .....	1-002
Addendum: <a href="#">Governing Body Members</a> *	1-002.A
Addendum: <a href="#">Governing Body Orientation Checklist</a> *	1-002.B
<a href="#">Conflict of Interest</a> .....	1-003
Addendum: <a href="#">Conflict of Interest Statement</a> *	1-003.A
<a href="#">Referral Disclosure and Care Decisions</a> .....	1-004
<a href="#">Public Disclosure Statement</a> .....	1-005
<a href="#">Administrative Qualifications and Responsibilities</a> .....	1-006
<a href="#">Appointment of Executive Director/Administrator</a> .....	1-007
<a href="#">Designation of Individual in Absence of Executive Director/Administrator</a> *	1-008
<a href="#">Home Health Administrator</a> .....	1-009
<a href="#">Regulatory Compliance</a> .....	1-010
Addendum: <a href="#">Additional State Requirements</a> *	1-010.A
<a href="#">Professional Advisory Committee (OPTIONAL)</a> .....	1-011
Addendum: <a href="#">Professional Advisory Committee Members</a> *	1-011.A
<a href="#">Policy Decisions</a> .....	1-012
<a href="#">Development of Policies and Procedures</a> .....	1-013
Addendum: <a href="#">Required Policy Checklist</a> *	1-013.A
Addendum: <a href="#">Administrative Policy Renewal/Revision Flow Sheet</a> *	1-013.B
<a href="#">Clinical Policies and Procedures</a> .....	1-014
<a href="#">Use of Organizational Chart</a> .....	1-015
Addendum: <a href="#">Organizational Charts</a> *	1-015.A
<a href="#">Uniform Quality of Care</a> .....	1-016
<a href="#">Experimental Research and Investigational Studies</a> .....	1-017
<a href="#">Organizational Planning</a> .....	1-018
Addendum: <a href="#">Organizational Goals and Objectives</a> *	1-018.A
<a href="#">Contingency Planning</a> .....	1-019
<a href="#">Contingency Plan if Organization Closes</a> .....	1-020

---

---

# SECTION ONE

## *Organization and Administration*

	Policy No.
<a href="#">Branch Control</a> .....	1-021
<a href="#">Contracted Service Providers</a> .....	1-022
<a href="#">Home Health Contracted Services</a> .....	1-023
Addendum: <a href="#">Home Health Contracted Services Review</a> * .....	1-023.A
<a href="#">Written Agreements for Contracted Services</a> .....	1-024
Addendum: <a href="#">Written Agreement for Home Care Services</a> * .....	1-024.A
<a href="#">Scope of Services</a> .....	1-025
Addendum: <a href="#">Organization-Specific List of Procedures and Treatments</a> * .....	1-025.A
<a href="#">Listing of Services Provided</a> * .....	1-026
<a href="#">Scope of the Behavioral Health Program</a> .....	1-027
<a href="#">Financial Responsibility and Medicare Written Notices</a> .....	1-028
Addendum: <a href="#">Advance Beneficiary Notice of Noncoverage (ABN)</a> .....	1-028.A
Addendum: <a href="#">Home Health Change of Care Notice (HHCCN)</a> .....	1-028.B
Addendum: <a href="#">Generic Expedited Determination Notice</a> .....	1-028.C
Addendum: <a href="#">FFS Expedited Review Detailed Notice</a> .....	1-028.D
Addendum: <a href="#">Additional CMS Resources for Expedited Notices</a> .....	1-028.E
<a href="#">Program Planning</a> .....	1-029
<a href="#">Marketing Plan</a> .....	1-030
<a href="#">Availability of Services</a> .....	2-001

---

<a href="#">Patient Bill of Rights</a> .....	2-002
<a href="#">Admission Criteria and Process</a> .....	2-003
Addendum: <a href="#">Face-to-Face Encounter Procedure*</a> .....	2-003.A
<a href="#">Admission Documents</a> .....	2-004
<a href="#">Informed Consent/Refusal of Treatment</a> .....	2-005
Addendum: <a href="#">Sample Informed Consent for Medical Photography</a> .....	2-005.A
<a href="#">Physician Licensure Verification</a> .....	2-006
<a href="#">Financial Responsibility</a> .....	2-007
<a href="#">Complaint/Grievance Process</a> .....	2-008
<a href="#">Fostering Internal Communication</a> .....	2-009
<a href="#">Interface of Patient Data and Management Systems</a> .....	2-010
<a href="#">Clinical/Service Data Collection</a> .....	2-011
<a href="#">Access to Information</a> .....	2-012
<a href="#">Principles of Information Management</a> .....	2-013
<a href="#">Patient Privacy Rights</a> .....	2-014
Addendum: <a href="#">Notice of Privacy Practices*</a> .....	2-014.A
<a href="#">Minimum Necessary Uses of PHI</a> .....	2-015
<a href="#">Minimum Necessary Disclosures of PHI</a> .....	2-016
<a href="#">Uses and Disclosures of PHI</a> .....	2-017
<a href="#">Authorization for Use or Disclosure of PHI</a> .....	2-018
<a href="#">Minimum Necessary Requests For PHI</a> .....	2-019
<a href="#">Privacy of Health Information of Deceased Individuals</a> .....	2-020
<a href="#">Patient Requests for Privacy Restrictions</a> .....	2-021
<a href="#">Patient Requests for Confidential Communications</a> .....	2-022
<a href="#">Patient Requests for Access to PHI</a> .....	2-023
<a href="#">Patient Requests to Amend PHI</a> .....	2-024
<a href="#">Patient Requests for Accounting of PHI Disclosures</a> .....	2-025

---



---

# SECTION TWO

## *Program/Service Operations*

	<b>Policy No.</b>
<a href="#">Fundraising and PHI</a> .....	2-026
<a href="#">Marketing and PHI</a> .....	2-027
<a href="#">Privacy Training</a> .....	2-028
<a href="#">Sanctions for Privacy and Security Violations</a> .....	2-029
<a href="#">Identity Theft Prevention Program</a> .....	2-030
Addendum: <a href="#">Identity Theft Risk Assessment Worksheet</a> * .....	2-030.A
Addendum: <a href="#">Identity Theft Risk Response Matrix</a> * .....	2-030.B
<a href="#">Safeguarding/Retrieval of Clinical/Service Record</a> .....	2-031
<a href="#">Computer Access to Information</a> .....	2-032
<a href="#">Business Associates</a> .....	2-033
<a href="#">Advance Directives</a> .....	2-034
Addendum: <a href="#">Advance Directive Information Statement</a> .....	2-034.A
Addendum: <a href="#">Durable Power of Attorney for Health Care</a> * .....	2-034.B
<a href="#">Do Not Resuscitate/Do Not Intubate Orders</a> .....	2-035
<a href="#">Cardiopulmonary Resuscitation</a> .....	2-036
<a href="#">Assessment of Possible Abuse/Neglect</a> .....	2-037
Addendum: <a href="#">Organization List of Private and Public Community Agencies That Provide or Arrange for Assessment of Suspected or Alleged Abuse/Neglect</a> * .....	2-037.A
<a href="#">Ethical Issues</a> .....	2-038
<a href="#">Nondiscrimination Policy and Grievance Process</a> * .....	2-039
<a href="#">Facilitating Communication</a> * .....	2-040
Addendum: <a href="#">Organization List of Interpreters Language</a> * .....	2-040.A
<a href="#">Corporate Compliance Plan</a> .....	2-041
Addendum: <a href="#">Sample Compliance Report</a> .....	2-041.A
<a href="#">Corporate Compliance Officer</a> .....	2-042
<a href="#">Internal Control Systems/Accountabilities</a> .....	2-043
Addendum: <a href="#">Kickbacks, Inducements and Self-Referral</a> .....	2-043.A

---

# SECTION TWO

## *Program/Service Operations*

	Policy No.
<a href="#">Social Media</a> .....	2-044
Addendum: <a href="#">Social Media and Blog Guidelines</a> * .....	2-044.A
<a href="#">Privacy of PHI</a> .....	2-045
<a href="#">Breach Analysis</a> .....	2-046
<a href="#">Breach Notification</a> .....	2-047
<a href="#">Security Management Process</a> .....	2-048
<a href="#">Workforce Security</a> .....	2-049
<a href="#">Information Access Management</a> .....	2-050
<a href="#">Security Awareness and Training</a> .....	2-051
<a href="#">Security Incident Procedures</a> .....	2-052
<a href="#">Contingency Plan</a> .....	2-053
<a href="#">Evaluation</a> .....	2-054
<a href="#">Facility Access Controls</a> .....	2-055
<a href="#">Workstation Use and Security</a> .....	2-056
<a href="#">Device and Media Controls</a> .....	2-057
<a href="#">Access Controls: Technical Safeguards</a> .....	2-058
<a href="#">HIPAA Security Audit Controls</a> .....	2-059
<a href="#">Integrity Controls</a> .....	2-060
<a href="#">Person or Entity Authentication</a> .....	2-061
<a href="#">Transmission Security</a> .....	2-062
<a href="#">Whistleblower Protection</a> .....	2-063

---

# SECTION THREE

## *Fiscal Management*

	<b>Policy No.</b>
<a href="#"><u>Annual Operating Budget</u></a> .....	3-001
<a href="#"><u>Capital Expenditure Plan</u></a> .....	3-002
<a href="#"><u>Financial Management and Control</u></a> .....	3-003
<a href="#"><u>Fiscal Solvency</u></a> .....	3-004
<a href="#"><u>Financial Reports</u></a> .....	3-005
<a href="#"><u>Fee Determination</u></a> .....	3-006
<a href="#"><u>Charity Care</u></a> .....	3-007
<a href="#"><u>Charge Verification</u></a> .....	3-008
<a href="#"><u>Billing and Collections</u></a> .....	3-009
<a href="#"><u>Accounts Receivable Review</u></a> .....	3-010
<a href="#"><u>Bad Debt Policy</u></a> .....	3-011
<a href="#"><u>Contractual Allowances</u></a> .....	3-012
<a href="#"><u>Cash Receipts</u></a> .....	3-013
<a href="#"><u>Purchasing Authorization and Accounts Payable*</u></a> .....	3-014
<a href="#"><u>Fixed Assets and Depreciation</u></a> .....	3-015
<a href="#"><u>Payroll Processing</u></a> .....	3-016
<a href="#"><u>Allocation of Time Worked</u></a> .....	3-017
<a href="#"><u>Donated Funds</u></a> .....	3-018
<a href="#"><u>Certificates of Insurance</u></a> .....	3-019
<a href="#"><u>OASIS Data Transmission</u></a> .....	3-020