

**THE CENTER FOR COMMUNITY BASED CARE  
AND  
THE OHIO COUNCIL FOR CARE**

**PROFESSIONAL STANDARDS OF OPERATION**

**PREAMBLE:**

*We believe in the value of community based care*

*We believe in the right to access services*

*We believe that the consumer has the right to select the provider of his choice*

*We believe in the consumer's right of confidentiality and privacy*

*We believe that the consumer should receive safe and appropriate services*

*We believe that the provider should be qualified, reliable and competent*

*We believe the public, government and health care industry needs a broader professional and ethical frame of reference other than the expectations set forth in the regulatory standards*

**The Center for Community Based Care and the Ohio Council for Home Care have developed the following definition of community based care:**

*Community based care is defined as the components of a continuum of comprehensive health care whereby health, social and support services are provided to individuals and families in their places of residence. The purpose of community based care is to promote, maintain and/or restore health while maximizing the level of independence and minimizing the effects of disability and illness. For those who are terminally ill, the purpose is to provide comfort care and support allowing death with dignity.*

**The purpose of the standards is:**

- *To provide information with the intent to protect the consumer in selecting providers of community based care.*
- *To provide the industry with a professional set of operational standards.*
- *To provide information and knowledge about the industry to the community.*

**We recommend to the community based care industry the following standards of professional operations :**

**Standard I**

The initial home visit and assessment will be done by a qualified person. Consumers requiring health related services will be assessed by a licensed health care professional.

**Standard II**

During assessment the consumer will participate in problem identification and the development of a service plan, which the consumer will authorize by written consent. This collaborative process with the consumer will be utilized during the entire continuum of care.

**Standard III**

The service provider will collect consumer data to determine care needs and appropriate service interventions.

- A. Data collection will be systematic, continuous and reflective of the consumer's current status.
- B. Data will be accurately recorded, accessible and confidentially maintained in a secure manner as mandated by regulations.
- C. Records will be retained for a period of time as defined by law.

**Standard IV**

Problem identification will be determined by assessment of the consumer's needs.

- A. If direct health care services are delivered, the interventions will be based on the assessment of the consumer's total health status, functional ability, knowledge deficits, service needs and caregiver support.
- B. With skilled services, the consumer's physician and other health related entities will receive communication regarding identified needs and will mutually authorize service interventions.

**Standard V**

Plans for service delivery will be derived from the problem solving process and the consumer's capabilities to achieve the outcome/s.

- A. Plans for skilled services will include identified problems, interventions, measurable outcomes and discharge plans.
- B. Supportive services will include a written contract identifying services to be delivered and plans for intervention.

**Standard VI**

The consumer's level of independence, health potential, quality of life and comfort will be maximized by direct care services and consumer participation in the service plan.

- A. Services will be delivered in a timely manner according to the service plan.
- B. The level of service will be appropriately matched between the consumer's needs and the worker's qualifications as defined in the provider job descriptions.
- C. A qualified individual will be designated to coordinate services and to act as liaison with other service providers in the community.

**Standard VII**

Services will be available according to consumer needs and will include the availability of 24 hour communication.

**Standard VIII**

Identified outcomes will be reasonable, measurable and mutually agreed upon by consumer and provider.

- A. The consumer and the provider will continually evaluate the achievement of stated outcomes.
- B. With skilled services, the consumer's physician and other health related entities will also receive communication regarding the achievement of stated outcomes.
- C. With hospice services, the team approach will be engaged to promote quality of life during the dying process and death with dignity.

**Standard IX**

Continuity of service will be provided through a continuous process of communication, evaluation and coordination.

- A. Referrals will be made to appropriate resources with consumer consent.
- B. To ensure coordination of service, delivery information between referral sources will be exchanged and documented.

**Standard X**

The provider will adhere to all regulations to protect the confidentiality of all consumer and employee information.

**Standard XI**

The provider will establish, distribute, explain and abide by a bill of consumer rights and responsibilities presented at the initial home visit. For health care providers, rights will address the issue of advance directives where applicable.

**Standard XII**

The provider will establish a process by which complaints are received, recorded, investigated and acted upon in a timely manner, without repercussions to the consumer and/or the employee. Consumers will be informed of this process at the initial home visit and as may be necessary.

**Standard XIII**

The provider will comply with all state and federal regulations related to safety, health and environmental issues.

**Standard XIV**

The provider will have an employee safety program. Coverage for job related injuries will be provided for all employees.

**Standard XV**

Providers will maintain current licensure/certification as required and provide care within the scope of professional standards of practice and/or applicable laws and regulations.

- A. Orientation programs will be provided for all staff prior to their assuming care responsibilities.
- B. Ongoing supervision of staff will be appropriate to the level of services provided and will include the availability of 24 hour communication.
- C. Ongoing education programs will be provided to staff to maintain skills necessary for the care of consumers.
- D. Performance evaluations will be done as per provider policy.

**Standard XVI**

The provider will implement a plan to continuously evaluate the appropriateness, effectiveness and quality of services.

**Standard XVII**

A governing body or designated person/s will assume full legal authority and responsibility for the organization.

- A. There will be financial and management policies and procedures, including appropriate liability insurance and bonding as applicable.
- B. The provider will abide by the Code of Ethics established by the Ohio council for home care.

\*Consumer is defined as the direct recipient of care and/or his or her caregiver.