COMMUNICATION BETWEEN GENERATIONS AND PROVIDERS

Reference:

Division of Aging's Contract for Services

Background:

Clear and consistent communication is an integral part of providing quality services to our clients. Lack of clear, ongoing communication can lead to poor client service and unnecessary misunderstandings.

Policy:

Generations' staff and our contracted service providers are expected to communicate verbally and when appropriate, in writing, with both staff of the other entity regarding updates or changes in clients' cases. The preferred form of communication is e-mail, and then phone, but other forms (fax, mail) may be used as needed. Communication includes;

<u>PROVIDER RESPONSIBILITIES INCLUDE:</u>

- Notifying the client when there is a change in schedule PRIOR to the scheduled visit.
- Notifying the client when there is a change in the regularly assigned worker PRIOR to the scheduled visit.
- Notifying the case manager in a timely manner when there is a significant change in the client's status or well-being.
- Notifying the case manager when the client enters and when the client returns from the hospital or long-term care facility (this would also include absence from the home, such as an extended stay with a relative).
- Notifying the case manager PRIOR to a disruption in service (defined as more than one missed visit) due to staffing shortage/issues.
- Notifying the case manager in a timely manner if there is a disruption in service (defined as more than one missed visit) requested by the client or their caregiver.
- Notifying the case manager immediately upon the submission of an incident report of

any kind with a Generations client.

- If a vendor finds that there are not enough units authorized to provide the requested hours, the vendor should notify the client's case manager PRIOR to submitting the claim so that the units can be adjusted. The case manager will make the final decision on payment of units provided over the amount initially authorized. The case manager will also be responsible for adjusting a client's plan of care to reflect additional authorized units.
- Alerting Generations of any other change in service that affects the clients Generations care plan (i.e. the client receiving services through another funding source which may reduce the amount of hours provided through Generations care plan).

All of the above communication efforts must be documented with dates, times, and person(s) involved in the communication and placed in the client's file for reference. This documentation requirement is preferably met using the "Client Update Form" as provided by Generations to each provider. This form can and should be used via email as often as possible.

Providers will also keep documentation of communication sent from Generations.
Should a service provider fail to comply with this policy, the action steps outlined in the Service Provider Deficiency Policy & Procedure will be followed.

<u>GENERATIONS' RESPONSIBILITIES INCLUDE:</u>

- Forwarding a "change of case manager" letter to all of a client's providers when the client is assigned to a new case manager.
- Providing a Notice of Service Action to providers within 10 days of qualifying event to alert of: Interruption of service (hospitalization, Nursing Facility placement, or other); Termination of services; Restart of services. This form may be provided electronically, but a paper copy shall be kept in the client's file.

- Making phone and/or e-mail contact with appropriate/affected providers when a client's care plan has changed in any way.
- clearly specifying in the comments section of a clients' care plan the way a client's approved hours are to be used (i.e. "4 hours of ATTC service to assist with bathing, clean- up of cl. environment, and transportation to medical appointments").
- Responding to communication from providers in a timely manner (within two business days).
- Notifying providers immediately upon the submission of an incident report of any kind with a Generations client. Case managers will submit copies of these reports to providers within two business days of completion.
- Generations' Case Manager will complete a QIP survey on each service at the client's annual assessment. The Vendor Liaison will aggregate the survey information and distribute it to the service providers a minimum of 2 times per year.

Generations will maintain documentation that the above expectations are being met. Documentation may be kept in the client's file or in the form of case notes made by case managers.

Approval Date: May, 2002
Revised Date: June, 2002, September, 2007, May 2010, July 2011, March 2016
Reviewed March 2017, Jan 2018
Bmh/Sk