



CITY OF RACINE

APPLICATION FOR CONDITIONAL USE

Department of City Development
730 Washington Ave., Rm. 102
Racine, WI 53403
Phone: 262-636-9151
Fax: 262-635-5347

NOTE: Incomplete or illegible submittals will not be scheduled for Plan Commission or Common Council Consideration.

PLEASE CLEARLY PRINT ALL INFORMATION REQUESTED BELOW. **IF NOT APPLICABLE, INDICATE WITH A "N/A" IN THE BLANK:**

APPLICANT NAME: Greenspan Home Health Care, LLC
ADDRESS: STREET 3601 W. National Ave. CITY: Milwaukee STATE: WI ZIP: 53215
EMAIL ADDRESS: milwgreenspanhhc@yahoo.com
TELEPHONE: (414) 763-6000 CELL PHONE: (414) 241-9911 FAX: (414) 763-6150

AGENT NAME: Nina Yates
ADDRESS: STREET 242 S. Green Bay Rd. CITY: Mount Pleasant STATE: WI ZIP: 53406
EMAIL ADDRESS: milwgreenspanhhc@yahoo.com
TELEPHONE: (414) 763-6000 CELL PHONE: (414) 241-9911 FAX: (414) 763-6150

ADDRESS OF PROPOSED CONDITIONAL USE: 1559 Taylor Ave / 2124 16th Street
CURRENT / MOST RECENT PROPERTY USE: Vacant
PROPOSED USE: Personnel office home health care service
NUMBER OF LEGAL, ON-SITE PARKING SPACES: 0
NUMBER OF DWELLING UNITS: 2
SQUARE FEET OF BUILDING (PER FLOOR): 1400
SQUARE FEET TO BE USED FOR CONDITIONAL USE (PER FLOOR): 1400

NUMBER OF EMPLOYEES: FULL-TIME _____ PART-TIME: _____
PROPOSED HOURS/DAYS OF OPERATION: Monday - Friday 9-4 pm
ITEMS AVAILABLE TO CUSTOMERS BEYOND HOURS OF OPERATION (IE: ATM, VACUUM, FUEL PUMP, ETC.) _____

PLEASE CHECK THE APPROPRIATE BOX REGARDING YOUR INTEREST IN THE PROPERTY:

OWNER _____ OPTION TO PURCHASE LEASE _____ LAND CONTRACT _____ OTHER _____

OWNER & APPLICANT AUTHORIZATION

If you currently are not the owner of the property for which the Conditional Use is requested, the owner/s must also sign this form, or provide a separate written, dated, and signed statement that authorizes the applicant to process the request.

Applicant: Date: 8/15/17

Signature: Nina Yates

Print Name: Nina Yates

~~Property Owner's~~ Consent: Date: 8/16/17
Seller's

Signature: Minh Tran, City of Racine

Print Name: Minh Tran

****Please submit this application and submittal requirements together with a non-refundable fee of \$695.00. If request is submitted with a rezoning request, the combined non-refundable fee is \$1,120.00.**

(Go to Page 2 for Submittal Requirements)...

Greenspan Home Health Care, LLC

Detailed Written Description of the Proposed Business

For the purposes of definitions Greenspan Home Health Care, LLC will also refer to itself as being "The Agency." Greenspan Home Health Care, LLC will service the Racine and Kenosha county area. The population that the Agency will target is low income families in dire need of personal care services. The Agency shall also target those that are elderly and those with disabilities that hinder the individual from performing activities of daily living. Our Agency will consist of employees fluent in both English and Spanish to assist clients/patients whose primary language is English or Spanish.

Personal care services are medically oriented activities related to assisting an individual with activities of daily living necessary to maintain the individual in his or her place of residence and to remain in their community. These services shall be provided upon written orders of a physician. The services will be provided by the Agency who is certified under s. DHS 105.17 and by personal care workers employed by the Agency or under contract with the Agency. The personal care workers shall be supervised by a registered nurse and shall be directed according to a written plan of care. Services shall be performed according to a written plan of care for the client/patient developed by a registered nurse for purposes of providing necessary and appropriate services, allowing appropriate assignment of a personal care worker and setting standards for personal care activities, giving full consideration to the client's/patient's preferences for service arrangements and choice of personal care workers. The plan shall be based on the registered nurse's visit to the recipient's home and shall include:

1. Review and interpretation of the physician's orders;
2. Frequency and anticipated duration of service;
3. Evaluation of the recipient's needs and preferences; and
4. Assessment of the recipient's social and physical environment, including family involvement, living conditions, the recipient's level of functioning and any pertinent cultural factors such as language.

Review of the plan of care, evaluation of the client's/patient's condition and supervisory review of the personal care worker shall be made by a registered nurse at least every 50 to 60 days. The review shall include a visit to the recipient's home, review of the personal care worker's daily written record and discussion with the physician of any necessary changes in the plan of care.

The personal care worker shall be assigned their duties by the supervising registered nurse to specific clients. The personal care worker shall do specific tasks for those clients for which the personal care worker has been trained. The personal care worker's training for these specific tasks shall be assured by the supervising registered nurse. The personal care worker is limited to performing only those tasks and services as assigned for each client/patient and for which he or she has been specifically trained. All new employees will complete required orientation. Orientation is to provide training and development for all employees and to establish minimum requirements through continuing education for the purposes of obtaining and maintaining the practices. Orientation includes an introduction to their work expectations and job performance. It

shall also include information concerning specific job duties the Agency's policies, objections, procedures, all safety measures, and other related information that is specific to each employee's position and duties. Greenspan Home Health Care, LLC has an objective to maintain a safe working environment free from exposures and accidents. Our Mission is to be committed to providing excellent quality, client-centered Personal Care Services to our clients to assist them to lead dignified and independent lives in the comfort and safety of their own homes. Their individual needs are carefully assessed, understood and met through the selective assignment of qualified, trustworthy and compassionate personnel. We commit to providing ongoing quality improvement and development to ensure complete client satisfaction.

Office Personnel

Greenspan Home Health Care, LLC hires competent "Office Specialists" who assist with answering phones, answering questions that pertains to enrollment, termination of services, employee charting and timesheets. The office specialist is the first contact that the client/patient encounters either over the phone or by a simple walk in. The Office Specialist handles all necessary enrollment paperwork and ensures all signatures and dates are on correspondence. The Office Specialist then requests medical records and forwards the information to the Administrator. The Administrator then makes the determination on the enrollment.

The Office Specialist's job description is listed below but is not limited to:

- Assisting in coordinating office activities and operations to secure efficiency and compliance to company policies
- Supervises personal care workers and divides responsibilities to ensure performance
- Manages agendas/travel arrangements/appointments etc. for the Administrator
- Manages phone calls and correspondence (e-mail, letters, packages etc.)
- Creates and updates training records and databases with employee demographic and other data
- Submits timely reports and prepares presentations/proposals as assigned
- Assists other colleagues when necessary
- Maintains a clean and enjoyable working environment
- Management of office equipment
- Handling external or internal communication or management systems
- Organizing, arranging and coordinating meetings
- Sorting and distributing incoming and outgoing post
- Makes phone calls to forward health to ensure compliance on questions that cannot be answered
- Creates training certificates
- Assist personal care workers on conducting online training
- Coordinates meet/greet with personal care worker and client/patient

- Coordinates provider to provider meetings to gain contracts

Greenspan Home Health Care, LLC employs with at least one registered nurse. All new **Registered Nurses** will attend the Agency's orientation program. Orientation will include the administrative policies and procedures of the Agency. The Administrator or the Registered Nurse Supervisor will conduct orientation for new Registered Nurses. There is a 40-hour mandatory training session for all Registered Nurse staff. Twenty hours of outside field time in which the Registered Nurse will prepare for home assessments and familiarize him/herself with the client's/patient's medical needs. The other twenty hours will include administrative duties. The Registered Nurse will review the client's/patient's chart so that he/she can become familiar with the Agency's required forms as well as state/federal required forms.

The **Administrator** is responsible for ensuring its employees complete orientation. All competency assessments shall be complete prior to the 90-day employee probationary period. The in-home visits for competency evaluations shall be made when the Registered Nurse is in the home. This shall take place every 50 to 60 days during the in-home scheduled Registered Nurse Visit. The Administrator shall ensure that all Registered Nurses, and personal care workers are competent to carry out their designated duties prior to placement. An orientation checklist is necessary and will remain in all employee's file. A written record of all training that a personal care worker/RN completes shall be placed into the employees personnel file. The Administrator shall ensure ongoing training and development takes place at least once per year. The Administrator and Registered Nurse Supervisor will also ensure each employee including Registered Nurses go through continuing education and is also trained on an as needed basis. The Administrator is the advocate and liaison between the relationships of the Agency. The Administrator also supervises and manages all Registered Nurse staff, Personal Care Workers, and Office Specialists.

Personal care workers will be given information concerning their specific job duties. Training shall be provided for each skill that is assigned and a successful demonstration of each skill by the personal care worker to a qualified trainer and under the supervision of the Registered Nurse Supervisor prior to providing service to the client independently is mandatory. The Administrator shall ensure that all internal resource training and development is recorded in the personal care worker's record of training. Should Greenspan Home Health Care, LLC decide to contract with workers or other agencies there will be written contracts kept on file in the Human Resources Department's locked in a file cabinet.

Upon completion of the 90-day probationary period the Registered Nurse Supervisor will evaluate the personal care worker on his/her abilities to meet position requirements and for quality of performance and adherence. The Registered Nurse Supervisor will provide demonstrated training to the personal care worker on the duties described in the Plan of Care. Those covered duties include:

2. Assistance with bathing;
3. Assistance with getting in and out of bed;
4. Teeth, mouth, denture, and hair care;
5. Assistance with mobility and ambulation including use of walker, cane, or crutches;
6. Changing the client/patient's bed and laundering the bed linens and the client/patient's personal clothing;
7. Skin care excluding wound care;

8. Care of eyeglasses and hearing aids;
9. Assistance with dressing and undressing
10. Toileting, including use bedpan, urinal, commode or toilet;
11. Light cleaning in essential areas of the home and during personal care service activities
12. Meal preparation, food purchasing and meal serving;
13. Simple transfers including bed to chair or wheelchair and reverse; and
14. Accompanying the client/patient to obtain medical diagnosis and treatment

Greenspan Home Health Care, LLC will bill the medical assistance program for services covered which are listed 1-14 above. Greenspan Home Health Care, LLC will also keep detailed records for the billing of medical assistance. Greenspan Home Health Care, LLC will cooperate with other health care and social service agencies in the area with interested community referral groups to avoid duplication of services and to provide coordination of personal care services to clients/patients.

No more than one-third of the time spent by a personal care worker may be in housekeeping activities. Homemaking services and cleaning of areas shall not take place during personal care service activities, unless it is directly related to the care of the client and essential to the client/patient's health. There are mandatory forms and state required forms that are needed prior to having direct contact with the client/patient. All staff members before starting their position with Greenspan Home Health Care, LLC MUST HAVE in their personnel file:

- Agency's original application
- copy of a state issued identification card or driver's license, alien card and or passport
- copy of their social security card
- W – 4 form
- I-9 form
- Wisconsin withholdings (Tax form)
- a signed job description by the employee and Administrator
- Compliance with the caregiver background check requirements under s. 50.065(2m). Stats., and ch. DHS 12
- Background check "Background Information Disclosure Form F82064A" It is mandatory that each employee pass a caregiver background check before hire. The Agency will perform the background check on the employee and any contractor at the time of hire and at least once every four years thereafter.
- Original signed form verifying orientation training was provided by the Administrator or RN Supervisor "All Staff Record of Training" signatures on all trained material will go into each employees personnel file.

If at any time the applicant or employee is disqualified by the state of Wisconsin "**Division of Quality Assurance**" due to the applicant or employee not meeting the background check requirements, the applicant or employee will no longer be eligible for employment at Greenspan

Home Health Care, LLC. If the applicant does not meet the criteria and conditions of employment, the applicant will not be extended the offer of employment. Greenspan Home Health Care, LLC is governed by the Division of Quality Assurance, the State of Wisconsin, and Federal Law. We take pride in staying within compliance and upholding all LAW.

General orientation training will include, but is not limited to:

- After hours reporting
- Cell phone use
- Interrelationships among employees and office staff
- emergency preparedness
- OSHA universal precautions
- agency human resources policies and procedures
- basic responsibilities and roles that are associated with transfers and assisting
- Fraud training and timecard submission
- client specific training
- cultural diversity
- weather related emergencies
- death at home
- competency evaluation expectations and training
- medication management
- client/patient complaints/grievances
- change in conditions/unstable health conditions
- hand washing training
- infectious /communicable disease controls training
- HIPPA Training
- tuberculosis training
- probationary period
- personal and home safety

After completing orientation, the employees will be able to:

- Discuss all policies and procedures related to client/patient's rights and responsibilities
- Discuss and follow confidentiality and privacy of client/patient's health and medical information
- Discuss ethics, compliance, competency evaluations, and employee rights
- Discuss what is required training and development
- Follow and discuss infection control procedures related to guidelines for blood – borne pathogens, universal precautions, isolation, prevention and transmission of tuberculosis, OSHA personal protective equipment, and employee health
- Discuss individual responsibility regarding safety, client abuse reporting, customer service, and the development in areas where improvement is needed.
- Summarize and discuss the importance of the Agency's mission, vision, value statement

- Discuss and follow safety measures, security measures, and emergency situations

Orientation shall include: Operating/ Service Hours/ Emergency Number:

Greenspan Home Health Care, LLC's regular office hours of operation are Monday through Friday 9:00 AM to 4:00 PM. Personnel are available 24 hours per day, 7 days a week to provide required emergency services to clients. If there is an emergency all staff are required to call 911 first, handle the situation then call the Agency within 24 hours to report all incidents. All staff and clients/patients are provided with an after-hour contact number in the event any problems, concerns, or emergencies arise. The office phone shall be programmed to divert incoming calls to a mobile/cell phone whenever there is no staff member available at the office. This individual may be reached through our main number as all calls are forwarded after 4 PM. All non-emergency messages will be handled the next business day. The after-hours direct emergency phone number is 414-241-9911.

The following are policies included in the employee handbook but not limited to:

- Infection Control
- Client Care
- Contaminated Client Care Equipment
- Client Rights
- Business and Financial Information Ethics
- Living Will
- Health Care Surrogate
- Client Information
- Gifts and Business Courtesies
- Confidentiality
- Workplace Conduct
- Health and Safety
- License and Certification Renewals
- HIPAA Compliance
- Personal Use of Agency Resources
- Environmental Compliance
- Body Mechanics and Back Safety
- Client Transfers
- Harassment and Workplace Violence
- Abuse, Neglect and Exploitation
- Prevention of Occupational Exposures
- Latex Allergy
- Safety Recommendations
- Blood-Borne Pathogens
- Hand Washing

- Protection Against Blood-Borne Pathogens Needle/Sharps Handling and Disposal
- Recordkeeping
- Worker's Compensation
- Eye and Face Protection
- Handling Wound Dressings
- Gowns and Other Protection
- Cleaning Up Spills
- Signs, Labels and Color Coding
- Medical and Non-Medical Situations
- Other Contamination Issues
- Tuberculosis
- TB Skin Testing

Competence is initially assessed during the pre-employment process and throughout the probationary period. There will be competency evaluations periodically and they will coincide with the employee's performance review process. If there is the need for improvement the agency will conduct ongoing continuing education based upon a needs assessment. Continuous quality improvement will be made by the Agency's Administrator.

Function of Personnel – Interrelations and Communications

There are functions of personnel employed by the Greenspan Home Health Care, LLC and how they interrelate and communicate with each other in providing services. Greenspan Home Health Care, LLC has an organizational structure, which clearly defines the responsibilities, accountability, and relationships of all its employees and appropriate communication within the agency on how they function and how they work together. The Administrator may receive a referral from other sources. Other sources may include a physician referral, newspaper ad, word of mouth, poster boards, flyers, website etc. Once a referral is received the Administrator will make the call to the potential client/patient. Through an over the phone assessment the Administrator will advise the RN Supervisor of the client's/patient's needs. If the RN determines the needs of the client/patient are necessary the Administrator will set up a date and time for the RN to go out to the client/patient's home to assess a prospective client/patient's appropriateness to be serviced by Greenspan Home Health Care, LLC without delay. Unless the reason for the delay is justifiable and documented. The Agency shall inform the applicant of other personal care providers in the area or direct the individual on how to obtain a list of those providers. If the Agency accepts the applicant as a new client/patient, we shall promptly provide services to that individual. Once the client/patient is accepted the Administrator will follow up with the client 2 weeks after enrollment. The RN Supervisor will follow up with the client every 50 to 60 days. It is mandatory that Greenspan Home Health Care, LLC record and keep record of each supervisory visit.

Functions of the Administrator

The Administrator is responsible for managing all the affairs of the Agency and the services it provides. The Administrator conducts training to its staff members.

The responsibilities and duties of the Administrator shall include but not limited to:

1. Comply with all DHS laws, applicable federal, state, local laws, rules, statutes, regulations, licensure and safety requirements for the delivery of services.
3. responsible for organizing and supervising employment.
4. responsible for ongoing training and education for all staff members.
5. responsible for ethical standards of performance and the development of policies and procedures for Greenspan Home Health Care, LLC.
6. Developing, implementing and ensuring the adherence of company policies and procedures, as well as reviewing and updating them.
7. Ensuring that confidentiality of information, concerning client/patient and staff, is maintained;
8. Ensuring that personal care workers, provide personal hands-on care, and have medical clearance;
9. Ensuring that pre—employment background checks are conducted before hiring, in accordance with agency policy on pre – employment background checks;
10. ensures that all employees comply with the caregiver misconduct reporting and investigation requirements under ch. DHS 13.

The Registered Nurse Supervisor reports directly to the Administrator. The Registered Nurse Supervisor relays information through weekly meetings with the Administrator. The Administrator also serves as an advocate and liaison between Registered Nurses and personal care workers. Office Specialist report directly to the Administrator.

Functions of the Register Nurse Supervisor

Greenspan Home Health Care, LLC shall employ or contract with an RN supervisor who shall have all of the following qualifications:

1. Current licensure as a registered nurse under s. 441.06, Stats. The applicant must possess a valid and current Registered Nurse license issued by the state of Wisconsin.
2. Training and experience in the provision of personal care services or in a related program.
3. At least one year of supervisory or administrative experience in personal care services or in a related program.

The RN supervisor shall perform all of the following duties:

1. The RN Supervisor shall evaluate the need for service and make referrals to other services as appropriate.
2. The RN Supervisor shall secure written orders from the client's/patient's physician. These orders are to be renewed once every 50-60 days unless the physician specifies that orders covering a period of time up to one year are appropriate, or when the client's/patient's needs change, whichever occurs first. Physician orders for personal care services are not required for clients who are not Medicaid recipients unless the

personal care service is a delegated medical act. s. N 6.02 (4). "Delegated Medical Act," means delegate to an RN by a physician. This provision does not mitigate the RN supervisor's responsibility to follow the standards contained in ch. N 6.

N 6.03 Standards of practice for registered nurses.

N 6.03(1) GENERAL NURSING PROCEDURES. An R.N. shall utilize the nursing process in the execution of general nursing procedures in the maintenance of health, prevention of illness or care of the ill. The nursing process consists of the steps of assessment, planning, intervention and evaluation. This standard is met through performance of each of the following steps of the nursing process:

1. Assessment is the systematic and continual collection and analysis of data about the health status of a patient culminating in the formulation of a nursing diagnosis.
2. Planning is developing a nursing plan of care for a client which includes goals and priorities derived from the nursing diagnosis.
3. Intervention is the nursing action to implement the plan of care by directly administering care or by directing and supervising nursing acts delegated to the personal care workers.
4. Evaluation is the determination of a patient's progress or lack of progress toward goal achievement which may lead to modification of the nursing diagnosis.
5. In the performance of delegated medical acts an R.N. shall:
6. Accept only those delegated medical acts for which there are protocols or written or verbal orders; The physician of the client will provide a written order and this is the order that each RN shall abide by.
7. Accept only those delegated medical acts for which the R.N. is competent to perform based on his or her nursing education, training or experience; If an RN is not trained or experienced in a matter where the client/patient needs other medical attention the RN shall report this to the physician and the Administrator so that the client/patient can be transferred to a facility in which this care can be performed.
8. Consult with a physician, podiatrist, dentist or optometrist in cases where the R.N. knows or should know a delegated medical act may harm a patient; and,
9. Perform delegated medical acts under the general supervision or direction of a physician, podiatrist, dentist or optometrist.
10. In the supervision and direction of delegated nursing acts an R.N. shall:
11. Delegate tasks commensurate with educational preparation and demonstrated abilities of the person supervised;
12. Provide direction and assistance to those supervised; The RN shall provide direction to all personal care workers.
13. Observe and monitor the activities of those supervised; and,
14. Evaluate the effectiveness of acts performed under supervision.

The Registered Nurse Supervisor is responsible for supervising providing direction, and managing the personal care workers as well as Registered Nurse staff. The Registered Nurse Supervisor is responsible for ensuring that the personal care workers adhere to the plan of care and demonstrate accurate services. The Registered Nurse Supervisor adheres to and is responsible for training the personal care workers and they too adhere to and comply with all

rules and regulations that are governed by the state of Wisconsin as well as local, state and federal regulations. The Registered Nurse Supervisor will conduct ongoing training and competency evaluations for the personal care workers. The Register Nurse Supervisor is required to consult with the client's/patient's caretakers/legal representative/ and physician to assess the quality and appropriateness of home care given. The Registered Nurse Supervisor is responsible for relaying and communicating all information to the Administrator. Through weekly meetings the Administrator and RN Supervisor shall communicate about all client's progress or changes.

The RN Supervisor shall promptly notify the client's/patient's physician or other appropriate medical personnel and legal representative, if any, of any significant changes observed or reported in the client's/patient's condition.

The RN Supervisor shall instruct all personal care workers on appropriate time and service reporting for all duties and instruct the workers on their use. When there is an emergency situation the personal care worker shall immediately and when able, call the RN Supervisor and report such incidents. The RN Supervisor shall instruct the personal care workers on how to fill out an Accident/Incident Report.

The RN Supervisor shall give the personal care worker written instructions about the services to be performed and arrange for an appropriate person to demonstrate to the personal care worker how to perform the services. DHS 105.17(3)(a)1. The personal care worker must be trained under s. DHS 105.17 (1n) (a) 2. Which is to provide orientation and on-going instruction to the personal care workers. Personal care workers shall receive orientation before providing services to a client. And (b) in the provision of personal care services, and in each skill that the personal care worker is assigned. The RN Supervisor shall provide the personal care worker information concerning specific job duties.

Functions of the Personal Care Worker

Personal care workers shall have the following qualifications:

The personal care worker must be trained under s. DHS 105.17 (1n) (a) 2. Personal care workers shall receive orientation before providing services to a client, in the provision of personal care services, and in each skill that the personal care worker is assigned. Greenspan Home Health Care, LLC shall provide orientation and on-going instructions to the personal care workers. The Administrator or RN Supervisor is responsible for conducting orientation and training. This plan includes a system for providing instruction when an evaluation of the personal care worker's performance or competency indicates additional instruction may be needed. The Agency shall employ trained personal care workers as described (**listed below**) but if the personal care worker possesses no experience the Agency will train or arrange and pay for training of employed or subcontracted personal care workers as necessary. No employee or subcontractor may be assigned any duty for which he or she is not trained.

The personal care worker shall provide documentation of required training to Greenspan Home Health Care, LLC for the Agency's records.

The personal care worker cannot be a person who is a legally responsible relative of the client under s. 49.90 (1), Stats. **No parent of the client under the age 18 shall receive any**

benefits from the Medicaid program. In other words, a mother, father, or spouse of the dependent child is obligated to take care of their dependent minor child. If personal care services are required the parents may appoint another relative to this position.

Duties of the Personal care workers are as follows:

1. Perform tasks assigned by the RN supervisor.
2. Report in writing to the RN supervisor on each assignment.
3. Promptly report any significant changes observed or reported in the client's/patient's condition to the RN supervisor.
4. Confer as required with the RN supervisor regarding the client/patient's progress.
5. Upon coming in contact with blood or other potentially infectious materials including those that are air-borne, non-intact skin, or mucus membranes in caring for clients, practice infection control measures as recommended by the U.S. centers for disease control and prevention.

Performance shall be documented by the personal care workers by maintaining time sheets which will document the types and duration of services provided. It is the responsibility of the personal care worker to provide their client/patient with the care that is outlined in the plan of care. This includes but is not limited to: assist the client with bathing; mouth and oral hygiene; meal preparation; feeding; hair care including combing and shampooing and light housekeeping. The personal care worker is supervised by and must report directly to the Registered Nurse Supervisor. When a change in the client's/patient's medical condition occurs the personal care worker is expected to report this immediately to the Registered Nurse Supervisor. They must also report any other emergencies, medication changes, other diagnosis, incidents or changes necessary to the client's/patient's health condition. If the personal care worker fails to communicate with the Registered Nurse Supervisor it may result in disciplinary action, including but not limited to, termination of employment. The RN Supervisor shall evaluate the competency of the job duties performed every 50 to 60 days.

Team Training & Communication between other Divisions

Being able to effectively communicate with other health care providers involved with the client/patient's care is an important factor. Being able to effectively communicate will help with eliminating charting errors and other human errors as well. The Agency does not want to negatively impact the client/patient with simple mistakes. In order to avoid this we have built a system that involves teamwork. It is Greenspan Home Health Care, LLC policy to organize team training on how to communicate with other clinicians. Physicians, nurses, pharmacists, technicians and other healthcare professionals must coordinate their activities and services so that their client receives exceptional customer service. They must gather information from the client/patient to develop an individual care plan. We here at Greenspan Home Health Care, LLC are committed to ensuring that we communicate with our client /patient and other healthcare providers so that we too can develop an individual service plan that meets the client/patient needs. We will work as a team to meet the personal needs of the client/patient. We will meet and exceed the expectations of our clients/patients to ensure complete satisfaction. We will listen to their needs and concerns and treat them with the utmost respect, courtesy, and empathy. This shall enhance our ability to work together as a healthcare team.

Client Confidentiality, Information, and Record Keeping

Greenspan Home Health Care, LLC shall keep in the client/patient's medical file, the nursing assessment, physician prescription, plan of care, personal care worker's assignment and record of all assignments, and record of registered nurse supervisory visits. Greenspan Home Health Care, LLC also will keep record of all visits by the personal care worker, including observations and assigned activities completed and not completed.

Greenspan Home Health Care, LLC maintains the confidentiality and security of records in compliance with the Health Insurance Portability and Accountability Act (HIPPA), and other federal and state laws. These laws retained to the security and privacy of personal, medical, and financial information. HIPPA protects all medical records and other individually identifiable health information used or disclosed in any form, whether electronically, on paper or orally. Disclosure of information shall not be made to third parties without the written consent of the client except when it is required by law. This Agency is governed by the state of Wisconsin and federally governed as well. The Division of Quality Assurance also governs this Agency and they are entitled to have all information concerning the aspects of client information pertaining to Medicaid personal care services. Division of Quality Assurance may make any inspections and investigations, including complaint investigations, it considers necessary and may review clinical and administrative records, policies and other documents required under this section or s. DHS 107.112, DHS 105.17(4)(a)2. Any interference with or refusal to allow or cooperate with any inspection or investigation under this subsection may be grounds for termination of MA certification. Division of Quality Assurance may contact clients/patients of the personal care provider as part of an inspection or investigation. Greenspan Home Health Care, LLC shall provide the department a list of names, addresses and other identifying information of current and past clients/patients as may be requested. The department may select the names of the clients to be contacted and may contact these clients upon the client's/patient's approval. Employees shall report any potential, suspected or actual breaches of client confidentiality to their supervisor as well as any violation of law, regulations or conditions of participation. All active and inactive client records shall be stored in a secure location, in a locked file cabinet, in a cloud or in the Agency office.

All new employees will be trained on privacy and confidentiality during orientation and during ongoing reviews. All staff will be required to sign a disclosure indicating they understand the Agency's "Confidentiality Agreement" at the time of hire. No employee shall give any information about the client/patient, clients/patients family member, personal care worker without the prior consent of that person or his or her legal representative unless otherwise required by state law, federal law and or court order. The clients/patient's medical records will not be given to any person or persons without a written release of information signed by the client/patient and or clients/patients legal representative. It is Greenspan Home Health Care, LLC policy that no employee discuss client information outside of the Agency's office. Conversations that take place with the client's/patient's doctors, nurses, or other agency personnel will be done in confidence. It is acceptable and necessary to share information with other members of our in-house healthcare team.

Greenspan Home Health Care, LLC shall maintain all of the following records:

The nursing assessment, physician prescription, plan of care, personal care worker's assignment and record of all assignments, and record of registered nurse supervisory visits.

The record of all visits by the personal care worker, including observations and assigned activities completed and not completed.

Written acknowledgement of receipt by the client of the client's rights and responsibilities, provider rules and policies, and the department statement on how to register a complaint.

A copy of the discharge summary.

All of the information required under s. DHS 106.02 (9) (e) 2. for each of its clients.

All records shall be retained by Greenspan Home Health Care, LLC for a period of not less than 5 years. This period shall begin on the date on which we received payment from the program for the service to which the records relate. Termination of a Greenspan Home Health Care, LLC's participation does not terminate the responsibility to retain the records unless an alternative arrangement for record retention and maintenance has been established by the Agency.

Greenspan Home Health Care, LLC shall prepare and maintain truthful, accurate, complete, legible and concise documentation and medical and financial records

Staff Record Keeping

The Administrator, keeps records of but not limited to:

- original personnel files with original signatures of the employee's current job description
- staff performance data with signatures
- current verification of licensure/all certifications/and education
- original signed records of completed orientation
- orientation checklist with signature
- position description with signature
- employee evaluations/competency evaluations
- if applicable competency action plan/correction plan
- For employees that were hired through contractual or Agency arrangement the Administrator will keep record of the employee's departmental/personnel file which will include the validation of record checks, evaluation or assessment reports for each individual orientation checklist, application for employment, and written job description

Confidentiality, Proprietary, & Financial information

All records will be available and shall support the business. All records including legal documents, client information, financial information, and confidential records are maintained, stored, and secured. Electronic documents shall be protected through the application of passwords. Access to some records such as background checks shall be restricted to authorized personnel only. Nobody may falsify information, alter information on any record or any documents. Under no circumstances shall an employee use client information, colleague information, or any individual or any Agency's information to personally benefit by committing identity theft. All medical records shall be accurate and must be able to provide truthful documentation of the services rendered. All employees shall never destroy any information that

is considered part of the client/patient or employees official medical record or file. Legislative requirements for records management shall be monitored to determine the need for changes in policy and or direction. All employees, at some point will come into contact with client/patient information, third-party information, and proprietary information. Disclosure or improper use of confidential information could violate ethical and legal obligations. Employees are to use confidential information only to perform their job requirements. Employees may not share this information unless another entity or individual needs to know the information to carry out his or her specific job requirements or carry out a contractual business arrangement. In most cases this is only acceptable with a client/patient medical release form.

Grievance and Complaint Process

Greenspan Home Health Care, LLC shall provide, in writing, prior to or at the time of accepting an individual as a client/patient, each client/patient or the client's/patient's legal representative all of the following:

The procedures indicating the complaint or grievance process which shall include a statement on how the client can make a complaint to the department. Greenspan Home Health Care, LLC shall also provide the clients/patients responsibilities. All Agency Staff will be trained on the grievance and complaint process during their initial orientation. There will be training annually and on an as needed basis. Grievance is defined as a dispute, controversies, and indifference of opinion between any of the following:

- the client/patient
- the family member of the client/patient
- the caregiver
- the clients/patients legal representative
- Greenspan Home Health Care, LLC
- And any employee of the Agency

Grievances and Complaints concern any aspects of the service we provide and for any of our policies and procedures. Greenspan Home Health Care, LLC has a policy in place to process and provide effective feedback to clients. This shall be done in a timely fashion. We encourage family members and friends as well as clients/patients to express their concerns about any aspect of the care and services we provide. Our grievance procedure and process is included in the Client Rights and Responsibilities correspondence that is distributed before the commencement of service. Clients/patients who use the services of Greenspan Home Health Care, LLC have the right to complain and make their views known without fear of retaliation. Upon admission, the client/patient's legal representative shall be given all contact information at the time of admission. The client has the right to call, email, and write the Administrator or staff member about any concerns or complaints and any aspect of the care or services that are provided to them.

The Administrator shall be advised of the complaint from any personnel that has been complained to. This can be done verbally or in writing. The Administrator and appropriate Registered Nurse Supervisor shall discuss the alleged grievance within 24 hours. The Registered Nurse Supervisor shall investigate the grievance within 24 hours of the complaint. The Registered Nurse Supervisor and Administrator will make every effort to resolve the grievance to the client's satisfaction. If the client/patient's legal representative feels that the appropriate action was not taken they may directly contact the Administrator at Greenspan

Home Health Care, LLC or the Wisconsin Complaint Line. In an attempt to resolve the issue, the Administrator will contact the client or client/patient's legal representative. If at that time the complaint has not been resolved by the Administrator the individual may call the Department of Health Services of Wisconsin.

The Department of Health Services of Wisconsin will take the complaint and further assist.

Toll Free Wisconsin Complaint Line

1-800-642-6552 or (608) 266-8481

You may also write to the:

Department Of Health Services Division of Quality Assurance /Bureau of Health Services

PO BOX 2969

Madison, WI 53701-2969

To File a Complaint Online

<http://www.dhswisconsin.gov/bqaconsumer/healthcarecomplaints.htm>

If at any time a client/patient requests a transfer during the process, we will fulfill the request. Clients/patients also have the right to terminate services at any time. All complaints and actions taken will be documented on a formal Complaint Form. The Administrator will be notified of any and all complaints involving Agency staff and will receive a copy of the formal Complaint Form. All complaints will be documented and filed in a safe and secure locked file cabinet.

The Administrator will prepare quarterly reports summarizing all reports that occurred during the quarterly period. Should the Administrator review and find trends the Administrator will follow through with a performance improvement process. Greenspan Home Health Care, LLC strives on high quality service so it is important that we treat our clients with the utmost respect, care, concern, gentleness, and kindness. Competency also plays a key factor on diminishing complaints. Client complaints will be written in English or the client's primary language.

The Agency shall keep written acknowledgement of receipt by the client/patient of the department's statement and on how to register a complaint.

Discharge Policies

There are times when it becomes necessary to terminate services with a client/patient or when a client/patient decides to go to another Agency. When this occurs, there are policies that all employees at Greenspan Home Health Care, LLC will abide by. Greenspan Home Health Care, LLC will cooperate with other health care and social service agencies in the area and with interested community referral groups.

The Agency may discharge a client/patient only for one or more of the reasons listed below and only after discussing the reasons for the discharge with the client or the client's/patient's legal representative and the clients/patients attending physician.

The Agency shall provide written notice to the client/patient or the client's/patient's legal representative at least 10 days in advance of the discharge if the reason for the

1. The provider is unable to provide the personal-care services required by the client/patient due to either a change in the client's/patient's health condition that is not an emergency, or the providers documented inability to staff the case.
2. Non-payment for services
3. The personal-care provider shall provide written notice to the client/patient or the client's/patient's legal representative at the time of discharge if the reason or the discharge is the result of any of the following:
4. The safety of the personal care worker or nurse supervisor is compromised, as documented by provider staff.
5. The attending physician orders the discharge of the client/patient for emergency medical reasons.
6. The client/patient no longer needs personal care services as determined by the attending physician.
7. The client/patient is abusing or misusing the personal-care benefit as determined by the department or county agency under s. DHS 104.02(5)
8. A copy of the written notice of discharge shall be placed in the client's/patient's medical record.
9. The personal-care provider shall include all of the following in the written notice of discharge required under this paragraph:
10. . The reason the provider is discharging the client/patient
11. The assistant the personal-care provider is able to provide in arranging for continuity of all necessary personal-care services
12. A notice of the client/patient rights to file a complaint with the department if the client/patient believes the discharge does not comply with any of the provisions of this section and the department's toll-free complaint telephone number and the address and the telephone number to Division of Quality Assurance.

Note: A complaint may be filed by writing the Bureau of Health Services, Division of Quality Assurance, P.O. Box 2969, Madison, Wisconsin 53701-2969 or by calling the department's toll-free complaint line at 1-800-642-6552 or by filing a complaint at <http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm>.

No written notification is necessary for discharge for any of the following reasons:

- a. The client/patient dies
- b. The client/patient changes place of residence to a location in an area not served by the provider
- c. The client/patient or the client/patient legal representative notifies the provider in writing to terminate services

The Agency shall complete a written discharge summary within 30 calendar days following discharge of a client/patient or voluntary termination of services by the client/patient or the client/patient legal representatives. The discharge summary shall include a description of the care provided and the reason for the discharge. The Agency shall place a copy of the discharge summary in the former client's/patient's medical record. Upon request, the Agency shall provide

a copy of the discharge summary to the formal client/patient the client's/patient's legal representative, the attending physician, or advanced practice nurse prescriber.

Site Maintenance Plan

The Office staff will be responsible for garbage removal. The office staff at the end of each work day shall remove all garbage and recyclables to its proper area outside the facility. The office staff will also be responsible for picking up litter 10 minutes prior to opening the facility. The staff member will open its doors at 0850, clock in, walk back out of the facility, lock its doors, and return to the outside for litter pick up.

During the winter months, the Agency shall also provide its own snow removal. Brian Alden JR. is a staff member and shall be paid \$50 for each snow removal upon completion. This is also necessary on weekends and holidays. Enclosed you will find a contract between Greenspan Home Health Care, LLC and Brian Alden JR. Brian Alden JR. will also be responsible for daily site up-keep and will be paid per job.

Parking Standards

Parking Standards are as follows:

- Each office employee including RN's shall park at least one block away from the facility. There is limited street parking available at this time.
- Personal care workers are free to park near the building as these workers come into the office for a limited amount of time. At most when there is no training involved the personal care worker is there approximately 15 minutes at best.
- When a personal care worker or RN is scheduled for training they too will abide by the standard of parking at least one block away from the facility.

UPS/FED EX Deliveries

Greenspan Home Health Care, LLC anticipates 3 to 4 deliveries per month. This would include office supplies such as Durable Medical Equipment. The UPS/FED EX person will be directed to park with its lights flashing on the Northside of the building for deliveries. These persons are away from their vehicle no more than 5 minutes.

directly across the street of Southside



Southside of building



Eastside (back of building)

leftside





Possible parking



Westside



Front West side



Northside





facing north from building



Slightly left Westside



