



Best Practices for Business Operations

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1. The agency should maintain and display all required applicable state and federal licenses.
2. The agency should have a current policy and procedure manual for operation of all business activities. These policies and procedures should guide the agency in the day-to-day operations and should be available to all staff.
3. The agency should have a policy and procedure for handling complaints. The policy needs to clearly define what complaints need to be documented and the procedure for follow up on a complaint. The review of complaints should show that all complaints were handled per agency policy and that there is a plan for education of staff to prevent complaints from reoccurring. Agencies should keep a file or log of all complaints.
4. The agency should have a policy and procedure for handling incidents. The policy needs to clearly define what an incident is and what incidents need to be documented. The review of incidents should show that all incidents were handled per agency policy and that there is a plan for education of staff to prevent incident from reoccurring. Agencies should keep a file or log of all incidents.
5. The agency should have all required federal and state posting documents displayed in a prominent area for staff to view.
6. The agency should provide contact information to customers for all hours that services are provided. If agency provides service 24 hours a day, then the agency should have a system for taking calls 24 hours a day.
7. The agency should have a disaster plan and make it available to all staff.
8. The agency should have an infection control plan in place and the information must be available to all staff. Staff must also be retrained periodically on infection control. Agency should ensure that staff has access to all protected equipment as mandated by federal laws.
9. The agency must be aware of all compliance requirements for its state. The plan should include appropriate reporting criteria.
10. Brochures and marketing materials should be available to all staff, clients and community. Brochures must be accurate and reflect the services provided by the agency.
11. The agency should carry appropriate professional liability, workers' compensation and other insurance that is required to cover the entity and its employees.
12. If using consultants/contractors for non-direct care services, agency should ensure that the individual/company carries professional liability insurance.
13. The agency mission and philosophy statements should be available to all staff and clients.
14. The agency should have an organizational chart that is available to all staff.
15. The agency employee handbook or personnel policies should be available to all staff.
16. The agency should have job descriptions that clearly define the duties of each position.
17. The agency should perform criminal background and National Sex Offender Registry checks on all direct care personnel. Agency should have a policy for periodic review and checking of current staff.

18. Each employee should complete an orientation program for their specific position, including competency assessment and documentation. The agency should provide initial training on signs and the reporting responsibility of elder abuse. This information should be reviewed and updated with current staff periodically. All documentation of this orientation needs to be in the employee personnel file.
19. Agency staff should receive periodic continuing education that includes at a minimum: safety, infection control, compliance, ethics, cultural awareness and client's rights and responsibilities. All documentation of this education should be in each employee personnel file.
20. As required by its state, the agency should assess their need to provide initial and annual TB (tuberculosis) screening to ensure that staff is free from communicable disease according to the state guidelines and CDC (Center for Disease Control) Regulation. Employee health screening/evaluation should be completed according to specific duties/tasks of each position. All documentation of these assessments/screenings should be kept in the employee medical file.
21. If employees are required to be certified or licensed, they must maintain the certification or license and provide documentation of that certification or license if required. Agency should check this at the time of hire and re-check periodically. All certifications and licenses should be documented in employee personnel file.
22. All personnel required to operate a motor vehicle must have a valid driver's license and carry the appropriate amount of vehicle insurance. The agency should also perform a driving record check on each employee at the time of hire and periodically throughout employment. The agency should do a periodic review of this license to ensure that the license is still valid. All documentation of the driver's license and insurance should be in the employee personnel file.
23. Caregivers providing personal care services should be supervised according to policy and procedure, state regulations, and other payer guidelines.
24. The agency should have a written service/care plan for each client. The agency should review services and update the service/care plan as needed.
25. The agency should have an annual budget/business plan to measure actual performance.
26. The agency should comply with all accepted professional standards and practices.
27. The agency should have a description of services available for clients along with a fee schedule for each service. This information is given at the start of care and updated as needed.
28. The agency should establish a client bill of rights and responsibilities for their agency according to state regulation in existence. This information should be distributed to the client and family at the start of care.
29. Employees should receive initial training on client bill of rights and responsibilities and be instructed to notify the agency if they observe any violations.
30. The agency should have written policies and procedures for securing and releasing confidential client and employee information. All employees should be trained on the confidentiality policies and procedures of the agency.