

Alabama Medicaid Adult Day Health Standards
Program Narrative

I. Description of the ADH Provider

A. Name of ADH Center: _____

B. Address(es): Mailing: _____

Physical: _____

C. Phone Number: _____

D. Fax Number: _____

E. Director's Name: _____

F. Hours of Operation: _____

G. Scheduled Holidays: _____

H. Number of Clients: _____

I. Number of Staff: Paid _____ Volunteers _____

J. Experience: (indicate how and when center begin, if new center indicate experience in adult care that demonstrates your ability to provide ADH services).

K. Date of last Fire Inspection: _____

L. Date of last Health Inspection: _____

M. Name of Insurance Company: (liability insurance to protect staff)

_____ Expiration Date _____

N. Name of Insurance Company (insurance coverage on vehicles)

_____ Expiration Date _____

*** PLEASE COMPLETE AND RETURN WITH APPLICATION**

II. Adult Day Health Services for the Elderly/Disabled Waiver Program :

A. Definition: Adult Day Health (ADH) is a service that provides Elderly and Disabled Waiver (EDW) clients 18 years of age or older with a variety of health, social, recreational, and support activities in a supervised group for four or more hours per day on a regular basis. ADH is based on the needs of the individual client. Transportation between the individual's place of residence and the ADH center will be provided as a component part of ADH services. The cost of transportation is included in the rate paid by Medicaid to providers of ADH services.

B. Objective: The objective of ADH is to provide a continuing organized program of rehabilitative, therapeutic and supportive health and social services and activities to E/D waiver clients who are functionally impaired and who, due to the severity of their functional impairment, are not capable of living in the community independently.

C. Services Provided in ADH Centers:

ADH services are provided within a maintenance model of care, which provides services that include the following health and social activities needed to ensure optimal functioning of the client.

1. Observe the status of the E/D waiver client's health which includes support, carrying out physician orders as needed; monitoring vital signs as needed; observing functional levels of the client and noting changes in the physical condition of the client; supervising medication and observing for possible reaction; teaching positive health measures and encouraging self-care; appropriately reporting to caregivers and case managers any changes in the client condition.
2. Assist, supervise or administer medication. Non-license ADH staff can assist or supervise clients

with taking their medications only. A registered nurse (RN) or licensed practical nurse (LPN) license by Alabama Board of Nursing may administer medications from a container filled by a licensed pharmacist with a pharmacy label indicating physician instructions. The nurse must keep record of all medication given. The record must include the name, dose and route of the medication, the date and time it was administered and the name and title of the nurse that administered the medication. No other staff can administer medication.

3. Observe the clients' personal hygiene on a daily basis.
4. Provide planned therapeutic activities for a minimum of (4) hours (not just watching television and coloring) to stimulate the client's mental and physical activity, communication and self-expression. These include reality orientation exercise, crafts, music, educational and cultural programs, and games, etc.
5. Provides a variety of opportunities for group socialization.
6. Assist with activities of daily living such as eating, grooming, dressing and maintenance of clothing.
7. Develop a plan to address medical emergencies, fire, and natural disaster.
8. Assist in the development of self-care, personal hygiene and social support services.
9. Provide nourishment appropriate to the number of hours the client attends the ADH center, but not equal to a full nutritional regime (3 meals per day). Provide at least one meal and snack for clients in attendance more than four hours. Encourage clients to follow medical appropriate diets.
10. Provide transportation between the client's place of residence and the ADH center as a component part of ADH services.
11. Provide services Monday-Friday at least 7 hours a day except for regularly scheduled holidays

III. Administrative Requirements:

The ADH provider is required to adhere to the following administrative requirements:

- A. There shall be a designated person to serve as the center administrator. This does not have to be a full time person but, the administrator must have the authority and responsibility for the direction of the ADH center. The ADH provider must notify the operating agency (Alabama Department of Public Health ADPH or Alabama Department of Senior Service ADSS) within three (3) working days if there is a change in ADH administrator, address or phone number.
- B. There shall be a written organizational chart indicating the administrative control and line of authority for the delegation of responsibility down to the hands-on client care. This information shall be readily accessible to all staff and shall include an organizational chart. A copy of this information shall be forwarded to the operating agency at the time the contract is implemented.
- C. The ADH key staff including the administrator or ADH director shall be present during compliance reviews conducted by Medicaid or the operating agency.
- D. The ADH provider shall acquire and maintain liability insurance to protect all paid and volunteer staff including board members, from liability incurred while acting on behalf of the ADH. A copy of the insurance policy will be made available to the operating agency and/or Medicaid upon request.
- E. The ADH provider shall acquire and maintain liability insurance for liability incurred while transporting clients in ADH vehicles. A copy of the insurance policy will be made available to the operating agency and/or Medicaid upon request.

IV. ADH Center Program Requirements:

The ADH center must comply with the requirements of the Medicaid waiver as outlined in the Scope of Service for ADH services and the waiver document. These requirements include but are not limited to:

- A. Maintain a current ADH approval issued from the AMA.
- B. Maintain an attendance record initialed daily by the client and signed at least weekly.

- C. Post a weekly activity schedule that outlines daily activities. The schedule should be written in large letters and posted in an area where clients can view it without difficulty.
- D. Complete an initial assessment on each EDW client's physical, social, and emotional conditions. This should be completed within 30 days of enrollment and documented in the client record.
- E. Complete 60 day assessments on each EDW client. Assessments must be sent to the case manager within 10 days after completion, a copy should be maintained in the client record. Assessments should reflect staff observations of client's participation in, and adjustment to the program, special needs and follow up action.
- F. Have in place procedures to safeguard the health and safety of the clients In the event of medical or other emergencies.
- G. Maintain current (within past 12 months) fire inspection from the state fire marshal or local fire department.
- H. Maintain current (within past 12 months) health inspection for the local Department of Public Health.
- I. Maintain adequate staff for the clients served. This does not include the director.

<u>Clients</u>	<u>Staff</u>
1 – 10	1
11 -25	2
26-35	3
36-43	4

- J. Maintain CPR and first-aid certification for at least two staff members at all times. One certified person should be available when clients are in attendance.
- K. Employ a registered nurse or licensed practical nurse licensed by the Board of Nursing available two hours per week or eight hours per month for consultation.
- L. Provide transportation from the client's place of residence to and from the ADH Center.

V. Program Description:

A. Operation Schedule:

Goal: To provide a regular daily routine in accordance with the physical,

mental and emotional needs of the adults in care.

1. The ADH center will be open a minimum of seven hours daily Monday-Friday. This will include time periods for staff-directed activity, free time, meals and snacks (attach a copy of daily operating schedule).
2. The ADH will maintain weekly activity schedule that outlines the daily activities.
3. The activity schedule will provide periods of both indoor and outdoor activities.
4. Meals and snacks will be spaced at time intervals to accommodate the needs of the clients served.
5. Activity periods will be sequenced and timed to accommodate individual needs of the client served.
6. Staff planning and familiarity with the operating schedule will provide for clients to move smoothly from one activity period to the next.
7. The clients and client representatives will be advised of holiday schedules at the time of admission to the program and again one week prior to the holiday. The number of holidays will not exceed 13 per year.

B. Center:

Goals: To provide a safe, clean and orderly environment that is attractive, fun and appealing to adults. To provide a health environment that allows opportunities for a variety of learning and social experiences for E/D waiver participants.

1. The ADH center will meet all applicable Alabama health and fire safety standards. The state fire marshal and the local health department will inspect new centers prior to serving clients for compliance with standards. The center must be recertified yearly to assure continued compliance with standards. Inspection results will be posted in a prominent place in the center.
NOTE: Attach a copy of approved fire inspection and approved health inspection.
2. The ADH center will post procedures for building evacuation through-out the center. All staff will be familiar with such procedures.

3. The ADH center shall maintain equipment and furnishings (indoor and outdoor) that are clean and free of undesirable, hazardous or unsanitary material and conditions.
4. The ADH center shall not have any barriers which would prevent services to handicap individuals. The ADH center must be assessible to the handicapped individual in the following respects: If center is upstairs, elevators must be accessible to individuals who can not walk upstairs. Doors leading in and out of the center and bathroom doors must be wide enough for accessibility by clients in wheelchairs. Ramps must be provided at entrances to the building. Any areas where steps are located, entrance or activity space must have safety rails.
5. The ADH center shall have at least 35 square feet of activity floor space per ADH participant excluding offices, halls, bathrooms, kitchen, or storage space.
6. The ADH center shall be clean and attractive in appearance, properly ventilated and well lighted. At least one area will be large enough to allow all participants to meet comfortably at one time.
7. The ADH center will maintain a room temperature at a degree comfortable for the clients. An inside room thermometer will be available.
8. The ADH center will maintain a minimum of two restrooms available regardless of the number of participants enrolled. Bathrooms will be located conveniently for participants. At least one toilet and one lavatory will be available for each 15 persons.
9. The ADH center bathrooms shall be designed to permit opening of the locked door from the outside in an emergency. The opening device shall be readily accessible for use in emergencies.
10. The ADH center will have office space available for storage of records and to provide private conferences. The ADH center shall comply with federal and state confidentiality laws and regulations in regards to storage of client and employee files.
11. The ADH center will have floors and rugs that are nonskid and free from dampness and odor.

12. The ADH center will have windows and doors that are screened, if used for ventilation.
13. The ADH center will have space available to isolate a sick or upset participant temporarily or to allow participants to rest if needed. The area will provide privacy for the participant and will be in an area where staff can monitor easily. The arrangement of curtains or movable screens used to section off part of an activity area is not acceptable as isolation space.
14. The ADH center will provide areas identified for different activities (i.e. rest, reading, games, crafts, etc.). The areas will be arranged in a manner to allow maximum independent action so that the participants may move about and choose activities as they are capable without staff assistance.
15. The ADH equipment and center supplies will include a variety of material to simulate individual interest and encourage group activity, such as table games, magazines, books, puzzles, etc.
16. The ADH center will have furniture that is comfortable and designed to meet the physical needs of the participants. Seating will be available for each participant.
17. The ADH center will have an adequate number of chairs, tables, dishes, and utensils available to accommodate the total group at mealtime and other planned activities.
18. The ADH center will have at least one smoke detector (UL approved) installed in the lounge area and any other area where participants congregate for recreation or rest. A smoke detector will also be in any hallway and should be located 15 feet from the end of the hallway. For each additional 30 feet of hallway space an additional detector will be present.
19. The ADH center will have at least two exits clearly marked and well lighted. Exits will be within easy reach of the participants and easy to pass through and free of obstruction.
20. The ADH center will assure that smoking will be restricted to specific staff supervised areas where approved ashtrays are provided. Ashtrays must be free standing and have closed tops to prevent cigarettes from falling from the ashtrays to the floors. If the designed area for smoking is outside, the participants must be supervised.

C. Program Content:

Goal: To provide a program that meets the needs and interests of the clients as identified through client input and individual needs assessments. To provide opportunities for each client to participate in activities that will assist with increasing his/her maximum mental and physical potential in areas of daily living and self-care.

1. The program will provide written weekly plans that outlines activities scheduled during the operational hours.
2. The program will provide a variety of individual and group activities directed at maintaining, improving and preventing further deterioration of the clients' mental and physical capabilities.
3. The program will provide all clients the opportunity to participate in a minimum of four hours of planned activity daily. This does not include lunch breaks or free time.
4. The program will provide information and activities related to:
 - a. Nutrition
 - b. Health
 - c. Recreational/leisure time activities appropriate for adults
 - d. Daily living skills applicable to age group, economic situation and existing handicap.
 - e. Physical exercise.
 - f. Educational topics such as current events, history government etc.
5. The program will provide a variety of opportunities for group socialization.
6. The program will provide activities that require active participation by the client i.e., physical exercise appropriate for client, memory games, reading, spelling, puzzles, other games etc. (Not just television watching).

D. Nutrition:

Goals: To increase client's knowledge about proper nutrition, food preparation, importance of eating regularly, importance of eating a balanced diet, the importance of drinking water and other liquids and encourage medical appropriate diet, etc. To provide clients an opportunity to interact and socialize during meal time.

1. ADH staff will be observant for opportunities to discuss healthy foods, food preparation and good nutrition and eating habits.
2. Each client in full-time care will receive a quantity and quality of foods which meets one-third of adult daily nutritional requirements (one balanced meal) . Clients in day care more than four hours will have a meal supplemented by one or more snacks.
3. Clients in part-time care will receive the same meals or snacks provided to full-time care if he/she attends the ADH during regularly scheduled meal or snack times.
4. A variety of foods will be offered and appropriately served.
5. Weekly menus will be prepared one week in advance. Menus will be written large enough and posted in areas where they can easily be read by clients and visitors.
6. If the ADH prepares food, approval (within last 12 months) from local health department must be posted.
7. If a client is on a special medical diet the ADH will encourage the client to follow the diet.
8. Temperature in the refrigerator must be kept at below 50 degrees. A thermometer may be kept in the refrigerator to measure its temperature at all times or a daily log to indicate the daily temperature measurements are acceptable. Milk and perishable foods must be kept in the refrigerator except during the time of preparation and serving.
9. Garbage must be stored in containers with tight fitting covers. Garbage must be removed from the building daily and the containers must be washed and sanitized frequently.
10. Drinking water must be in an area easily accessible by the clients (near the room usually occupied by clients). Drinking water must be from a source approved by the Public Health Department.

E. Health:

Goal: To observe the clients while in attendance at ADH centers for any indications of exacerbated or new health problems, changes in mental, physical or emotional health, overall personal hygiene, signs and systems of abuse or neglect. And assist and observe clients medication regime.

1. ADH staff will observe each adult for the indications of new health problem.
2. ADH staff will take necessary action in medical situation to assure health and safety of all clients. If there are symptoms of communicable disease, the sick client will be isolated.
3. ADH center will maintain information on all clients regarding the person (client representative) to contact in an emergency situation, the clients' physicians name, address and phone number, the clients' diagnosis and other pertinent health information.
4. ADH center will maintain a copy of the clients' plan of care and current service authorizations form.
5. The ADH center will document in the client record any new problems related to the client's mental, physical or emotional health identified while in attendance in ADH. Problems identified must be brought to the immediate attention of the case manager. The ADH center will document all actions taken in regards to the problem(s) identified.
6. The ADH center will report all suspected abuse or neglect immediately to the E/D waiver case manager and to the County Department of Human Resources, by phone or in person; a written report must follow within five (5) days.
7. The ADH center will provide a health screening for each client at a minimum of once per month. This screening should include but is not limited to the assessments of the client's orientation, physical well being, vital signs and weight. Any significant changes should be reported immediately to the E/D waiver case manager.
8. The ADH center will have at least two staff members certified in CPR and first-aid. The center must have a fully stocked first aid kit and a telephone available at all times.
9. For information regarding medication see page 2, II, C, 2.

F. Social Services:

Goals: To encourage each client to become involved in activities to stimulate his/her physical, social and emotional needs. To assure clients' access to appropriate resources and supplemental services if necessary to meet special needs.

1. The ADH center will document a 60 day assessment of each client. The 60 day assessment will reflect staff observation of the client's participation in, and adjustment to the program. Documentation of any identified special needs, and any follow-up actions planned or taken, should be included in the assessment.
2. The ADH center will send a copy of the assessment to the E/D waiver case manager no more than 10 days after completion. A copy will be retained in the client record.

G. Transportation:

Goals: To provide safe and dependable transportation of clients from their place of residence to and from the ADH center and to other locations when necessary.

1. The ADH provider will ensure all drivers have a current valid Alabama driver's license.
2. The ADH provider will assure that the vehicle used to transport clients is safe and in good working condition. The vehicle should have working lights (signal, brake, head and tail), safety belts, windshield wipers, adequate tires, first-aid kit, fire extinguisher, etc.
3. The ADH provider will encourage all clients to use safety belts when the vehicle is in motion.
4. The ADH provider will allow clients to enter and leave the vehicle from the curb side only.
5. The ADH driver will wait until the client enters the building or their home before leaving.
6. The ADH provider will ensure that all doors are locked when the vehicle is occupied by clients and in motion.
7. The ADH provider will ensure that the number of passengers in the vehicle will be limited to the vehicle's capacity.
8. The ADH provider will ensure that all wheelchair confined clients are properly restrained and all wheelchairs are properly tied down when the vehicle is in motion.

H. Staffing:

Goals: To assure an adequate number of qualified staff are available to meet the needs of the ADH clients that are enrolled in the ADH center.

1. The ADH provider will at a minimum, maintain the following number of staff who are directly involved with the clients during hours of program operation. This does not include the director or auxiliary staff that does not provide direct care to the client, (i.e. cooks, janitors, drivers, etc. a) 1-10 clients – 1 staff member. b) 11-25 clients- 2 staff members. c) 26- 35 clients – 3 staff members. d) 36-43 clients – 4 staff members. For each additional 8 clients there should be one additional staff member.
2. At least two staff (may be one staff and the director, or two staff members) will be at the center during periods when clients are present. At least one of the staff present in the center at any time must be CPR certified and trained in first-aid.

Note: Auxiliary staff (cooks, janitors, drivers, etc.) whose primary responsibilities do not require direct involvement with clients, will not be counted toward staff ratio requirements unless their job descriptions specify time period when they have responsibility only for working with the clients.

H. Staff Qualification

Goals: To assure ADH staff are qualified to render services to ADH clients enrolled in the E/D waiver program.

1. A written job description outlining the responsibilities and duties, and the educational and experience requirements for each position.
 - a. Director must have references which are thoroughly verified and documented. Must have sufficient education (high school diploma or equivalent) and language ability to communicate effectively, understand written instructions and write basic reports. Have the ability to evaluate ADH employees in terms of their ability to perform assigned duties and communicate with clients. Have the ability to assume responsibility for orientation and in-

service training for ADH staff. Have the ability to provide appropriate investigation and follow-up regarding complaints or grievances about ADH services. Submit to testing of tuberculosis annually and possess valid picture identification.

- b. ADH worker must be able to read and write. Must be able to follow written instructions. Must have reference verified thoroughly and documented. Must have picture identification. Must submit to testing of tuberculosis annually. And must have a valid driver's license if transporting ADH client.
- c. Nursing staff must have a current license to practice nursing from the Alabama Board of Nursing (verification must be documented). Must have at least two (2) years experience as a nurse in public health, hospital, or long-term care nursing. Must have verification of annual tuberculosis testing. Must have references thoroughly verified and documented in the ADH personal file. Must possess valid picture identification.

I. Volunteers:

Goals: To assure volunteers are qualified to render services to ADH clients enrolled in the E/D waiver program.

- 1. They must meet all the qualifications of paid staff.
- 2. The work must be scheduled so that, for each paid worker position to be filled by volunteers, at least one fully-qualified volunteer is present during each of the hours for which a paid worker would have been scheduled.

J. Training

Goal: To increase ADH staff knowledge and skill in caring for the elderly and disabled client.

- 1. The ADH provider will assure that the staff have sufficient knowledge of the adult process (mental, emotional and physical) to enable them to meet the individual client needs.
- 2. The ADH provider assure staff who have had no previous experience or training working with adults that are elderly and disabled have on-site orientation with a designated period of supervised training.
- 3. The ADH provider will assure that all ADH staff have at least six (6) hours in-service training annually. Training must be in the following areas: Behavior intervention, acceptance, and accommodation; providing care and supervision including safety and non-medical care; first-aid training; documenting client

participation; fire and safety measures; confidentiality; client right; needs of the elderly and disabled population; basic infection control/universal standards; communication skills; other areas of training as appropriate or as mandated by Medicaid and the operating agencies. Training including the topic, name and title of trainer, objective of the training, date of the training, outline of content, length of training, list of trainees and location should be documented. Documentation of CEU training required by the Alabama Board of Nursing may be accepted as in-service training for licensed nurses working for the ADH center. For CEU training to be accepted there must be documentation to include the date, course title, contact hour earned and the providers ABN provider number.