

NURSING

Service Description

H027-HD

A service that provides nursing intervention that may include patient care, coordination facilitation and education.

Service Requirements and Limitations

1. This service may be provided in the following settings:
 - 1.1 A consumer's home,
 - 1.2 A group home,
 - 1.3 A developmental home (child or adult),
 - 1.4 A Level I or Level II behavioral health facility, or
 - 1.5 A day treatment and training program.
2. This service shall not be provided when the consumer is hospitalized.
3. This service shall not be provided in conjunction with consumers authorized for Skilled Nursing Facility services or non-state operated ICF/MR services.
4. Ensure that the service elements which require nursing support are appropriately prescribed by a qualified, licensed physician and that all professional nursing tasks are provided in accordance with the Arizona Nurse Practice Act, including the required supervision of Licensed Practical Nurses (LPNs). The Nurse Practice Act is comprised of both statutes and rules (Arizona Administrative Code). A.R.S. § 32-1602 *et seq.*; A.A.C. Title 4, Chapter 19.

Service Goals and Objectives

Service Goals

1. To improve or maintain the physical well being and/or mental health of consumers.
2. To increase or maintain self-sufficiency of consumers.
3. To provide relief/respite to caregivers of consumers.

Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. After the consumer's primary care physician (PCP), or attending physician of record, has provided orders for nursing services, assess skilled needs to develop a plan of treatment, which includes the nursing care plan.
 - 1.1 As specified in the Arizona Nurse Practice Act and prior to the start of service, obtain the written statement from the primary care physician that contains the diagnosis and scope of skilled nursing needs and medical orders, as needed.
 - 1.2 Utilizing sound, current principles of diagnosis and assessment, evaluate the consumer's nursing needs:
 - 1.2.1 Review all current available medical files and all pertinent health-related information.
 - 1.2.2 Obtain information from the Division's Health Care Services nurse and/or support coordinator, families, and Individual Support Plan (ISP) team members as needed to identify potential health needs and current health status of the consumer; and
 - 1.2.3 Conduct an assessment of the consumer in relation to physical (for example, need for skin care, respiratory therapy, etc.), developmental, behavioral, and mental health dimensions.
 - 1.3 Develop a plan of treatment in collaboration with the ISP team that includes:
 - 1.3.1 Nursing care plans based on sound principles of diagnosis and assessment.
 - 1.3.2 The physician's orders.
 - 1.4 Observe and evaluate the consumer's response to treatment and review plan of treatment and nursing care plan as directed or as needed. Incorporate information from all team members and caregivers in the treatment and nursing care plan to deliver optimal care to the consumer.
2. Provide intermittent (short-term) or continuous skilled nursing services, as assessed, and outlined in the nursing plan of care and supported by the consumer's PCP or attending physician of record. Staff utilized to provide nursing services will be licensed professional nursing personnel, either a registered nurse (RN) or a licensed practical nurse (LPN) who is under the direct supervision of a RN.
 - 2.1 Based upon physician orders and the nursing plan of care, provide direct services including, but not limited to:
 - 2.1.1 Injections,

- 2.1.2 Intravenous (IV) treatments,
 - 2.1.3 Insertions of catheters,
 - 2.1.4 Respiratory therapy/respiratory treatments,
 - 2.1.5 Treatment for pressure sores,
 - 2.1.6 Care of surgical wounds,
 - 2.1.7 Nasal gastric feedings,
 - 2.1.8 Tracheotomy care,
 - 2.1.9 Parenteral Nutrition (TPN),
 - 2.1.10 Oxygen,
 - 2.1.11 Broviac catheter,
 - 2.1.12 Rectal medications for seizures, and
 - 2.1.13 Peritoneal dialysis.
- 2.2 Plan of treatment shall be implemented and followed utilizing sound principles of diagnosis and assessment.
- 2.3 In the preparation and dispensing of medications, all personnel shall refer to physicians' orders via the individual chart and medication profile, and medications shall be dispensed, administered, and documented using the routine well-known to the nursing process. Only a RN shall administer intravenous medications.
- 2.3.1 Ensure that all medications are completely and accurately labeled per current plan of treatment and monitor use of medication with relation to prescription.
- 2.4 Assist with counseling to help the consumer.
- 2.5 When required, render emergency care.
- 2.6 Perform and document skin assessments.
- 2.7 Assist in activities of daily living in conjunction with nursing service by:

- 2.7.1 Assisting with personal care tasks,
 - 2.7.2 Providing information about nutrition,
 - 2.7.3 Doing light cleaning in the consumer's living area,
 - 2.7.4 Doing consumer's laundry, and
 - 2.7.5 Cooking for consumer as necessary.
- 2.8 As necessary, provide physical or mental rehabilitation through restorative nursing functions and various therapies, encouraging consumers to focus on their abilities and assist them with maximizing usage of assistive devices.
3. Provide support to the plan of treatment and nursing care plan with a focus on prevention and health promotion and consumer independence, improving the capacity of the family and/or the consumer's support systems towards greater independence, and respecting and considering the consumer and the family's values and cultural beliefs.
- 3.1 To insure maximum success of the plan of treatment and nursing care plan:
 - 3.1.1 Provide training on nursing procedures and treatment to the consumer, family and/or support systems;
 - 3.1.2 Act as liaison between direct care staff and community-based professionals, agencies and/or educational resources;
 - 3.1.3 Accompany consumer on appointments to discuss special health concerns;
 - 3.1.4 Make telephone contact with physicians or health agencies to address specific health needs;
 - 3.1.5 Consult with the educational community on behalf of the consumer, as needed, and when necessary provide training to educators;
 - 3.1.6 Assist the family in making referrals to primary care physicians or other appropriate professionals for examinations and diagnostic procedures, as deemed necessary; and
 - 3.1.7 Coordinate delivery of needed services to consumers, families and support systems.
 - 3.2 Within the context of the plan of treatment, the nursing care plan and the consumer's health needs, provide education to consumer, family and/or support system regarding health care identified needs, including:

- 3.2.1 How to work with the primary care physician and the referral system;
 - 3.2.2 How to obtain durable medical equipment needed;
 - 3.2.3 How to obtain, prepare and dispense medications; and
 - 3.2.4 Following physician orders and keeping proper documentation of medical appointments, physician orders, medications, therapies and treatments and the consumer's response to all.
 - 3.3 Collaborate with other health professionals and health care team members to meet identified consumer/family needs.
4. Participate in training as requested; when applicable or as required, provide training and technical assistance to Division staff and other appropriate individuals.
- 4.1 Nursing personnel are responsible for maintaining regular contact with the Division's Health Care Services designee to determine current priorities.
 - 4.2 As the request of the Division, nursing personnel shall:
 - 4.2.1 Participate in orientation or other in-service training.
 - 4.2.2 Participate in the development of Division policies and procedures relevant to other stated objectives.
 - 4.2.3 Consult with the support coordinator, medical supply representatives and other professional and paraprofessional staff on the features and design of special equipment that the consumer may need.
 - 4.2.4 Prepare and provide instruction on the use and care of special equipment.
5. Ensure that personnel are properly trained prior to the delivery of nursing services by ensuring that staff:
- 5.1 Have received specialized training pertaining to the consumer's care needs and receive updated training on an as-needed basis. (Nurses providing care to a person using a ventilator must be ventilator-certified or have a developed competency for the specific ventilator via work experience.)
 - 5.2 Have been informed of proper techniques for medication administration including:
 - 5.2.1 All medications shall be completely labeled; and

- 5.2.2 Discrepancies in the preparation and or the dispensing of medication shall be brought to the attention of the supervisor immediately, with counseling of involved personnel and follow through.
- 5.3 Have been provided with information regarding emergency care and first aid, as well as specific individual first aid for specific conditions.
- 5.4 Have been oriented to the designated disaster plan, including but not limited to, calling paramedics, instituting life-saving measures and other emergency policies of the Division.
- 5.5 Have completed an orientation to clinical and administrative record keeping by a nurse approved by or contracted with the Division or the Arizona Health Care Cost Containment System Administration (AHCCCSA).

Service Utilization Information

1. Nursing will be authorized based on the nursing needs assessment conducted by the Division's Health Care Services unit.
2. This service is provided on an intermittent (short-term) or continuous basis. The allocation of nursing service hours is authorized by the Division's Health Care Services nurse, based on the nursing assessment, which will be included in the consumer's ISP.
3. The Division's Health Care Services unit will conduct nursing assessments at least annually, or more frequently if required by the Division, to reassess need for this service.
4. Prior to initiating the service, the Qualified Vendor shall obtain written orders from the consumer's primary care physician (PCP) or physician of record. The written physician orders will be reviewed every 62 (sixty-two) days (bimonthly) by the PCP or physician of record.

Rate Basis

Published. The published rate is based on one (1) hour of direct service.

Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes and billing units, and associated billing rules will be included in the Division's Policies and Procedures Manual, Billing Manual, RateBook, and/or other provider resources made available by the Division.

Direct Service Staff Qualifications

1. Be licensed in accordance with Arizona law and rules (Nurse Practice Act) to perform the skilled tasks and duties necessary to provide nursing support.

2. Have a requisite supervision required by Arizona law and rules (Nurse Practice Act).

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall maintain a current, signed plan of treatment and the most current nursing care plan for each consumer
2. The Qualified Vendor shall maintain all physician orders for a consumer in that consumer's file.
3. The Qualified Vendor will give consumer-specific documentation to the Division upon request.
4. The Qualified Vendor shall submit written monthly progress reports to the member's PCP or physician of record, and the Division upon request regarding the care provided to the consumer.
5. The Qualified Vendor shall provide quarterly progress reports to the Division's Health Care Services, including a copy of the current signed plan of treatment, nursing care plan and copies of all current physician orders.
6. The Qualified Vendor shall retain documentation of all staff training, including copies of Cardiopulmonary Resuscitation (CPR) certification, in the Qualified Vendor's files.
7. The Qualified Vendor shall maintain on file proof of hours worked by their staff, e.g., staff timesheets. Each timesheet or equivalent document must be signed by the consumer/family/consumer's representative as verification of hours served.
8. The Qualified Vendor will notify the Division/District when skilled needs change prior to the renewal of the 62 (sixty-two) day physician order.
9. The staff who provide nursing services are responsible for all documentation of the consumer's care, including skilled nursing care such as suctioning, tracheostomy changes, medications, etc.
10. ISP team members' exchanges of information pertaining to nursing shall be documented in the nurse's notes and on the ISP team planning document.
11. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.