

ELDERLY SERVICES PROGRAM (ESPSM)

ADULT DAY SERVICES

SERVICE SPECIFICATIONS 2019

**EFFECTIVE October 1, 2019
(BCESP)(CCESP)(HCESP)(WCESP)**

ADULT DAY SERVICES
SERVICE SPECIFICATIONS

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ADULT DAY SERVICES SERVICE SPECIFICATIONS

1.1 OBJECTIVE and CLIENT ELIGIBILITY

- 1.1 Adult Day Service (ADS) is a community-based service designed to meet the needs of functionally-impaired older adults and to encourage optimal capacity for self-care and/or maximize functional abilities.
- 1.2 ADS consists of structured, comprehensive and continually-supervised components that are provided in a protective setting and delivered based on individualized care plans.
- 1.3 There are two levels of ADS: Enhanced and Intensive. The levels are based upon the services furnished. Adult Day Service centers must be certified by Council on Aging of Southwestern Ohio (COA)sm as Enhanced or Intensive. A center certified to provide Intensive ADS meets the certification requirements for the Enhanced level.
- 1.4 The Case/Care Manager assesses the client's needs and preferences when determining the client's appropriateness for ADS and which level of ADS to approve.
- 1.5 Clients who are eligible for ADS must be enrolled in the ESP program and meet one of the following criteria:
 - (a) Cognitive Impairment (i.e. Dementia, Alzheimer's, etc.);
 - (b) Physical Impairment including:
 - (i) Impaired mobility (may include a prescription from a physician for a plan of care, which includes therapies and/or rehabilitation)
 - (ii) Impairments which do not require therapy, but preclude clients from attending a senior center, (ie. severe arthritis, Parkinson's disease, etc.);
 - (c) The client requires a supervised, supportive environment (may include medication administration);
 - (d) The primary caregiver is in need of respite service; or
 - (e) No community based service/facility available in client's community.

2.0 UNITS OF SERVICE

- 2.1 Adult Day Service: A unit of service for ADS attendance is measured in time according to the following:
- (a) One-unit is less than four hours ADS per day which corresponds to a half-day authorization in the service plan.
 - (b) Two units is four or more hours ADS per day.
 - (c) A unit of service for ADS attendance does not include the time it takes to transport the client to/from the center.
 - (d) A unit of service includes, but is not limited to, administrative costs, meals/snacks, materials, supplies and labor expenses.
- 2.2 Adult Day Service Transportation: A unit of service for ADS transportation is a one-way trip. It is an industry standard that ADS transportation trips include multiple passengers.
- (a) A unit of service includes, but is not limited to, administrative costs, labor expenses, and transportation expenses.

3.0 SERVICE REQUIREMENTS

- 3.1 Enhanced ADS Providers must be capable of providing:
- (a) Supervision of all activities of daily living (ADLs), supervision of medication administration, hands-on assistance with ADL activities (except bathing) and hands-on assistance with medication administration;
 - (b) Comprehensive therapeutic activities (activities that stimulate the mind and or/muscles are pre-planned, set-up, and structured within the written daily activities plan);
 - (c) Intermittent monitoring of health status, i.e. blood pressure screening, weight monitoring, etc.;
 - (d) Hands-on assistance with personal hygiene activities (except bathing); and
 - (e) Health assessments conducted by a licensed healthcare professional whose scope of practice includes health assessments.

3.2 Intensive ADS Providers must be capable of providing:

- (a) The service described in paragraph 3.1a thru 3.1e of this rule. A center certified to provide the Intensive level may arrange for or directly furnish those components described in paragraphs(g) and (h);
- (b) Hands-on assistance with two or more ADLs;
- (c) Hands on assistance with personal hygiene activities, including bathing;
- (d) Health assessments conducted by a licensed healthcare professional whose scope of practice includes health assessments;
- (e) Regular monitoring of and intervention with health status by an RN or LPN under the supervision of an RN, i.e., blood glucose monitoring, medication dispensing;
- (f) Skilled nursing services (e.g., dressing changes and other treatments) and rehabilitative nursing procedures. For Intensive Services an RN or LPN under the direction of an RN must be on-site at the ADS center to provide nursing services that require the skills of an RN or a LPN under the direction of an RN, and that are within the nurse's scope of practice.
- (g) Rehabilitative and restorative services, including physical therapy, speech therapy, and occupational therapy (skilled services are not reimbursable by ESP); and
- (h) Social work services (not reimbursable by ESP).
- (i) A center certified to provide the Intensive level may arrange for or directly furnish those components described in paragraphs 3.2 (g) and (h).

3.3 Transportation: A Provider is required to provide or arrange transportation for a client to and from the center either directly or by contract. The Provider has the option of servicing a zone and/or county for ADS transportation.

- (a) Transportation services include assistance with transfer to and from the vehicle.
- (b) ADS providers must ensure transportation services comply with the ESP Medical Transportation service specification (except rate reimbursement). The service specification is available on COA's website www.help4seniors.org).
- (c) ADS providers have the option of subcontracting with any COA

contracted ESP, PASSPORT or Title III transportation provider. The ADS provider must ensure the subcontracted services comply with the ESP program.

4.0 FACILITY REQUIREMENTS

- 4.1 The Provider must assure that separate, identifiable space for main activity areas is available during operational hours if the center is located in a facility housing other services.
- 4.2 The Provider must furnish evidence that at least sixty (60) square feet of space for multipurpose use (excluding hallways, offices, restrooms and storage areas) is available per client for exclusive use of ADS clients.
- 4.3 The center must have at least one (1) toilet for every ten clients present that it serves and at least one (1) wheelchair-accessible toilet.
- 4.4 The Provider must store clients' medications in a locked area that maintains the temperature requirements of the medications.
- 4.5 The Provider must store toxic substances in an area that is inaccessible to the clients.
- 4.6 An ADS center certified to provide Intensive ADS services must have appropriate bathing facilities for clients.
- 4.7 Daily and monthly planned activities must be posted in conspicuous locations throughout the center.
- 4.8 The Provider must develop and annually review a fire inspection and emergency safety plan.
- 4.9 The Provider must conduct and show evidence of an annual inspection of fire extinguishers and smoke alarms.
- 4.10 The Provider must post evacuation procedures in prominent places throughout the center.
- 4.11 The Provider must conduct, on at least a quarterly basis, an evacuation drill from the center while clients are present.
- 4.12 The Provider must retain records of each evacuation drill including the date and time the drill is completed.

5.0 NUTRITION REQUIREMENTS

5.1 Provider must furnish a lunch meal and snacks as outlined below:

- (a) Meals/Snacks can be one of the following:

(i) Secured from COA contracted caterer;

(ii) Secured from a meal producer who meets requirements in rule 173-4-05 of the Ohio Administrative Code and is approved by COA's dietitian; or

(iii) Self-produced by the provider, if the provider meets the requirements in rule 173-4-05 of the Ohio Administrative Code and is approved by COA's dietitian.

- 5.2 Provider must maintain a current food license with their local health department to serve the lunch meal and snacks. Provider must maintain a current copy of the Certificate of Registration with Ohio Department of Agriculture and any required local health department licenses' from their meal producer. If self-producing meals, provider must maintain a current Certificate of Registration with Ohio Department of Agriculture and any required local health-department licenses'.
- 5.3 Provider must maintain copies of facility health department inspections. Provider must maintain copies of inspection reports from their meal producer.
- 5.4 Council on Aging representatives will report any reasonable cause to believe the provider is out of compliance with food safety laws to appropriate authority.

6.0 STAFFING REQUIREMENTS

- 6.1 At least two staff must be present in the ADS center when one or more clients are in attendance. At least one of the two staff must be paid as direct care staff and at least one staff persons present must be certified in CPR.
- 6.2 The staff to client ratio must be at least one staff to six clients at all times.
- 6.3 The provider shall have one RN, or LPN under the direction of an RN, present whenever a consumer who receives enhanced ADS or intensive ADS requires components of enhanced ADS or intensive ADS that fall within a nurse's scope of practice.
- 6.4 The provider shall employ an activity director to direct consumer activities. The activity director shall have the responsibility of developing the activity calendar and ensuring activities meet the requirement.

7.0 CLIENT SERVICE MANAGEMENT

- 7.1 The Provider must initiate an initial intake assessment of the client within the first two days of attendance and complete the assessment within 30 calendar days.
- 7.2 The initial intake assessment must include the following components:
- (a) Functional and cognitive profiles which also identify ADLs and instrumental activities of daily living (IADLS) within the first two (2) days, which require attention or assistance by ADS center staff;
 - (b) A social profile assessment conducted within the first 30 days of start including social activity patterns, life events, community services, caregiver data, formal and informal support systems, and behavior patterns; and
 - (c) A health assessment completed for each client within thirty calendar days of first attendance, conducted by a licensed healthcare professional whose scope of practice includes health assessments that includes, but is not limited to, a health profile including risk factors, psychosocial profile, diet, medications, and the professional's name and phone number.
- 7.3 A care plan must be developed by a licensed healthcare professional whose scope of practice includes health assessments for each client within the client's first thirty days of attendance or ten units of service, whichever comes first. The care plan must identify the client's strengths, needs, problems or difficulties, goals, and objectives. The care plan must document the following elements:
- (a) Interests, preferences and social rehabilitative needs;
 - (b) Health needs;
 - (c) Specific goals, objectives and planned interventions of ADS services that enable the goals; and
 - (d) A description of the client and/or caregiver involvement in development of the care plan.

- 7.4 Before administering medications or providing nursing services, therapeutic meals, nutrition consultation, or therapeutic service(s) the provider shall obtain a plan of treatment from a licensed healthcare professional whose scope of practice includes making plans of treatment. The Provider must obtain the plan of treatment at least every ninety (90) days for each for client that receives medications/treatments, nursing services, nutrition consultation, physical therapy (PT), speech therapy (ST).

Before providing a therapeutic meal, the Provider shall obtain a diet order from the licensed professional with prescriptive authority for a therapeutic meal. The diet order must be updated any time the diet order is changed, and verified at least annually. The provider shall comply with the diet order requirements under rule 173-4-06 of the Administrative Code.

- 7.5 The daily attendance roster must include documentation of:
- (a) Client's name;
 - (b) Date of Service;
 - (c) Client's arrival and departure times;
 - (d) Client's mode of transportation; and
 - (e) Client's signature and the signature of the ADS staff person. If the client is unable to sign, the provider must document in the client's file if initials or other mark will be used for service verification.
- 7.6 The Provider furnishing Intensive Services must document and maintain a client record of each Intensive Service delivered, i.e., bathing, health assessment, skilled nursing, PT, ST. Documentation must include date of contact, type of contact and name(s) of person(s) having contact with the client.
- 7.7 The Provider must conduct an interdisciplinary care conference with the ADS staff that should include the client and/or caregiver at least every six months **and** the plan must be revised in accordance with changes in client status, condition, preferences and response to service, when applicable. The results of the interdisciplinary care conference must be documented.
- 7.8 The Care Manager must be invited to participate in the interdisciplinary care conference and be notified of the date and time in advance.

8.0 PERSONNEL QUALIFICATIONS

8.1 The Provider must document and retain evidence that ADS staff possess the following qualifications:

- (a) Appropriate, current and valid licensure for all registered nurses, licensed practical nurses, social workers, physical therapists, physical therapy assistants, speech therapists, dietitians, occupational therapists and occupational therapy assistants or other licensed professionals.
- (b) The activity director must possess one of the following:
 - (i) A baccalaureate or associate degree in recreational therapy or a related degree;
 - (ii) A certification from the National Certification Council of Activities Professionals (NCCAP); or
 - (iii) A minimum of two years experience as an activity director or activity assistance in a related position.
- (c) Activity program staff must possess one of the following:
 - (i) Possess a high school diploma or high school equivalence diploma; or
 - (ii) A minimum of two years experience providing personal care activities and/or social/recreational services under the direction of a licensed or certified health care professional.
- (d) Each personal care aide must meet at least one of the following training or certification requirements prior to client contact:
 - (i) Possess a high school diploma or high school equivalence diploma;
 - (ii) Be listed on the Ohio Department of Health's Nurse Aide Registry;
 - (iii) Successfully complete the Nurse Aide Competency Evaluation Program conducted by the Ohio Department of Health under Section 3721.31 of the Revised Code;
 - (iv) At least two years of employment in a supervised position to furnish personal care, to furnish activities, or to assist with activities; or
 - (v) The successful completion of a vocational program in a health or human services field.

- 8.2 Task-based training: Before each new personal care aide provides an ADS, the provider must provide task-based training and maintain document to support the training in compliance with 9.3 (a-d).
- 8.3 Transportation staff must meet all transportation personnel requirements set forth in the ESP Medical Transportation Service Specification. The service specification is available on COA's website www.help4seniors.org).

9.0 DIRECT-CARE STAFF TRAINING:

- 9.1 The Provider must provide orientation to all direct care staff prior to the staff member furnishing any ADS. The Provider shall train the staff members on:
 - (a) Expectation of employees;
 - (b) the employee code of ethics;
 - (c) an overview of personnel policies;
 - (d) incident reporting procedures;
 - (e) agency organization and lines of communication;
 - (f) emergency procedures;
 - (g) task based training; and
 - (h) universal precautions for infection control procedures.
- 9.2 Each staff member must participate in at least eight (8) hours of in-service or continuing education on topics related to their position annually.
- 9.3 The Provider must retain records showing compliance to the staff orientation and in-service/continuing education requirements. The documentation must include:
 - (a) the instructor's name, title, qualifications, and signature;
 - (b) the date and time of instruction;
 - (c) the content of the instruction; and
 - (d) the name and signature of the direct care staff member completing the training.