

ENCOMPASS FAMILY HEALTH HOME
Care Management
Policy & Procedure Manual

Care Management Policy #21 Safety

Effective Date: 5/1/16

Revised Date: 9/1/16

POLICY: Encompass Health Home will support the provision of Care Management services in a way that protects the health and safety of Participants, Families and Care Managers, within environments where the physical well-being and the rights of all persons are protected.

PROCEDURE:

- A. Care Management Agencies are encouraged to develop Safety Policies that address the known and anticipated risks, as well as recommended safety measures required during the performance of Care Management activities, both on site and in the community.
 - 1. Special attention should be given to those Care Managers providing Outreach and Engagement activities.
- B. It is recommended that procedures address issues including but not limited to:
 - 1. Procedures for signing in and out of the office environment;
 - 2. When to refrain from making visits alone;
 - 3. Procedures to verify the safety of Care Managers when they are in the field;
 - 4. Procedures for making after hour or On-Call visits;
 - 5. When to do risk assessments;
 - 6. Procedures to address challenging or threatening behaviors;
 - 7. Procedures of when to include emergency personnel;
 - 8. Phone numbers and supports to contact when there is an emergency;
 - 9. Procedures to maintain a safe office environment, including procedures directed at the protection of Participants/Families/Visitors;
 - 10. Procedures for environmental hazards;
 - 11. Procedures to perform community field work safely.
- C. It is required that all Care Management staff receive Safety Training, such as *OMH-Partnering for Safety*, or a similar curriculum.
 - 1. Additional training on safety measures are recommended including Bloodborne Pathogens; CPR/First Aid and Defensive Driving.
- D. It is recommended that CMA's utilize technology such as agency cell/smart phones and GPS devices to assist Care Managers in performing their duties in a safe manner.
- E. Procedures should involve processes for incident de-briefing, to examine situations that may occur, to initiate preventive measures and update policies.
- F. The Health Home will review Incident Reports for evidence or lack thereof, of appropriate procedures for protecting the safety of Care Managers and Participants, and will offer feedback as needed.
- G. The Health Home will provide necessary support and guidance on Safety as needed, during Provider Meetings and through assistance with policy development as requested.