

3.

Promotion of Persons Served Health and Safety

J. Health Service Coordination and Care Policy

1. Policy:

It is the policy of this Department of Human Services licensed provider, Meridian Services, Incorporated, to meet the health service needs of each person being served as defined and assigned in each person's Coordinated Service and Support Plan (CSSP) or Coordinated Service and Support Plan addendum.

2. Procedure:

- a. When discovered, Meridian Services, Incorporated will promptly notify the person's legal representative, if any, and the case manager of changes in a person's physical and mental health needs affecting health service needs assigned to the program in the person's Coordinated Service and Support Plan (CSSP) or Coordinated Service and Support Plan addendum.
- b. If Meridian Services, Incorporated has reason to know that the change has already been reported, it is not necessary to report.
- c. Meridian Services, Incorporated must document all health changes, including when the notification of the health changes was given to the legal representative and case manager, on the Health Needs Change Notice form.
- d. When assigned the responsibility for meeting the person's health service needs in the person's Coordinated Service and Support Plan (CSSP) or Coordinated Service and Support Plan addendum. Meridian Services, Incorporated will maintain documentation on how the person's health needs will be met, including a description of the procedures to follow in order to:
 1. Provide medication assistance of medication administration according to the safe medication assistance and administration policy;

2. Monitor health conditions according to written instructions from a licensed health professional;
 3. Assist with or coordinate medication, dental and other health services appointments; or
 4. Use medical equipment, devices or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.
- e. Serious Illness and Health Needs:
1. Monitor health conditions according to written instructions from a licensed health professional.
 2. Meridian Services, Incorporated will follow all medical/emergency protocols for all persons served.
 3. If a Person served is on Hospice care, Meridian Services, Incorporated will coordinate medical care with the hospice agency
 4. Meridian Services, Incorporated will follow all Do Not Resuscitate / Do Not Intubate (DNR/DNI) protocols for persons served when applicable.
 5. Meridian Services, Incorporated nurse will ensure step by step instructions (including on call protocols) are provided to staff.
 6. Meridian Services, Incorporated will ensure receiving authorization and signatures from the persons served's legal representative for all medical protocols including the DNR/DNI protocols when applicable.
 7. The Person served medical /emergency protocol and DNR/DNI protocol will be located: in the medication book at the sites.
 8. All staff and on call management will be trained on the medical/emergency protocols and DNR.DNI protocols for persons served.
 9. During orientation, staff will sign the emergency statement that they can call 911.
 10. Upon death, staff will contact the Hospice Agency (when applicable), their supervisor, and the Meridian Services, Incorporated Nurse.
11. For persons served on Hospice care, staff will notify the Hospice Nurse of all necessary information, but will follow all of Meridian Services, Incorporated protocols and po