

Ethical Review and Homecare Nursing

- ◆ The office and you the field employee are partners in homecare. Work as a team in order to promote the wellness of the client and their families.
- ◆ **You are employed by Anchor Healthcare Services The offices is responsible for the coordination of the care being delivered.**
 1. **If you are running late, call and/or page the office.**
 2. **If you are ill and not able to work call and/or page the office.**
 3. **If you need time off or a change in your schedule, call and/or page the office.**
 4. **If you plan to switch your shift with another nurse call and/or page the office.**
 5. **If you work more hours than your scheduled shift you must call and/or page the office for authorization.**
 6. **If you work different hours than your confirmed shift you must call and/or page the office for authorization.**
- ◆ We can only have you work what you are willing to work. We cannot guarantee work; however we strive to work with you and your availability.
- ◆ You are required to work two weekend shifts per month. This will alleviate any one nurse from doing all the weekend shifts in one case. The goal is to provide safe and reliable nursing care to the client.
- ◆ Do not wait until the schedules are to be released to notify the office of your availability. Call the Client Care Coordinators with your availability as soon as the 10th of each month.
- ◆ We protect your rights and your personal needs in regards to time off. Please notify the office/ on-call if you are not able to work as soon as you know. The longer you wait the harder it is to restaff your cancelled hours.
- ◆ Please do not give parents your home phone number.
- ◆ Please be consistent in the field with parents, if you tell the office you are not willing to work a requested shift, do not tell the parents that you are. This promotes distrust.
- ◆ Please do not overload parents with your personal needs and/or problems.
- ◆ Do not discuss details of the clients and families outside of their homes.
- ◆ Do not discuss other cases you have worked on to the families and/or nurses you report off to unless you use general terms or experiences. Never use names!
- ◆ You the nurse are responsible to report abuse or neglect.
- ◆ Work together as a team. Discussing other nurses to a parents or other nurses is inappropriate. If you have a problem or concern regarding a nurse, discuss it directly with the nurse and/or nursing supervisor – NOT THE PARENT.
- ◆ There is no place in homecare for a “limelighter”
- ◆ Do not force your religious beliefs on a family.
- ◆ Anchor Healthcare Services does not discriminate.
- ◆ You are legally required to complete a nurse’s note. Do not leave the case at the end of your shift unless your documentation is complete. No excuses.

ANCHOR HEALTHCARE SERVICES
Employment Agreement

- ❖ I _____, understand that Anchor Healthcare Services is a part-time employer and cannot guarantee any specific number of hours in a given week.
- ❖ I recognize that my employment is on an "as needed" basis and that I may be terminated at any time and for any reason.
- ❖ I agree to help staff clients on some holidays and specifically agree to work either Christmas Eve/Day or New Years Eve/Day.
- ❖ I will not accept any types of gifts from the client/parent/family for service rendered.
- ❖ When on assignment, I will keep the Nursing Supervisor informed of any medication changes, new Physician's orders and/or any concerns of the client's well being.
- ❖ I understand that I will be counseled for an inappropriate action.
- ❖ I have also been advised at the time of my orientation that I **will** be terminated if I do any of the following:
 1. Any action that would legally be considered detrimental to the agency.
 2. Verbal and/or physical abuse of a client.
 3. Stealing from the client or agency.
 4. Working under the influence of alcohol or drugs.
 5. Falsification of any information given to or pertaining to the agency.
 6. Functioning in a capacity beyond or completely removed from my job description.
 7. Accepting an assignment, then not showing up for work, without a twenty-four hour notice, unless due to inclement weather or any other justifiable emergency. Then the On-call Personnel must be notified immediately of an inability to provide client care at the scheduled time.
 8. Being absent from or late for work more than two times in one month without a reasonable excuse -- in the event of illness, a physician's certificate may be requested.
 9. Accepting work from a client whose services originated through the agency.
 10. Having another person accompany me to work.
 11. Refusing to comply with assigned duties and dress code.
 12. Leaving an assignment before scheduled time without approval of client/parent or Nursing Supervisor.
 13. Transporting a client.
 14. Actions or omissions adversely affecting a client's safety, comfort, or well being.
 15. Divulging or allowing divulgement of any information regarding the client or family to anyone other than members of the healthcare team, state surveyors, accrediting body representatives or for the purposes of payment to representative(s) of the client's insurance company or funding source
 16. Sleeping while on duty.

Signature of Employee

Date

Confidentiality: Client's Right to Privacy

Medical ethics and sound business practice require that all information received by any employee, student or volunteer from or concerning clients, contributors or volunteers be kept in strict confidence within Anchor Healthcare Services.

1. A confidentiality statement is included in the employee handbook that is distributed at the start of employment. This is reviewed in the employee's orientation.
2. Client's affairs are to be discussed within the agency only when necessary in the course of performing work for the client or discussing the client's needs with those who have the right to know.
3. Failure to observe client confidentiality will be regarded by Anchor Healthcare Services as a breach of responsibility of the most serious nature.

Non Discrimination Policy

Anchor Healthcare Services complies with all laws and acts of law which ensures that no person shall on the grounds of race, color, national origin, sex, handicap or age, be excluded from participation in, be denied benefits of or otherwise be subjected to discrimination in the provision of any care or services.

Clients of Anchor Healthcare Services are treated without regard to race, creed, color, religion, sex, national origin, disability (including persons with AIDS or HIV seropositive and asymptomatic), age or Advance Directive.

1. Clients will be provided care in a manner that does not discriminate against persons on the basis of race, color, national origin, disability, sex, age or advance directive.
2. Employees will be assigned to client services without regard to the race, color, national origin, sex, disability, or age of either the client or employee.
3. All facilities of this agency will be utilized without regard to race, color, national origin, sex, disability, or age.
4. The non-discriminatory policies of the agency apply to clients and all responsible employees.

Anchor Healthcare Services

Client's Bill of Rights and Responsibilities

It is recognized that a personal relationship between the homecare personnel and the client is essential for the provision of proper nursing care. It is in recognition of these factors that these rights are affirmed.

1. The client has a right to be treated with courtesy, consideration, and respect and is assured the right to privacy.
2. The client is assured confidential treatment of his medical and financial records as provided by law.
3. The client shall remain free from mental and physical abuse and property exploitation.
4. The client is assured the right to participate in the planning of his/her home care and the right to refuse services.
5. The client has the right to exercise his or her rights as a client of the agency and decide his or her own advance directive.
6. The client's family or guardian may exercise the client's rights when the client has been judged incompetent.
7. The client has the right to have his or her property treated with respect.
8. The client has the right to voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for the property by anyone who is furnishing services on behalf of the agency and must not be subjected to discrimination or reprisal for doing so.
9. The agency must investigate complaints made by a client or the client's family or guardian regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for the client's property by anyone furnishing services on behalf of the agency, and must document both the existence of the complaint and the resolution of the complaint.
10. The client has the right to be informed in advance about the care to be furnished and of any changes in the care to be furnished.
11. The agency must advise the client in advance of the disciplines that will furnish care and the frequency of visits proposed to be furnished.
12. The agency must advise the client in advance of any change in the plan of care before the change is made.
13. The client has the right to be advised, before care is initiated, of the extent to which payment for the agency services may be expected from Medicare or other sources, and the extent to which payment may be required from the client.
14. Before the care is initiated, the agency must inform the client, orally and in writing of: a) the extent to which payment may be expected from Medicare, Medicaid, or any other Federally funded or aided program known to the agency; b) the charges for services that will not be covered by Medicare; and c) the charges that the individual may have to pay.
15. The client has the right to be advised orally and in writing of any changes in the information provided, when they occur. The agency must advise the client of these changes orally and in writing as soon as possible, but no later than 30 calendar days from the date the agency becomes aware of the change.
16. The client has the right to be advised of the availability of the toll-free agency hotline in the state.
17. When the agency accepts the client for treatment or care, the agency must advise the client in writing of the telephone number of the home health hotline established by the State, the hours of its operation, and that the purpose of the hotline is to receive complaints or questions about local agencies. The client also has the right to use this hotline to lodge complaints concerning the implementation of the advanced directives.
18. The client has the right to be served by individuals who are properly trained and competent to perform their duties.
19. The client is assured the right to voice grievances and complaints related to agency services without fear or reprisal.
20. The client is assured at least five (5) days written notice prior to any reduction in services.
21. The client is assured at least fourteen (14) days written notice prior to any discharge or referral in service, except when a medical emergency exists, when the client's physician orders admission to an inpatient facility, or when discharge is determined by the Chief Executive Officer to be necessary to protect the health and welfare of the staff member(s) providing service(s).
22. The client and/or legal guardian has the right to know all personnel involved in supplying, coordinating and performing his/her care.
23. The care or treatment should be fully explained to the client and/or legal guardian. The advance directive of the client will not jeopardize the care delivered to the client. Alternatives to the care provided should be made available when necessary.
24. The client and/or legal guardian has the right to expect that request for services shall be responded to by Anchor Healthcare Services. Anchor Healthcare Services must provide evaluation, service and/or referral as indicated by the urgency of the case.
25. The client and/or legal guardian has the right to obtain information related to any factor of the provision of his/her care.
26. The client and/or legal guardian has the right to examine and receive an explanation of his/her bill regardless of payment source.
27. The agency should be immediately advised if instructions are not understood, or such that they cannot be followed.
28. The client has the right to every consideration of privacy and individuality as it relates to social, religious, legal and psychological well being.
29. The agency will obtain consent for recording or filming made for the purposes other than the identification, diagnosis, or treatment of the client.
30. The client has the right to unlimited contact with visitors and others.
31. The client has the right to an environment that preserves dignity and contributes to a positive self image.
32. The client has the right to pain management.
33. The agency protects research subjects and respects their rights during research, investigation, and clinical trials involving human subjects.
34. The agency will deliver optimal comfort and dignity to the client in the event the client is receiving end-of-life care.

The client parent and/or legal guardian has the responsibility:

1. To provide to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.
2. To report unexpected changes in his/her condition to the responsible practitioner, including notification that he/she will not be available at the place of care at the predetermined visit time.
3. To inform the provider whether he/she clearly comprehends a contemplated course of action and what is expected of him.

THE ABOVE RIGHTS AND RESPONSIBILITIES HAVE BEEN EXPLAINED TO ME BY A REPRESENTATIVE OF ANCHOR HEALTHCARE SERVICES:

Anchor Healthcare Services Representative's/Client, Parent or Legal Guardian Signatures

Date

Ethics in Homecare Nursing Post Test

1. As a nurse, you are required to complete all of your documentation BEFORE you leave your clients house.

TRUE

FALSE

2. As a nurse, you are legally required to report abuse or neglect in a clients home.

TRUE

FALSE

3. The office should immediately be notified if any physicians orders are not understood, or if they cannot be followed.

TRUE

FALSE

4. With regards to time off, when should I let the office know I will be taking time off?

- a. The night before the shift I plan to request off.
- b. As soon as you know what dates you will need to request off.
- c. Don't tell the office at all, they'll notice I'm gone and find someone to cover my shift.

5. When there is a change in physicians orders, the nurse should contact their nursing supervisor and let them know immediately.

TRUE

FALSE

6. If a client or client's family tries to give me a gift for services rendered, I will...

- a. Accept it and expect more gifts.
- b. Accept it and politely tell them it is not necessary.
- c. Politely decline the gift.

7. As an agency, we cannot discriminate during the hiring process, but the clients have the right to choose who works in their homes.

TRUE

FALSE

8. If there is abuse/ neglect in your clients home, I can talk about it with friends/ post about it on social media.

TRUE

FALSE

9. It is acceptable for me to bring another friend/ family member to work with me at a clients home.

TRUE

FALSE

10. There is a zero tolerance policy on verbal/ physical abuse and stealing from a client and you will be terminated if this is reported.

TRUE

FALSE