

STANDARDS AND METHODS FOR ASSURING HIGH QUALITY CARE

The ultimate goal of this State Plan is the establishment of a comprehensive program which will assure that the provision of high quality medical and remedial care and services will be available to every resident of the State who, because of lack of financial resources, might otherwise be deprived thereof. To achieve this end, the following will obtain:

1. Efforts to assure receipt of high quality care and services by eligible individuals will include, but not necessarily be limited to:
 - a. Seeking and applying more efficacious ways and means of maintaining meaningful surveillance over service availability and utilization which will ascertain that the right service is provided to the right individual and at, and for, the right time, or that corrective action is in order;
 - b. Consultation with present and potential providers of medical and remedial care and services to assist in improving the quality and quantitative balance of services available;
 - c. Utilization of specialized professional consultation in developing and assessing pertinent elements of the program, such as drugs and pharmaceuticals;
 - d. Integration into the program of existing State Agency standards relative to Crippled Children's and Maternal and Child Health programs which it administers, and development of improved standards relating to the delivery of medical and remedial care and services;
 - e. Exploration of changes in existing methodologies used in delivering services in order to better utilize available resources;
 - f. Establishment and operation of a registry and referral service to facilitate accessibility of services;
 - g. Consultation with the State medical care advisory committee in planning and promoting ways and means of reaching the goal of comprehensive medical care; and
 - h. Further development of active cooperation and coordination among all health and welfare interests in the State.

4/3/74

D.C. Tr. 1/22/74 Incorp. 11/29/74 Effective 12/21/73

2. In order to assure that the quality of medical and remedial care and services delivered under this plan is capable of maintaining a satisfactory level, providers of such care and services will be required to:

a. Comply with applicable portions of

- (1) Standards established as conditions of participation under Title XVIII of the Social Security Act,
- (2) Requirements of Supplement D-5000,
- (3) Regulations cited in Section D.3 of this Chapter IV and,
- (4) The "Conditions of Participation" established by the State Agency as cited in Section C of this Chapter.
- (5) Exception to the above may be made under Section F of this Chapter.

b. Meet applicable licensure requirements of the jurisdiction in which the care or service is provided.

c. Meet the following additional qualifications, as applicable:

(1) Physician (Includes osteopathic physician)

(a) General Requirement

A graduate of a recognized school of medicine and/or school of osteopathy and licensed to practice medicine, surgery and/or osteopathic medicine and surgery within the jurisdiction in which the service is provided.

(b) General Practice Physician

A licensed physician who devotes his professional activities to the general practice of medicine and surgery.

(c) Specialist Physician

A licensed physician who engages in the practice of a medical or surgical specialty and is certified by the appropriate medical specialty board; qualified for admission to the examinations of such board; or holds an active staff appointment in a hospital approved for training in the appropriate specialty with privileges in that specialty.

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4/3/74

D.C. Tr. 1/22/74 Incorp. 11/29/74 Effective 12/21/73

(2) Dentist(a) General Requirement

A graduate of a recognized school of dentistry and licensed to practice dentistry within the jurisdiction in which the service is provided.

(b) Dentist - General Practice

A licensed dentist who is engaged in the practice of general dentistry.

(c) Dentist - Specialist

Certified or eligible for certification by the board of certification for his particular specialty. Such board of certification must be approved by the American Dental Association.

(3) Nursing Personnel(a) Registered Graduate Nurse

Licensed to practice as such within the jurisdiction in which the service is provided, and qualified by education, training, experience and demonstrated ability for the position occupied.

(b) Public Health Nurse

Licensed to practice as a graduate registered nurse within the jurisdiction in which the service is provided, and especially trained or experienced in the practice of public health nursing.

(c) Practical Nurse

Licensed to practice as such within the jurisdiction in which the service is provided.

(d) Nurses' Aides and Other Auxiliary Nursing Personnel

Qualified by education, training, experience and demonstrated ability for the position occupied, and work under supervision of a registered professional nurse. (For Nurse Aide Training and Competency Evaluation Programs - See Attachment 4.11A).

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D.C. Tr. 1/22/74 Incorp. 11/29/74 Effective 12/21/73

(4) Dietician and Nutritionist

Formal education, training and experience in dietetics or nutrition, or in both; and preferably, meeting the requirements for certification of the American Dietetic Association.

(5) Optometrist

Licensed to practice optometry in the jurisdiction in which the service is provided.

(6) Podiatrist

Licensed to practice podiatry in the jurisdiction in which the service is provided.

(7) Physical Therapist

Graduate of a program of physical therapy approved by the Council on Education of the American Medical Association in collaboration with the American Physical Therapy Association, or its equivalent.

(8) Occupational Therapist

Registered by the American Occupational Therapy Association or a graduate of a program in occupational therapy approved by the Council on Medical Education of the American Medical Association and engaged in the required supplemental clinical experience prerequisite to registration by the American Occupational Therapy Association.

(9) Speech Therapist

Graduate of a course in speech therapy and certified or eligible for certification by the American Speech and Hearing Association or its equivalent.

(10) Psychologist

Graduate from a recognized psychology training program and certified by the American Board of Examinations for Professional Psychology or by the District of Columbia Board of Examinations of the Psychological Association or its equivalent.

(11) Social Worker

(a) Master's Degree from an approved school of social work and certified or eligible for certification by the National Association of Social Workers.

(b) Assistant

Qualified by education, training, experience and demonstrated ability for the position to which appointed and works under the supervision of a social worker.

(12) Clinical Laboratory Technologist

(a) Graduate of an approved training program in clinical laboratory technology and registered or eligible for registration by the American Society of Clinical Pathology or its equivalent.

(b) Laboratory Technician

Qualified by education, training, experience and demonstrated ability for the position occupied and works under supervision of a clinical laboratory technologist.

(13) Radiology Technician

Graduate of an approved course in radiology technology and certified or eligible for certification by the American Registry of Radiologic Technicians or by the Registry of Medical Technicians (ASCP) as a nuclear medical technician.

(14) Pharmacist

Graduate of a recognized school of pharmacy and licensed to practice pharmacy in the jurisdiction in which the service is provided; and those pharmacists already licensed to practice in the District of Columbia.

-4/3/74

D.C. Tr. 1/22/74 Incorp. 11/29/74 Effective 12/21/73

(15) Personal Care Providers

- (a) Provider Agencies offering Personal Care Aide services shall have and adhere to a current Provider Agreement with the Department of Human Services, Commission on Health Care Financing.
- (b) The Provider shall perform the following:
- (i) Verify the recipient's eligibility for Personal Care Aide services.
 - (ii) Assure completion of documentation required for certification and authorization of PCA services.
 - (iii) Develop an appropriate plan of care, which is to be completed and reviewed by a Registered Nurse at least every 60 days.
 - (iv) Provide quality services according to the plan of care, including proper assignment and supervision of personal care aides.
 - (v) Provide supervisory visits within 48 hours of initiation of services and every 60 days, to the recipient's home by a Registered Nurse to monitor the quality of Personal Care Aide services and gather information for the recipient's continued plan of care. When a recipient's situation warrants, such as a new PCA, or change in health status, a supervisory visit should also be made.
 - (vi) Maintain documentation of services for a minimum of five (5) years. Documentation shall include:
 - 1) Medical information pertinent to developing a plan of care, in addition to initial and subsequent care plans.
 - 2) General information including recipient's name, identification number, address, telephone number, age, sex, name and telephone number of emergency contact person, physician's name, name and telephone number of personal care provider or provider agency.

TN No. 94-17
Supercedes
TN No. New

Approval Date 6/23/95

Effective Date 4/1/95

3) Dates of service and description of services provided, including progress notes of personal care aide and Registered Nurse supervisor.

- (vii) Coordinate services between levels of care to avoid duplication and gaps in care.
 - (viii) Discontinue Personal Care services when such services are no longer required or adequate to meet the recipient's needs.
 - (ix) Notify the State Medicaid Agency and the recipient when services are no longer required, including indication for discontinued services (e.g. improvement in level of independent function, hospital admission, nursing home admission, death).
 - (x) Recertify PCA services according to I (C) (1) of this section.
 - (xi) Assure that PCAs employed by the provider meet the qualifications required by the Medicaid agency.
 - (xii) Provide and document at least 12 hours of continuing education for Personal Care Aides each year.
- (c) Personal Care Aides must meet the following qualifications:
- (i) Be at least 18 years of age.
 - (ii) Be a U.S. Citizen or alien who is lawfully authorized to work in the U.S.
 - (iii) Be mentally, physically and emotionally competent to provide services as certified by a physician.
 - (iv) Be able to accept instruction from a registered nurse.
 - (v) Successfully complete a 75-hour training course approved by the State Medicaid Agency and hold Home Health Aide Certification consistent with Medicare/Medicaid guidelines.
 - (vi) Complete 3 hours of continuing education at quarterly intervals, in addition to annual CPR recertification.
 - (vii) Be able to read and write the English language.
 - (viii) Be acceptable to the recipient.
 - (ix) Pass a police clearance every 6 months.

TN # 03-01
Supercedes
TN # 94-19

Effective Date May 24, 2003Approval Date MAY 29 2003