

DDS/ DMH Integration of Professional Oversight into the Health Care Coordinator's Role

As a Health Care Coordinator, the RN manages the health care of individuals receiving services from the Department of Developmental Services; provides supervision to licensed staff and consultation to direct care staff on an as needed basis; serves as an advocate; provides MAP oversight and performs ongoing training and support to licensed and certified staff. According to the Board of Registration in Nursing, the following duties are within the scope of practice for a RN working in this capacity. Duties are broken down into four categories:

- ◆ **Health Care Coordination**
- ◆ **Oversight Nurse**
- ◆ **Trainer**
- ◆ **Supervision**

According to the Board of Registration in Nursing, any combination of these duties is permissible.

◆ Health Care Coordination

- 1) Completes initial record review for each new individual to identify his/her health needs.
- 2) Confers with medical, administrative and other staff as needed to determine individual's health status and needs and coordinates health services as assigned.
- 3) Reviews clinical records on a regular basis to ensure adequate services and supports are provided, referrals are obtained as needed, immunizations are current, health screenings and diagnostic tests are done, as appropriate.
- 4) Periodically reviews the health status of individual by observing and interviewing individuals, examining documents and making recommendations.
- 5) When necessary, adjusts care and services in conjunction with other providers.
- 6) Records health related data.
- 7) Refers or seeks referral of appropriate diagnostic testing and health care.
- 8) Ensures effective implementation of the Health Care Regime through staff training, evaluation and modification as needed.
- 9) Ensures an annual health assessment or review is completed for the individual's ISP.
- 10) May provide direct skilled nursing care to those individuals that are **not** living in homes where s/he is assigned to provide Professional Oversight.

- 11) May attend medical appointments with individuals who have medically complex and/or unstable conditions and/or provide guidance and training to those direct care staff who attend these appointments.
- 12) Assesses the need for, and recommends purchase of new equipment related to health care.
- 13) As per Board of Registration in Nursing guidelines, provides emergency/episodic care to individuals when needed.
- 14) Responds to health and/or safety emergencies. Ascertains that the individual is referred to the appropriate health care provider.
- 15) Assures that appropriate resources are available, staff are trained to provide follow-up care or ongoing care after an emergency or health episode, e.g. VNA services, hospice.
- 16) Ensures that all reported medication occurrences are reviewed in a timely fashion.
- 17) Reviews the MOR's in the homes in which s/he is assigned at least on a quarterly basis. Hotline MOR's are reviewed within 24 hours of the medication occurrence.
- 18) Assesses monitors and implements infection control procedures.
- 19) Reviews individuals' records to ensure that PPD's are done (for non-reactive individuals) annually.
- 20) Reviews individuals' records to ensure that all individuals are offered Flu vaccine annually.
- 21) May participate in Area Office meetings as a member of the program management team, ISP meetings as a member of the clinical team, house meetings, staff meetings, medication reviews, etc. to ascertain that a comprehensive health regime has been established for the individual and that all pertinent staff is informed.
- 22) Advocates for individuals as an active member of the ISP team, focusing on environmental health and safety issues.
- 23) As a member of the ISP team, makes recommendations in all phases of an individual's care.
- 24) Enhances an individual's abilities to enjoy an independent and healthy life by recognizing individuality and by providing quality interactions and ongoing individual health education.
- 25) Maintains and coordinates necessary components of health care to be in compliance with Survey and Certification.
- 26) Establishes a link with community health providers.
- 27) Establishes and maintains a strong communication link with managerial/supervisory staff.
- 28) Acts as a positive role model.
- 29) Demonstrates professional ethics and integrity in communication and interaction with staff, individuals, and the community at large.
- 30) Functions as a resource person for health care issues/concerns for all staff within the agency as well as for individuals, families and guardians.
- 31) Meets with individuals, families and/or guardians, House Managers, LPN's and direct care staff to discuss the needs of an individual, strategies for

- improving his/her quality of life, meeting current health care needs
overcoming barriers and resolving health care delivery problems in all
settings, e.g., work, home, community.
- 32) Collaborates with management to identify and recommend possible
actions to resolve issues that may impact an individual's health and quality
of life.
 - 33) May provide 24 hour on call supports to Administrators and staff with
regards to technical assistance for medication administration and clinical
issues.
 - 34) May be assigned additional duties such as coordinating training,
orientation of staff, nutrition counseling, MAP Certification training,
Recertification reviews, coordination of Health Care Plan reviews.
 - 35) Participates in in-service programs. Keeps abreast of new trends and
techniques in health care. Participates in continuing education to meet
licensing requirements.
 - 36) Performs other related duties as assigned.

◆ Oversight Nurse

- 1) Provides consultations and MAP oversight to staff working within the
Medication Administration Program (MAP).
- 2) Visits assigned homes/programs on a regular basis to determine if there is
compliance with MAP regulations. If non-compliance is noted, makes
recommendations for corrections. Any items(s) that are not in compliance
and pose a risk to the individual(s) will be addressed immediately and
reported to the RN supervisor and program manager.
- 3) Utilizing the Technical Assistance Tool, conducts quality assurance
reviews by:
 - observing medication passes
 - verifying that medications are administered in accordance with the
physician's order
 - analyzing Medication Occurrence Reports to identify training
needs
 - verifying that all documentation is correct, e.g., transcriptions,
medication administration, etc.
 - ensuring that clinical protocols are in place, such as vital signs,
prior to administration of medications
 - providing training and follow-up support to staff in all aspects of
medication administration
- 4) Completes the Technical Assistance Tool for each home/program to which
s/he is assigned at least quarterly. Additional weekly and/or monthly tools
may be used at the discretion of the region.
- 5) Reviews the findings of each oversight visit with the House Manager and
makes recommendations, as appropriate.

- 6) Meets with her/his supervisor on a regular basis to review the findings of the Technical Assistance Tool and to discuss action plans for issues of non-compliance, if necessary.
- 7) Reports medication occurrences and incidents noted during oversight visits immediately to the House Manager.

◆ **Trainer**

- 1) Identifies the need for and provides health education and training as needed for direct care staff and others, including clinicians and contracted service providers.
- 2) Ensures that training sessions are designed to enable individuals to exercise their rights, have individual control, participate as a member of their local community, develop relationships and achieve their personal goals.
- 3) Provides training and support for staff in the utilization of the generic health care services and systems.
- 4) Provides training on the health needs of individuals for whom the staff care for, observation and reporting of any changes in an individual's health status and appropriate documentation related to an individual's health status.
- 5) Provides ongoing training to staff to ensure they are proficient in technical functions associated with the health care needs of an individual.
- 6) Periodically observes medication passes of certified and licensed staff.
- 7) Provides specialized training on an individual's specific health care needs, including, but not limited to, specialized training for administration of EpiPen, Diastat, medication via nebulizer, administration of oxygen, monitoring of vital signs, etc.
- 8) Reviews MAP policies and procedures with staff
- 9) Provides follow up training relative to medication occurrences and incidents, as needed.
- 10) Reviews Universal Precautions and hand washing with the staff during their initial orientation to the agency, as well as during any monitored medication passes.

◆ **Supervision**

- 1) Interviews LPN job applicants and makes hiring recommendations to fill LPN vacancies as requested.
- 2) Provides orientation for newly hired nurses.
- 3) Provides clinical supervision for program LPN staff
- 4) Meets with nurses periodically to provide for continuity of an individual's care; exchange information; identify, discuss, and solve problems and provide in-service trainings.

- 5) Supports the LPN in his/her role as a health care advocate and provides guidance, as necessary.
- 6) Ensures that all LPN's are competent to meet the health care needs of the individuals to whom they are assigned; complete all related documentation; follow-up with the health care provider and other clinical staff and generate health care referrals including, but not limited to, consultations, x-rays, laboratory testing, etc.
- 7) Advises management of performance issues, recommends possible actions, and provides follow through as necessary.
- 8) Completes EPRS evaluations for program LPN's.
- 9) Ensures that all nursing personnel within the program are aware of all new policies and procedures.
- 10) Assesses educational needs of nursing personnel and recommend in-service training.