

West Virginia Medicaid Aged and Disabled Waiver Program

SITE MONITORING TOOL

| To meet Site Certification standards your agency must: | | Met? Yes/No |
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| Have an office site which is identifiable to the public. | A sign is located in view of the public and identifies the office site. | |
| Be opened to public at least 40 hours per week. | Written policies and procedures written describe the hours of operation consistent with the Certification Application. | |
| Have at least one parking space and entrance that is handicapped accessible to the public. | Accessible entrance and parking are available with appropriate signage. | |
| Have an individual telephone number for the business. | The office site has a land phone that is listed under the name and local address of the agency consistent with the Certification Application. | |
| Have a 24 hour contact method (for Homemaker agencies). | Written policies and procedures are in place for staff and members to contact the office after hours. | |
| Have a plan to deal with emergencies for members and office operations. | Written policies and procedures are in place to guide employees regarding: <ul style="list-style-type: none"> • Ensuring office is staffed. • Office Emergency Back-up Plan. • Members Emergency Back-up Plan. | |

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| Maintain adequate, safe, and confidential space for members' clinical records and staff personnel records. | Written policies and procedures are in place for maintaining records in a safe secure space to ensure confidentiality. | . |
| Provide office space to ensure member confidentiality. | A space for a private conversation is available to maintain member confidentiality. | |
| Have policies and procedures for processing member grievances. | Written policies and procedures have been developed for addressing member grievances that meets ADW policy section 501.5. | |
| Have policies and procedures for processing member and staff complaints. | Written policies and procedures have been developed for addressing member and staff complaints. | |
| Have policies and procedures for incident management. | Written policies and procedures have been developed for Incident investigation, reporting, and tracking that meet ADW policy in section 501.2.2. | |
| Have policies and procedures for member transfers. | Written policies and procedures have been developed for processing member transfers that meets ADW policy: <ul style="list-style-type: none"> • Section 501.4.2. Transfer To a Different Agency. • Section 501.4.3 Emergency Transfers. | |
| Have policies and procedures for discontinuation of services. | Written policies and procedures have been developed to request discontinuation of member services. | |

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| <p>Have policies and procedures to avoid conflict of interest. (Provision if agency providing both Homemaker and Case Management services)</p> | <p>Written policies and procedures for avoiding conflict of interest.</p> | |
| <p>Have an agency Quality Management Plan.</p> | <p>The agency has developed a written Quality Management Plan with a focus on member's and their needs and preferences.</p> <ul style="list-style-type: none"> • Does the agency have a plan on how to address problems? • Does the agency have a plan on how to remediate problems? • Does the agency have a person designated to be responsible for addressing problems? • Does the agency have a plan on how to trend findings? • Does the agency have a plan on how to address system issues? | |

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| <p>Provide and maintain adequate and trained staff to offer quality services to members.</p> | <p>The agency has developed staff qualifications and maintains personnel files for staff members.</p> <p><i>Homemaker and Case Management agency:</i></p> <ul style="list-style-type: none"> • A job description for licensed professional staff. • Written policies and procedures for initial and continuing verification of licensure for professional staff. • A job description for office staff. • A written process for verifying prospective staff qualification at: HHS-OIG-Fraud Prevention & Detection – Exclusion Program Search. http://exclusions.oig.hhs.gov/ <p><i>Homemaker agency <u>only</u>:</i></p> <ul style="list-style-type: none"> • A job description for direct care staff. • An acceptable written training curriculum for direct care staff. • Written policies and procedures for initial and continuing verification of direct care staff qualifications per ADW policy section 501.7.3. • Written policies and procedures for conducting a CIB check per ADW policy section 501.2.1. | |
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| Professional Staff | <i>Note names of current professional staff.</i> | |
| Non-Professional Staff | <i>Note names of current non-professional staff and title.</i> | |

Monitors Signature: _____ Date _____

Agency Owner(s) Signature: _____ Date _____

Signature: _____ Date _____

Signature: _____ Date _____