

**Policy Title: Health Service Coordination and Care**

<p><b>Policy Owner:</b> Senior Business Analyst <b>Policy Originated by:</b> Program</p>	<p><b>Date Written:</b> 10/1/13</p>
<p><b>Applicable Programs:</b> Community-Based Therapy and Supports, Group Homes</p>	<p><b>Date Reviewed and Approved by PLT:</b> 3/11/14, 10/14/20, 10/13/21</p>
<p><b>Statutory or Regulatory Citation:</b> Minn. Stat. § 245D.10, subd. 3 Minn. Stat. § 245D.11, subd. 2(2) Minn. Stat. § 245D.05, subd. 1</p>	<p><b>Signature if needed:</b></p>

**Policy:** It is the policy of St. David's Center 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 CSSP addendum. Further, it is the policy of St. David's Center to promote the continuity and quality of care and support provided to clients by other vendors when the provision of St. David's Center services to such clients is temporarily suspended or terminated.

**Procedure:**

1. Health Changes

- A. When discovered, the program 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 CSSP or CSSP addendum.
- B. If the program has reason to know that the change has already been reported, it is not necessary to report.
- C. The program 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.
- D. When assigned the responsibility for meeting the person's health service needs in the person's CSSP or the CSSP addendum, the program will maintain documentation on how the person's health needs will be met, including a description of the procedures to follow in order to:
  - i. Provide medication assistance or medication administration according to the safe medication assistance and administration policy
  - ii. Monitor health conditions according to written instructions from a licensed health professional;

- iii. Assist with or coordinate medical, dental and other health service appointments; or
- iv. Use medical equipment, devices or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.

## 2. Temporary Service Suspension or Termination

- A. The Coordinator will coordinate services with other vendors who also provide support to the client, consulting the St. David's Center Service Termination Policy and Temporary Service Suspension Policy, as needed.
- B. If client services are suspended or terminated, the Coordinator will work with appropriate county agencies to develop reasonable alternatives to protect the individual and others.
- C. Every effort will be made to give the client, legal representative, case manager, and care worker(s) sixty (60) days notice in the event that services will be suspended or terminated.

### **Violation of this Policy or Procedure**

No or only partial adherence to this policy or procedure may result in noncompliance with current regulatory requirements and subsequent penalties to St. David's Center. Remediation for violators will include, but not be limited to, disciplinary action up to and including termination depending on the circumstances of the situation at the time.

### **Reference or Attachment:**

Health Needs Change Notice

[Temporary Suspension of Services Policy](#)

[Termination of Services Policy](#)