

Home Care *Where Quality Matters!*

Top 10 Key Quality Indicators

Does your agency...

	<u>YES</u>	<u>NO</u>
have written policies and procedures in place for Abuse prevention?	<input type="checkbox"/>	<input type="checkbox"/>
utilize a 24 hour 'check-in' and Response/Reporting plan?	<input type="checkbox"/>	<input type="checkbox"/>
perform background checks, as well as valid drivers license and reference checks on PCA's?	<input type="checkbox"/>	<input type="checkbox"/>
maintain 'Fall Prevention' and Risk Assessment programs?	<input type="checkbox"/>	<input type="checkbox"/>
ensure that assessments and consultations are completed by a Registered Nurse?	<input type="checkbox"/>	<input type="checkbox"/>
act as the employer of PCA's and not a Broker?	<input type="checkbox"/>	<input type="checkbox"/>
support the idea of 'Care Coordination' and actively communicate with family members and other providers?	<input type="checkbox"/>	<input type="checkbox"/>
possess owners and managers who are health care professionals with the necessary competencies and years of experience?	<input type="checkbox"/>	<input type="checkbox"/>
offer 24/7 direct contact to supervisory staff; not voicemail, email, etc.?	<input type="checkbox"/>	<input type="checkbox"/>
create a positive work environment which demonstrates it's care and concern for it's employees? This is reflective in the turnover and retention data.	<input type="checkbox"/>	<input type="checkbox"/>

If you answered NO to any of the above questions

Irwin Siegel Agency, Inc. (ISA) can help!

Call 1.800.622.8272 for a complete checklist of Quality Initiatives

Visit www.siegelagency.com to view sample risk management tools and resources that support quality and promote the mission of home care providers.

ISA's risk management tools and services are available free to ISA insured clients.

*This checklist is not intended to be a complete and comprehensive assessment of a Provider's Quality Performance

irwin siegel
agency, inc.

insurance & risk management
human service programs



comprehensive INSURANCE



solutions for HOME CARE *providers*

Irwin Siegel Agency understands the challenges faced by Home care providers and strives to promote your mission by providing more than a standard insurance policy.

Does your organization have the right coverage, resources and support services in place to effectively support your mission?

Call ISA today!
1.800.622.8272

**irwin siegel
agency inc.**

insurance & risk management
home care providers



for more information visit on ISA services, visit
www.siegelagency.com

Program Parameters program parameters

Professional Liability Limits

- ▶ Up to \$1 million for each claim; \$3 million aggregate
- ▶ Higher limits are available
- ▶ Claims made coverage on the professional liability
- ▶ Occurrence coverage for general liability

Personal Injury

- ▶ Included

Licensing Board Defense Coverage

- ▶ \$5,000 for each investigation; \$10,000 aggregate

Confidential Patient Information Endorsement

- ▶ Available at \$100,000 limit

First Aid Coverage

- ▶ \$2,500 limit

Assault Coverage

- ▶ \$5,000 limit

Physical Abuse or Sexual Misconduct Coverage

- ▶ Available

Damage to Property of Patients

- ▶ \$500 each occurrence; \$5,000 aggregate

Non-Owned Automobile Liability Coverage

- ▶ Up to \$1 million

Employee Benefits Liability

- ▶ Included in most states

Excess Coverage

- ▶ Accord application acceptable

Workers Compensation

- ▶ Available

Featured Resources featured resources

Printed Publications

- ▶ Preventing Scald Injuries
- ▶ Overview of Responsibilities for Board Members of Non-Profit Agencies

Video Lending Library

- ▶ Back Tips for Healthcare Workers
- ▶ Communicating with Families
- ▶ Home Care Companion

Partner Programs

- ▶ Non-Profit Risk Management Center
- ▶ Affordable Background Checks through Intellicorp
- ▶ Praesidium's Abuse Prevention Hotline

Essential Learning Online Training

- ▶ Understanding Elder Abuse
- ▶ Defensive Driver Training

And many more...