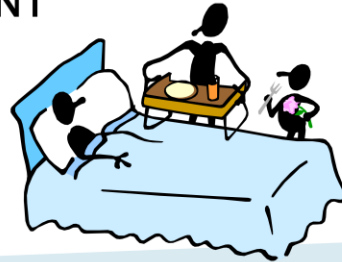


Pro-Health Care

PERSONAL CARE ASSISTANT HOME TRAINING PACKET



Mission & Core Values

- ▶ Our Mission is to provide Minnesota residents with superb professional home health care services that are medically appropriate, comprehensive, community-based, and culturally competent in a dignified manner at their homes.
- ▶ Excellence in delivery of healthcare.
- ▶ Ethical practices that exceed the highest standards.
- ▶ Providing culturally sensitive care that honors our clients and their traditions.
- ▶ Empowering clients to make informed choices for their healthcare.
- ▶ Flexibility in meeting clients' needs.
- ▶ Hiring trained professionals dedicated to the Pro-Health Care core values.

Services Provided

- ▶ PCA
- ▶ Home making
- ▶ Private Duty Nursing

We provide services of home making, cleaning, Private duty nursing, and personal care assistants. We assist clients in their home setting or community setting as stated in their care plan.

Key Players

- ▶ What is a Qualified Professional (QP)
- ▶ Responsible Party
- ▶ Assessor
- ▶ What is a Personal Care Assistant (PCA)

A QP oversees the care plan of each client. In our case, this is Stephanie. She helps the client develop their individualized care plan and outlines how the services will be delivered, when the services will be delivered, where the services will be delivered, and who will deliver the services. The responsible party is the person responsible for the client. They make choices for the client when they are not able to make their own decisions. The assessor is the skilled person from a lead agency who has the training and knowledge to assess a person's need for services, such as a PCA. The assessor determines the functional skills a person has and their need for support and services. They also determine the extent which providers are able to meet the client's needs. The PCA is the person who performs and assists with routine tasks of daily living for each person receiving services. These tasks are normal tasks that the client would perform themselves if able to. These tasks can include activities of daily living (or ADL's), health related procedures and tasks, observation and redirection of behaviors, and instrumental activities of daily living for clients over the age of 18. ADL's include bathing, dressing, eating, grooming, mobility, positioning, toileting, and transfers. Instrumental Activities of Daily Living include assisting to medical appointments, assist with paying bills, communicate by telephone, plan and prepare meals, complete household tasks, shop for food, clothing, and other essential items. To accompany to an appointment, the PCA must "ride along" with the client with other means of transportation. PCA agencies must approve any other transportation. There is no PCA reimbursement for mileage for transportation.

Updates from DHS

- ▶ Health Insurance Reform
- ▶ Not active for 90 days
- ▶ PCA-Client Relationship Rule



Changes to Medical Insurance

- ▶ MA
- ▶ Minnesota Care
- ▶ MN Sure



DHS PCA Training

- ▶ <http://registrations.dhs.state.mn.us>
- ▶ “Individualized Personal Care Assistance Training”
- ▶ Register with a valid email address
- ▶ 25 Questions (T/F, Multiple Choice)
- ▶ Print certificate or email certificate



This Online PCA training is offered through the Department of Human Services. It is free and can be taken as many times as needed until a passing score is received. You can access it by the above web address. Click on “Individualized personal care assistance training”. You will need to register with a valid email address which will be used to email you your certificate. The test will consist of 25 questions that are either T/F or multiple choice. After you receive a passing score print the certificate and bring it into the office. If you do not have access to a printer you can forward the certificate you received in your email to the office. You can also come into the office to take the test if you do not have access to a computer.

Code of Conduct

- ▶ Policies of Pro Health Care
 - ▶ We are committed to providing a safe and welcoming environment
 - ▶ Safety and comfort for all
 - ▶ Please act professionally

Pro Health Care is committed to providing a safe and welcoming environment for all employees and clients. To promote safety and comfort for all, Pro health care asks individuals to act appropriately at all times when they are in Pro Health Care offices and Clients home.

Conflict Resolution

- ▶ RESPECT
- ▶ First try to resolve conflicts amongst yourself
- ▶ If not successful, alert staff member's supervisor
- ▶ If still not successful, bring to the attention of Human Resources to mediate

We as employees need to be respectful. Respectful of other PCA's, office staff, clients, and family members. Pro Health Care practices to have an informal structure, with people accessible at all levels. When disputes or differences arise, staff members are encouraged to first try and resolve the situation with other staff members. If this is not successful, the situation should be brought to the attention of the staff member's supervisor. Some conflicts are more difficult to resolve. In this situation, Human Resources should be contacted to act as a neutral third party to help mediate the situation. All office staff are available to help resolve conflicts and Human Resources support is also available.

Disciplinary Action

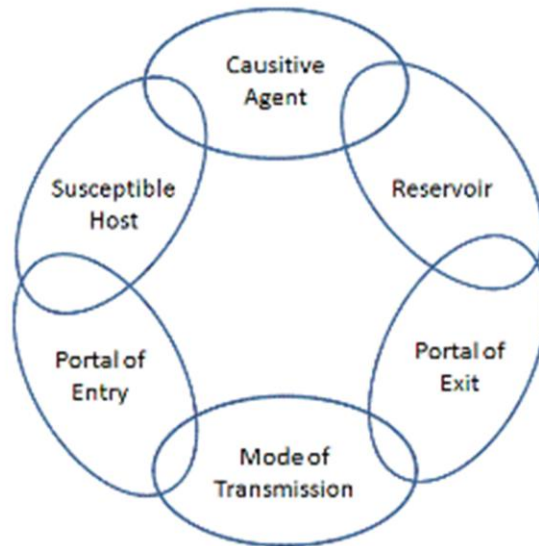
- ▶ Verbal Warning
- ▶ Written Warning
- ▶ Second Written Warning
- ▶ Suspension
- ▶ Termination



Verbal warning will be done in a meeting where a supervisor meets with an employee. This will be documented and placed in the personnel file. Written warnings will occur if the problem happens again after a verbal warning is given. A warning letter will be placed in the PCA's permanent file. It will include details of the problem/violation. Description of expected behavior. Plan to reach acceptable behavior and a time frame in which improvement needs to occur. Consequences of failed improvement will be documented. If a problem continues to occur a second warning letter will be given and depending on the seriousness of the problem termination can occur. If noticed improvement has occurred but end goals still have not been met, a second letter will be given. This will once again take place in a private meeting.

Any employee who violates the code of conduct will be suspended with or without pay until an investigation has been completed. If an employee is cleared of any wrong doing, the employee is reinstated into his/her position or comparable employment with back pay, if applicable. The back pay is at the rate of pay the employee was making at the time of suspension. Employees not cleared of any wrong doing or violations will be terminated. Conduct that may lead to immediate termination or discharge includes but is not limited to: Falsifying records such as time sheets, mileage or visit documentation. Interfering with efficient safe operations or client safety. Stealing Pro Health care property, Co-worker property, or client property. Borrowing money from or offering to sell products/services to clients and/or their families. Carrying firearms or other dangerous weapons while on Pro Health Care premises or while providing services for pro health care. Abuse, damage, or destruction of pro health care/client property. Fighting or provoking a fight while on duty or when representing pro health care. Abusive or threatening language to pro health care staff, supervisors or clients. Any physical or emotional abuse of clients. Possessing and/or consuming liquor or illegal drugs while at work or on pro health care premises. Sexual harrasment of any type will not be tolerated. No call no show for scheduled hours with a home care client. insubordination

Infection Control and Procedures



Germs are tiny living organisms that live in our world. Some can cause infections or disease. If an infection causing germ is present, they find a way to survive (by living in a human). They find their way to the surface such as in a sneeze or through a skin tear. The germs then use this route to exit the body and enter another person who then becomes the new carrier. The new person must be receptive so that the germs can multiply. Infections from germs can be spread through touching, eating or drinking infection food or water, indirect contact by touching infected surfaces, receiving a bite from an animal, insect or human. Through body fluids such as blood, mucus, pus, saliva, urine, or vomit. Or through the air. Most blood borne diseases are Hepatitis B, and HIV. Hepatitis B can be prevented by having 3 immunization shots. HIV is preventable, and can be treated but not cured after infection happens. When caring for a person with an infectious disease make sure to wear a gown, gloves and mask. Follow further directions from the Qualified Professional. Be sure to also keep the clients room free from dirty and soiled articles to prevent the spread of infection, prevent the spread of germs, and to prevent offensive odors.

Hand Washing



By practicing proper hand washing you can help stop the spread of germs. Make sure to wash your hands before eating, preparing food, providing personal care. Wash your hands after blowing your nose, coughing or sneezing into your hands, cleaning and disinfecting surfaces, contact with body fluids, handling garbage or contaminated items, preparing food, removing gloves and other personal protective equipment, touching an animal, animal toys, leashes, or treating wounds. Wash your hands under running water with finger tips pointed down. Apply soap and lather well. Rub your hands vigorously for at least 30 seconds. Remember to scrub your fingers, wrists, between fingers, under fingernails, and the back of your hands. Rinse your hands under running water for 30 seconds. Dry your hands with clean paper towel or use clean cloth towel and launder after use. You may use clean, dry washcloths to cut down on laundry. If possible use your towel to turn the faucet off. Germs like to hide in finger nails and jewelry. Make sure to clean these well. Use alcohol based hand rubs if hand washing is not possible. Be aware that hand rubs are not effective against all germs, so wash hands with soap and water as soon as possible.

Body Mechanics

- Transfer belts
- Hoyer Lifts
- Canes
- Walkers
- Wheelchairs

NO



YES



When lifting or transferring always straighten out at the knees and hips when standing up to life. Keep the person's feet shoulder width apart. Doing so will support both the person being lifted and those that are lifting. Keep your back in good alignment and make sure that your feet are shoulder width apart. Know where you are going and how to get there. If you have someone assisting with the lift talk the plan through. Remember to always bend at the knees and hips. Bending at the waist can cause injury to the back. Remember to never twist the back but instead pivot your feet as you turn. Wear non slip shoes that have low heels to help maintain balance. If there is danger that a person may fall ease them down to the nearest surface. Assistive devices may be canes, hoyer lifts, lift chairs, transfer belts, walkers or wheelchairs. Check the care plan as to what device may be needed. Continue on to discuss all the assistive devices. When assisting a client to walk with a cane, be sure to stand on their weak side to assist.

Pressure Sores

- ▶ Stage I
- ▶ Stage II
- ▶ Stage III
- ▶ Stage IV

Stage I pressure sores show the skin intact with a red appearance. The site may be painful, firm, soft, warm or cooler. Stage II ulcers show an open wound where the outer layer of skin and part of the underlying layer of skin is damaged. The pressure ulcer may appear as a shallow, pinkish – red, basin like wound. It may also appear as an intact or ruptured fluid filled blister. Stage III ulcers show a deep wound that is a loss of skin usually exposes some amount of fat with a crater like appearance. The bottom of the wound may have some yellowish dead tissue. Stage IV ulcers show large scale loss of tissue and may expose muscle, bone, and tendons. The bottom of the wound likely contains slough or dark, crusty dead tissue. The damage often extends beyond the primary wound below layers of healthy skin. Common sites of pressure sores for those in a wheelchair are bony surfaces such as the tailbone, buttocks, shoulder blades and spine, backs of arms and legs where they rest against the chair. For people who are confined to a bed, common sites include back or sides of the head, rim of the ears, shoulders or shoulder blades, hip, lower back or tailbone, heels ankles and skin behind the knees. Causes are sustained pressure, friction or shearing. Shearing is when two surfaces move on the opposite direction. Friction is resistance to motion. When a person changes position or is handled by care providers. To prevent pressure sores make sure you are turning the client every 2 hours. Pressure in a bony area can result in redness of the skin, blisters, or a pressure sore. Other sources of pressure include wrinkles in the sheets, or casts/splints. Those who are bedridden, inactive, have poor circulation, or are unable to control bowel and bladder functions.

Medical Emergencies

- ▶ Bleeding
- ▶ Shock
- ▶ Choking
- ▶ Burns
- ▶ Falls
- ▶ Broken Bones
- ▶ Heart Attacks and Strokes

Make sure before beginning services with a client you know where to locate their care plan. In case of emergency with any of the above situations, you will need to access the care plan to get helpful information about the clients name, location, and phone number. You will also find emergency contact information. If the emergency is life threatening, call 911. If it is not a life threatening situation, call the QP or the PCA Agency. They will then direct you on how to respond. Any emergency must be reported to the QP or the PCA agency and the responsible party. The order of contact depends on the emergency. Signs of internal bleeding would be wounds that penetrate the skull, chest or abdomen, coughing or vomiting blood, or bleeding from the ear, nose, or other places. Choking occurs when the throat is blocked and air cannot get in. This could be caused from dentures misplaced, inhaling food while eating and talking/laughing, or aspiration of vomit. In partial obstruction of the throat a person can usually clear it by coughing. To control bleeding, apply firm pressure to site, use gloves and wash your hands as gloves can break. Do not remove other blood soaked coverings, just continue to add onto it as the blood soaks through. Clean areas where body fluids have spilled.

Non Medical Emergencies

- ▶ R-Rescue
- ▶ A-Alert
- ▶ C-Confine
- ▶ E-Extinguish

- ▶ P-Pull the pin
- ▶ A-Aim the nozzle at the base of the fire
- ▶ S-Squeeze the trigger
- ▶ S-Sweep from side to side until flames are extinguished

- ▶ Have a plan

- ▶ Know locations



Fire Safety

Weather Related Events

To control a fire, Use the RACE command. Start with Rescue, and people from danger. Alarm-call 911 to report the fire. C-confine or contain, take whatever steps possible to contain the fire without risking yourself or the person. Extinguish/evacuate. Put the fire out if it is safe to do so. If it is not safe to put it out yourself, then evacuate. If a fire extinguisher is available and the fire is small enough for you to put out yourself, Use the PASS acronym. P-pull the pin on the extinguisher. A-Aim the nozzle at the base of the fire. S-squeeze the trigger to allow the water or carbon dioxide out of the extinguisher (remember the can be noisy). S-sweep from side to side until the flames are extinguished.

Weather related events. Anything could happen. Tornados, blizzard, thunder storm, flooding, ice storm, power outage. You need to have a plan in place in case any one of those things happens. If you are working in the clients home, you need to know the location of names and telephone numbers for emergency contacts, Locations of a supply kit, flashlight, radio, first aid kit. It wouldn't hurt to have a supply kit with a blanket, change of clothing, copy of pertinent medical records, some water and non perishable food items, and various medical supplies that might be needed.

STRESS

- ▶ Avoid drugs and alcohol
- ▶ Be involved in things outside of work that are meaningful to you
- ▶ Eat healthy foods throughout the day
- ▶ Get enough sleep
- ▶ Get some exercise every day
- ▶ Make and prioritize short lists so you get the most important things done
- ▶ Stay in touch with friends

One way to stop the feeling of overload that causes stress is to become aware of what kinds of things cause stress for you. You can begin by identifying things that make you feel good about life. Become aware of the things that energize you and allow room for some of those things in your life. Self awareness is a way to stop or lower stress. You may find that you need to pace yourself to handle even good changes such as a change to a better job. When you feel stressed you may become irritable and withdrawn which affects your work. If these signs continue, they may lead to bigger problems. Many health problems caused or worsened by stress include: autoimmune diseases, depression, heart disease, obesity, pain, skin conditions, sleep problems, etc.

Behaviors

- ▶ Understanding the behavior
- ▶ Triggers for behaviors??
- ▶ Medical reasons for the behavior??
- ▶ Cultural aspects for the behavior??
- ▶ Communication barriers for the behavior??

Behaviors vary from person to person. As a PCA try to understand all of the aspects of the behavior so you best know how to deal with it. You are most likely to see a behavior when a person wants something or wants to try to avoid something. Try to identify a trigger, or a chain of events that leads to the same behaviors. Could there be a medical reason for the behavior? Perhaps they are sick, or in pain or are just tired? What about a cultural aspect? Something might be occurring that is against their beliefs. Or communication barriers? They might have trouble finding the words, or they don't feel they are understood. You can try to identify all these different reasons which can help you understand why the behavior is happening. You can then try to redirect the person or keep a certain trigger from happening.

Maltreatment

- ▶ Reporting child maltreatment
- ▶ Reporting maltreatment of a vulnerable adult

**REPORT
IMMEDIATELY!**

**YOU ARE A MANDATED REPORTER OF
ANY ABUSE OR MALTREATMENT**

As a PCA you are a mandated reporter of any maltreatment of a child or vulnerable adult. Adults who receive PCA services are considered a vulnerable adult. A mandated reporter is a person who is required to make a report if there is cause to believe that maltreatment of a child or vulnerable adult has occurred. Neglect is the failure to provide food, clothing, shelter, medical care and or supervision. For children abuse is defined in terms of physical or sexual. For adults abuse can be physical, emotional, sexual, or financial. Financial exploitation includes the misuse of the persons funds, assets or property. Failure to use the persons funds and resources to care for the person which may result in harm to the person. You must report any known or suspected neglect or abuse of a child that has happened within the past three years. You must make a report verbally within 24 hours of discovering or suspecting abuse or neglect. A written report must be made within 72 hours. If you believe that a child is in danger or an emergency exists, call law enforcement. They can remove a child instantly for safety without a court order. If you suspect neglect or abuse call the local child welfare or law enforcement agency. If it is an emergency call 911. You will need to know the name of the offender, name of the alleged victim, nature and extent of the maltreatment, name and address of the mandated reporter. As a mandated reporter you are safe from civil or criminal liability as long as your report is made in good faith. Your identity is confidential and may not be given to anyone. You may request and receive a summary of the outcome of an investigation or family assessment unless the information would be damaging to the best interests of the child. You may be charged with a misdemeanor offense if you do not report the maltreatment of a child.

Communication

- ▶ Listen
- ▶ Respond appropriately
- ▶ Accept Feedback

Good communication takes at least 2 people. It is one of the best and basic skills we need in our lifetime. Good communication gives you an opportunity to learn about a person and build trust. You can gain knowledge of the persons personality, needs, likes and dislikes. To achieve good communication you need to fully listen to what the other person is saying. Ask good questions, observe non verbal communication, speak openly and honestly to solve any problems, and accept feedback. You need to listen to what the other person is saying and try your best to understand the meaning of it. Ask questions to clarify what is being said. Be patient and try to avoid interrupting the speaker. Focus on the speaker with your full attention and pay attention to nonverbal communication. Non verbal communication consists of hand gestures, smiling, frowning, crossing arms, etc.

PCA Boundaries

- ▶ DO NOT accept money or gifts
- ▶ DO NOT borrow anything
- ▶ DO NOT be late
- ▶ DO NOT loan money to the client or family
- ▶ DO NOT use cell phones
- ▶ DO NOT sexually harass the client or family members
- ▶ DO NOT verbally, physically, financially or sexually abuse the client or their family
- ▶ DO NOT drive client around (your liability!)

Follow the above guidelines. You need to be careful as a PCA to guard your own privacy as well as your clients and their family. Act in a professional manor. If you choose to use your vehicle to drive around for or with the client, it is on your own liability. We do not reimburse for gas/time. Law is that time driving the client does not count for paid PCA time. You signed this in your application packet that you acknowledge the risk of driving a client around. If you want to take the client places we recommend using a transportation company such as metro mobility to provide the transportation- you can always go with. One way to avoid driving a client is to ask them before you leave one day what they need so you can pick it up the next day on your way in.

HIPAA

- ▶ Health Insurance Portability and Privacy Act
- ▶ 1996
- ▶ Know just the minimum amount of information to do your job

Under HIPAA, patients or clients' privacy is protected. As the PCA you should only know the minimum amount of information needed to do your job. You are also not to share any information that you have with anyone else. Not your family, friends, or a stranger down the street. In 2006 the final rule regarding HIPAA enforcement was issued. This rule sets civil money penalties for violations of HIPAA rules and established procedures for investigations and hearings for HIPAA violations.

PCA Time and Activity Documentation										FAX: 763-746-8154									
WEEK 1		MON	TUE	WED	THU	FRI	SAT	SUN	WEEK 2		MON	TUE	WED	THU	FRI	SAT	SUN		
Month/Day/Year									Month/Day/Year										
TIME IN									TIME IN										
TIME OUT									TIME OUT										
TIME IN									TIME IN										
TIME OUT									TIME OUT										
Total Daily Hrs									Total Daily Hrs										
Supports		Total WK 1 Hrs: (1:1) (1:2) (1:3) :							Supports		Total WK 2 Hrs: (1:1) (1:2) (1:3) :								
Dressing									Dressing										
Grooming									Grooming										
Bathing									Bathing										
Eating									Eating										
Transfers									Transfers										
Mobility									Mobility										
Positioning									Positioning										
Toileting									Toileting										
Health-Related									Health-Related										
Behavior									Behavior										
IADL's (Only recipients Age 18+)									IADL's (Only recipients Age 18+)										
Light Housekeeping									Light Housekeeping										
Laundry									Laundry										
Other									Other										
Acknowledgment and Required Signatures After the PCA has documented his/her time and activity, the recipient must draw a line through any dates and times he/she did not receive services from the PCA. Review the completed time sheet for accuracy before signing. It is a federal crime to provide false information on PCA billings for Medical Assistance payment. Your Signature verifies the time and services entered above are accurate and that the services were performed as specified in the PCA Care Plan.										Dates/Times/Location of client stay in Hospital/Care Facility/Incarceration NOTE: All times of client stay in any of the above locations are NOT counted as PCA Service Hours, and therefore are NOT billable.									
Print PCA Name					Provider #					Please use standard 12 hr time and indicate AM & PM.									
PCA Signature:					Date:					PCA's: Initial each box in which supports were provided by you for each visit. Timesheets are due on Wednesday after the last Sunday on the timesheet at 4:30 PM									
Print Client Name					MA # or DOB					OFFICE USE ONLY Two Week Total:									
Client or Responsible Party Signature:					Date:					Pro-Health Care, Inc Phone Number: 763-746-8155 3989 Central Ave NE Suite 510, Columbia Heights MN 55421									
PCA Phone number:										Is there a change of PCA or Client Address? <input type="checkbox"/> Yes <input type="checkbox"/> No. If Yes, please update address on the line below.									

You will notice that time sheets have changed slightly. The bottom of the time sheets no longer have an area for you to mark relationship to the client. This changed August 1st, 2013.

You will need to use a separate time card for each client you provide PCA services for. Fill in the correct month and day and year on the top. Fill in your time in and time out for each day. Please draw a line or an X through boxes you were not working for the client. Please try to include AM or PM. Document the ration to staff person. It will most likely be (1:1). Fill in the box for total daily hours and for weekly hours. Both the PCA and the responsible party will need to sign the time card. Without both signatures, time cards will not be processed. Please fill in your Provider Numbers on every time card. If you do not know your provider number please ask a staff member in the office. You are breaking federal law if you provide false information by claiming hours that you did not actually work. If you sign the name of someone else such as the person receiving services, or if you complete and sign a time card for another PCA. Time sheets are due the Wednesday after the last day of the time period by 5pm. As a PCA you need to let us know if you are taking time off you need to let the office know, especially if we need to find a fill in PCA. If a client is in the hospital, we need to be made aware of this as well.

Roles and Responsibilities



Activities of daily living

OBSERVE AND REDIRECT BEHAVIORS

HOUSEHOLD CHORES

Every client you work with will be slightly different. You are ultimately there to perform and assist with routine tasks of daily living for persons with disabilities and special health needs. You are there to perform tasks for the client, in which they would perform if able to. You are to assist them to be as independent as possible. You help with ADL's (such as bathing, dressing, eating, grooming, mobility, positioning, toileting, and transfers). Observe any behaviors and verbally redirect whenever possible. Try to focus their attention on something else, something positive. Help with whatever household chores the client may need (such as laundry, dishes, vacuuming, dusting). Independent activities of daily living are for those over the age of 18, which consist of help with paying bills, assistance to medical appointments, and other activities for adults. Be sure to provide privacy when assisting clients with dressing, undressing, bathing, and toileting. When bathing an individual cover the client to provide warmth and privacy as much as possible, wash from the cleanest areas to the dirtiest areas, rinse the skin thoroughly to remove all soaps, and pat the skin dry.

Professional Conduct

▸ Code of Ethics

Practice ethical behavior. Honesty in what you say and how you behave. Take pride in your work, if a job is worth doing then it is worth doing it correctly to the best of your ability. Respect for other people including the people you assist, your agency, supervisor or QP, and co-workers as well as those whose religions and cultures are different from you.

Grooming and Dress Code Policy

- ▶ Good Personal Hygiene
- ▶ Perfumes/fragrances are not to be used in excess
- ▶ Facial hair neatly trimmed
- ▶ No visible tattoos, if they are visible they should not be big and not draw negative attention
- ▶ Nails should be clean and neatly maintained. Artificial nails should not be worn when in direct contact with clients
- ▶ Excessive jewelry is not allowed
- ▶ Hair should be clean and neatly maintained
- ▶ No offensive clothing or personal expression
- ▶ scrubs are good choice

Good personal hygiene should be maintained at all times. Perfumes and fragrances should not be used excessively and should only be evident when in close proximity to another person. Facial hair should be neatly trimmed and clean at all times. Pro Health care recommends no visible tattoos. If you have visible tattoos, they should not be excessive in size, not draw attention to particular location, and not demonstrate a negative message or theme. Excessive jewelry should not be worn or jewelry that portrays a negative message or theme. Nails should be clean, neatly maintained and an appropriate length for completing job responsibilities. Artificial nails or extenders should not be worn when having direct contact with clients. Hair shall be clean and neatly maintained.

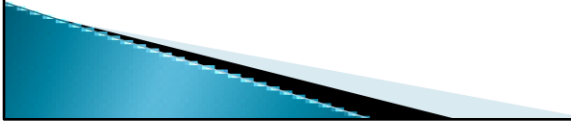
Client Rights And Responsibilities



Every client has rights as to how they should be treated. They should be able to receive considerate and respectful care in the home at all times, and have property treated with respect. They have the right to participate in the development of the plan of care they can receive. They receive written information of the plan of care. They have the right to refuse medication, treatment, counseling, or other services without fear of reprisal or discrimination. They should be fully informed of the consequences of all aspects of care. They should always receive privacy and confidentiality of their health information including social and financial circumstances and what takes place in their home. Receive full information of the agency they receive their services through and a clear explanation of services and equipment provided by the agency. They always have access to an interpreter if needed.

Steps to Reporting Fraud

- ▶ Keep detailed documentation
- ▶ Contact agency



Contact Information

- ▶ Office of Health Facility Complaints:

P.O. Box 64970
St. Paul, MN 55164-0970
651-201-4201



- ▶ Office of Ombudsman

P.O. Box 64971
St. Paul, MN 55164-0971
Phone: 651-431-2555 Fax: 651-431-7452



You as a PCA must report any suspected maltreatment (Abuse or neglect). Report any mistreatment to the office. Information can also be reported to Office of health Facility Complaints or the Office of the Ombudsman for further investigation. Clients also can contact these places if their needs are not met.

Common Entry Point (CEP)

- ▶ Responsible for receiving oral reports of suspected maltreatment–by county
- ▶ Ramsey County 651–266–4012
- ▶ Anoka County 763–422–7168
- ▶ Hennepin County 612–348–8526
- ▶ Dakota County 651–554–6000
- ▶ Washington County 651–430–6484

For vulnerable adults, Common Entry Point, otherwise known as CEP is the local agency that takes calls of suspected maltreatment of vulnerable adults. The CEP is available 24 hours a day every day of the year. Call 911 if the vulnerable adult is in immediate danger. Make sure you give them the name and address of the vulnerable adult as well as their age. Your name and contact information, brief description of the situation, any evidence of previous maltreatment, location of the incident and any other information that you believe might be helpful in investigating the suspected maltreatment. Current injuries, medical problems or behavioral problems. You can always call the office and have us help you. And again, you will be safe from any civil or criminal liability as long as the report is made in good faith. There is a different enforcement agency for each county. If the county you need is not on this list please let someone in the office know so we can get you the appropriate contact number.

Fraud

- ▶ Theft of ANY amount of public funds is a felony.
- ▶ This could be punishable by jail time.



PCA services are funded by the state's medical assistance program, so it is public funds. You are breaking the law if you get paid for even 1 hour of PCA services that you did not provide. Only document hours of work that you are present in your role as a PCA. When you engage in PCA work activity based on the care plan. Do not accept money when you have done the work. Do not Add hours of PCA service after the person has signed the form. do not Ask the person to sign a partially completed time card so the person is unable to verify the hours worked before the time card is submitted. Do not fill out a time card for days you do not provide any PCA services. Several penalties include being disqualified from working at a job that receives Medicare and Medicaid funding, fired by your employer, prosecuted and convicted of fraud which may affect other jobs in the future. Required to repay the money. Sent to jail. Unable to apply for and receive low incoming housing assistance.

Questions???

Thank you for taking time from your busy schedules, to participate in a very important part of our business, keeping the PCA's updated and educated in-line with the rules and regulations for the Federal and State of Minnesota.

