

POLICY TITLE <b>Continuum of Care and Services Policy</b>	POLICY NUMBER <b>WA.HHHP.4-074</b>
ACCOUNTABLE DEPARTMENT <b>Kaiser Permanente Washington – Home Health and Hospice</b>	EFFECTIVE DATE <b>02/05/2024</b>
DOCUMENT OWNER <b>Hospice Quality/Compliance Specialist</b>	PAGE <b>1 of 2</b>
APPROVAL BODY/COMMITTEE <b>Director, Operations Home Health and Hospice</b>	DATE APPROVED <b>02/05/2024</b>

## 1.0 Policy Statement

Home Health and Hospice (HHHP) through Home Health and Hospice programs and contracts with community providers of Home Health and Hospice provides care and services in a continuous and coordinated manner in the setting appropriate to meet the care needs of Kaiser Permanente Washington consumers.

## 2.0 Purpose

The purpose of this policy is to state the processes required to coordinate care and services.

## 3.0 Scope/Coverage

This policy applies to all individuals who are employed by the following entities (collectively referred to as "Kaiser Permanente" specifically assigned to the Home Health and Hospice Department:

- 3.1** Kaiser Foundation Health Plan, Inc. (KFHP);
- 3.2** Kaiser Foundation Hospitals (KFH);
- 3.3** All contractors, vendors, volunteers, students, or other persons, who are KP workforce members, while performing functions or services for or on behalf of KFH, KFHP and/or the PMGs (individually, a "KP entity").

## 4.0 Definitions

N/A

## 5.0 Provisions

**5.1 Provision 1:** The Home Health and Hospice programs provide the following services: Home Health, Palliative Care, Hospice, Bereavement, and access to resources for Death With Dignity (DWD) / Medical Aid In Dying (MAID) programs.

**5.1.1** Contact number for inquiries related to the above Home Health and Hospice Services: Local: 206-326-4530, Toll Free: 1-800-393-0890

**5.2 Provision 2:** Home Health and Hospice has an admission process which facilitates the delivery of appropriate, timely and effective care.

**5.3 Provision 3:** From admission through discharge, Home Health and Hospice coordinates and communicates care and services to ensure appropriate continuity of care.

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- 5.4 Provision 4:** Home Health and Hospice programs meet Home Health and Hospice regulatory requirements for interdisciplinary team conferences and care coordination.
- 5.5 Provision 5:** Home Health and Hospice programs have a process to refer, transfer or discharge patients based on his/her needs.
- 5.6 Provision 6:** Kaiser Permanente Washington Home Health and Hospice division maintains contracts with community agencies to meet patient care needs which exceed capacity or available skill sets of internal division.
- 5.7 Provision 7:** Home Health and Hospice processes include communication across care settings via an electronic interface between the HHHP electronic medical record (EMR) documentation system (Homecare Advisor) and EPIC / HealthCareConnect, the clinical record for outpatient system. All admission, discharge, and update notes interface into EPIC. In addition, a Communication Plan is maintained to assure effective communication between Home Health and Hospice and Primary Care Provider and team.
- 5.8 Provision 8:** Clinicians will monitor, document, and report the patient's response to care treatment provided on each home visit.
- 5.9 Provision 9:** Clinicians will establish and maintain ongoing communication with physician to ensure safe and appropriate clinical care for the patient.

## **6.0 Appendices/References**

- 6.1 N/A**