

**INSTACARE
NURSING
STRATEGIES LLC
POLICY AND
PROCEDURES
MANUAL**

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PREFACE

The Policies and Procedures Manual of Instacare Nursing Strategies LLC is provided to employees solely for informational purposes. While the agency endeavors to adhere to the policies and procedures outlined in this manual, they do not constitute terms of employment. All employees of the agency are considered employees at-will, and employment may be terminated at any time, with or without notice or cause, at the discretion of the agency.

It may become necessary to adjust the level of services and support provided or reorganize those supports at any time. Therefore, the agency reserves the right to modify, revoke, suspend, terminate, or change any or all policies, plans, or procedures at any time, with or without notice and in compliance with applicable laws. It is important to note that no oral assurance or promise of continued employment can be made by any management official, and this manual does not create a guarantee of employment.

Furthermore, as an employee of the agency, you must understand that occasionally, you may be required to work a schedule that differs from your initial assignment based on the needs of the program or the agency. However, by joining the team at Instacare Nursing Strategies LLC, you have committed yourself to work with other dedicated professionals to provide the highest level of support to individuals with developmental disabilities and their families.

We trust that your experience with the agency will be a rewarding one.

MISSION

Our goal is to ensure that individuals who have completed their training and received certification with a clean background check can pursue fulfilling career opportunities. We are committed to providing job opportunities based on the reliability of our screening process and the expertise of our management personnel. Our mission is to recruit and provide highly skilled and talented healthcare professionals, including RNs, LPNs, CMTs, CNAs, GNAs, and Nurses Aides, to a variety of healthcare settings, such as Hospitals, Adult Residential Agencies, Adult Day Care, Nursing Homes, Skilled Nursing Facilities, and Rehabilitation Facilities.

VISION

Instacare Nursing Strategies LLC aims to become a pioneer and trailblazer in the healthcare staffing sector by delivering exceptional healthcare services, providing patient-centered care, and employing highly qualified healthcare professionals. Our commitment to excellence in staffing will ensure our position as the industry leader, bringing satisfaction and assurance to our clients. We strive to revive the trust, dedication, and passion of nurses towards the healthcare system.

HIRING

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

10.07.03.05B(1)(a)

10.07.03.08B(1)

► PURPOSE

The purpose of this policy is to outline the requirements for hiring healthcare practitioners at InstaCare Nursing Strategies LLC. The policy ensures compliance with all applicable laws and regulations and establishes a fair and equal opportunity employment environment. The policy also prohibits the referral of healthcare practitioners who are not authorized to practice in the state of Maryland.

► POLICY STATEMENT

InstaCare Nursing Strategies LLC is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, gender, national origin, age, disability, or any other characteristic protected by law. The company will not tolerate discrimination or harassment of any kind and will ensure that all employees are treated with respect and dignity.

InstaCare Nursing Strategies LLC will demonstrate compliance with all applicable federal, state, and local laws and regulations, in accordance with 10.07.03.05B(1)(a). The company will select and verify the credentials of all healthcare practitioners referred by the agency, in accordance with COMAR 10.07.03.08B(1)..

► PROCEDURES

Recruitment:

InstaCare Nursing Strategies LLC will recruit healthcare practitioners through various channels, including job postings, referrals, and direct outreach to potential candidates. The company will ensure that recruitment efforts are inclusive and reach a diverse pool of candidates.

Application/Resume:

All applicants must submit a comprehensive application and resume that accurately reflects their qualifications and experience. The application will include questions related to the candidate's eligibility to work in the United States and their professional credentials. The company will review the application and/or resume to determine if the candidate meets the minimum qualifications for the position.

In-person Interview (may be done virtually):

InstaCare Nursing Strategies LLC will conduct an in-person or virtual interview with the candidate to assess their qualifications, experience, and fit for the position. The

company will ensure that the interview questions are relevant to the job duties and do not discriminate against the candidate.

Personnel File Content:

After the interview, the company will create a personnel file for the successful candidate. The file will include a written offer, essential consents, required credentials, and any other relevant documents. All forms will be signed and dated by the candidate and the company representative.

InstaCare Nursing Strategies LLC will verify the credentials of all candidates referred by the agency, in accordance with COMAR 10.07.03.08B(1). The company will ensure that all new hires are compliant with all applicable federal, state, and local laws and regulations.

Conclusion:

InstaCare Nursing Strategies LLC is committed to complying with all applicable federal, state, and local laws and regulations in the hiring process of healthcare practitioners. The company will select and verify the credentials of all candidates referred by the agency, provide an Equal Opportunity Employment Statement, and maintain a personnel file for each healthcare practitioner. The company will ensure that recruitment efforts are inclusive and reach a diverse pool of candidates, and that the interview questions are relevant and do not discriminate against the candidate.

WORK & EDUCATION EXPERIENCE

Last Revised:

Sign-Off by Director:

Date:

Reference Documents:
COMAR 10.07.03.08B(2)

► PURPOSE

The purpose of this policy is to ensure that Instacare Nursing Strategies LLC meets the health and safety needs of each individual in accordance with their individual plan (IP).

► POLICY STATEMENT

Instacare Nursing Strategies LLC shall develop and adopt written policies and procedures to ensure that the health and safety needs of each individual, as identified in their individual plan (IP), are being met. These policies and procedures shall include, but not be limited to:

- Conducting periodic assessments of each individual's health and safety needs, in accordance with the requirements of the IP;
- Developing and implementing a plan of care that addresses each individual's identified health and safety needs, and which is consistent with the requirements of the IP;
- Ensuring that all staff, care providers, and volunteers are trained in the policies and procedures for meeting the health and safety needs of each individual, as identified in their IP;
- Ensuring that all staff, care providers, and volunteers understand and comply with the policies and procedures for meeting the health and safety needs of each individual, as identified in their IP;
- Ensuring that all staff, care providers, and volunteers report any concerns or incidents related to the health and safety of an individual to the appropriate authorities and individuals, as required by law and regulation.

► PROCEDURES

- Instacare Nursing Strategies LLC shall review each individual's IP to identify their health and safety needs.
- Instacare Nursing Strategies LLC shall ensure that staff are trained to provide the necessary care and support to meet the health and safety needs of each individual.
- Instacare Nursing Strategies LLC shall develop and implement policies and procedures to address emergency situations and provide appropriate care in the event of an emergency.

- Instacare Nursing Strategies LLC shall ensure that each individual's health and safety needs are regularly assessed and documented in their IP.
- Instacare Nursing Strategies LLC shall ensure that each individual's health and safety needs are met in a manner that respects their dignity, privacy, and individual rights.
- Instacare Nursing Strategies LLC shall monitor and evaluate the effectiveness of its policies and procedures for ensuring that each individual's health and safety needs are being met.
- Instacare Nursing Strategies LLC shall provide ongoing training to staff on how to identify and address the health and safety needs of each individual.

SENTINEL EVENTS / INCIDENT REPORTING

Sign-Off by Director:

Date:

Last Revised:

**Reference Documents:
COMAR 10.07.03.08B(3)**

► PURPOSE

The purpose of this policy is to establish guidelines for tracking, reporting, and addressing serious or life-threatening complaints or incidents that are received by client, facility, or client facility agents.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC is committed to ensuring the safety and well-being of clients and employees. We will comply with all applicable federal, state, and local laws and regulations regarding incident reporting. We will track and act on any serious or life-threatening complaints or incidents received by clients, facilities, or client facility agents.

► PROCEDURES

- Incident Reporting - Any serious or life-threatening complaints or incidents must be reported immediately by completing the Incident Reporting Form. The form must include the date, time, location, involved parties/witnesses, and a detailed description of the incident.
- Assess Individual/Pertinent History - When an incident occurs, the individual(s) involved and their pertinent history will be assessed to ensure that appropriate actions are taken.
- Fact-Finding/Records Review - All relevant records and information related to the incident will be reviewed, including medical records, incident reports, witness statements, and any other pertinent information.
- Investigate - An investigation will be conducted by designated personnel to

- determine the root cause(s) of the incident and identify any contributing factors.
- Determinations - Based on the investigation findings, appropriate corrective action and quality measures will be implemented to prevent similar incidents from occurring in the future. A resolution plan will be developed and implemented as necessary.
 - Reporting - The client facility will report the incident to the Office of Health Care Quality (OHCQ) through the unit in our agency that corresponds to the type of facility where an incident occurs. The staff agency is responsible for reporting the incident to the Allied Health Unit (Staff Agencies). Incidents are addressed by both units. The OHCQ standard is that an Incident Report (IR) is provided to OHCQ within 24 hours of any reportable incident. The agency then has 10 days to conduct an investigation and provide an Agency Investigative Report (AIR) to OHCQ.

Conclusion:

INSTACARE NURSING STRATEGIES LLC recognizes the importance of incident reporting and the need to address serious or life-threatening complaints or incidents promptly. All staff members are responsible for following the procedures outlined in this policy.

REPORTING MISCONDUCT OF A HEALTH CARE PRACTITIONER

Sign-Off by Director:

Date:

Last Revised:

**Reference Documents:
COMAR 10.07.03.08B(4)**

► PURPOSE

The purpose of this policy is to establish the reporting responsibilities and methods for INSTACARE NURSING STRATEGIES LLC staff members who observe or become aware of any action or condition performed by a health care practitioner that may require reporting under Regulation .09 of COMAR 10.07.03.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC is committed to maintaining the highest standards of professionalism and ethics in the delivery of healthcare services. Any action or condition performed by a healthcare practitioner that violates applicable laws, regulations, or ethical standards must be reported promptly to the appropriate authorities.

► PROCEDURES

1. Reporting Responsibilities and Methods
All INSTACARE NURSING STRATEGIES LLC staff members have a responsibility to report any suspected or observed misconduct by a healthcare practitioner. Reports should be made promptly to the appropriate authorities, which may include law enforcement, the Maryland Board of Nursing (MBON), or the Joint Commission (as applicable).

Examples of reportable misconduct may include, but are not limited to:

- Substance abuse
- Physical or sexual abuse of a patient
- Fraud or theft
- Practicing beyond the scope of licensure or certification
- Patient neglect or abuse

2. Documentation Methods

All reports of misconduct must be documented in writing and submitted to the appropriate authorities in a timely manner. Documentation should include the following information:

- Date, time, and location of the incident
- Names of any witnesses or involved parties
- A detailed description of the incident or condition
- Any supporting documentation or evidence, such as photographs or medical records

3. Investigation

INSTACARE NURSING STRATEGIES LLC will conduct a thorough investigation of any reported misconduct by a healthcare practitioner. The investigation will include interviews with all involved parties, a review of relevant documentation, and any other steps deemed necessary to determine the facts of the situation.

4. Reporting to Authorities

After completing the investigation, INSTACARE NURSING STRATEGIES LLC will report any confirmed or suspected misconduct to the appropriate authorities, which may include law enforcement, MBON, or the Joint Commission (as applicable). Staff members must provide contact information for MBON to facilitate prompt reporting.

Conclusion:

INSTACARE NURSING STRATEGIES LLC takes the reporting of misconduct by healthcare practitioners very seriously. This policy establishes clear procedures for reporting suspected or observed misconduct and ensures that appropriate action is taken to investigate and address any violations of ethical, legal, or regulatory standards.

PHYSICAL CONDITION / HEALTH STATUS

Sign-Off by Director:

Date:

Last Revised:

Reference Documents:
COMAR 10.07.03.08B(5)(a)

► PURPOSE

The purpose of this policy is to ensure that all healthcare practitioners referred by INSTACARE NURSING STRATEGIES LLC to client facilities are in satisfactory physical condition and have received the necessary testing and immunizations as required or requested by the client facility.

► POLICY STATEMENT

1. Informed Consents: All health care practitioners referred by INSTACARE NURSING STRATEGIES LLC must sign informed consents, including HIPAA and PHI.
2. Physical Examination: All health care practitioners must undergo a physical examination by a licensed healthcare provider. The physical examination must be documented and reviewed by INSTACARE NURSING STRATEGIES LLC prior to referral to a client facility.
3. TB Requirements: All health care practitioners must provide evidence of a negative TB test within the past 12 months. If the health care practitioner has a positive TB test, they must provide evidence of follow-up testing and treatment, as required by law.
4. Hepatitis B Vaccination or Declination: All health care practitioners must provide evidence of having received the Hepatitis B vaccination or a declination form indicating refusal of the vaccine.
5. Immunizations: All health care practitioners must provide evidence of having received all applicable vaccinations, including MMR, flu, pneumonia, etc., as required or requested by the client facility.
6. Annual Screenings Required: All health care practitioners must undergo annual screenings as required or requested by the client facility.
7. Sick Policy: All health care practitioners must adhere to INSTACARE NURSING STRATEGIES LLC's sick policy, which includes requirements for reporting illness, obtaining medical clearance to return to work, and taking necessary precautions to prevent the spread of illness.

► PROCEDURES

- Recruitment: INSTACARE NURSING STRATEGIES LLC will recruit health care practitioners who meet the physical condition and health status requirements outlined in this policy.
- Application/Resume: All applicants must provide evidence of meeting the physical condition and health status requirements outlined in this policy, including documentation of physical examination and immunizations.
- In-Person Interview: All applicants must undergo an in-person interview, which may be conducted virtually, to discuss their physical condition and health status.
- Personnel File Content: The personnel file of each health care practitioner referred by INSTACARE NURSING STRATEGIES LLC must include documentation of physical examination, immunizations, and annual screenings.
- Notification: INSTACARE NURSING STRATEGIES LLC will notify health care practitioners of any changes or updates to this policy.
- Compliance Monitoring: INSTACARE NURSING STRATEGIES LLC will monitor compliance with this policy through regular audits and assessments.
- Corrective Action: INSTACARE NURSING STRATEGIES LLC will take corrective action, as necessary, to address non-compliance with this policy.

Implementation of this policy is essential to protect the privacy and dignity of individuals receiving services and to ensure compliance with applicable laws and regulations.

DRUG SCREENING

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

COMAR 10.07.03.08B(5)(b)

► PURPOSE

The purpose of this policy is to ensure that all health care practitioners referred by INSTACARE NURSING STRATEGIES LLC have undergone drug screening tests in compliance with COMAR 10.07.03.08B(5)(b) and the Drug-Free Workplace Act before being referred to a client facility.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC requires that all health care practitioners undergo drug screening tests before being referred to a client facility if the client facility requires drug screening for their employees. This policy applies to all health care practitioners seeking employment through INSTACARE NURSING STRATEGIES LLC.

► PROCEDURES

- Pre-Employment or Pre-Referral Drug Screening: INSTACARE NURSING STRATEGIES LLC will conduct pre-employment or pre-referral drug screening tests for all health care practitioners who are seeking employment through the agency.
- Consent: All health care practitioners must provide written consent for drug screening tests. The consent will include information about the Drug-Free Workplace Act and the consequences of refusing or failing a drug test.
- Required Information: All drug screening tests will be performed by a certified laboratory that follows the Chain of Custody process. INSTACARE NURSING STRATEGIES LLC will provide the laboratory with all required information, including the health care practitioner's name, social security number, and the client facility's name.
- Results: INSTACARE NURSING STRATEGIES LLC will receive the drug screening test results from the laboratory. The agency will inform the health care practitioner of the test results and whether they have passed or failed.
- Consequences of Failing: If a health care practitioner fails a drug screening test, INSTACARE NURSING STRATEGIES LLC will not refer them to a client facility for employment. The agency will notify the health care practitioner of their ineligibility and provide information about the process for retesting.

Additionally, INSTACARE NURSING STRATEGIES LLC may report the failed drug test to the appropriate authorities, such as the Board of Nursing or law enforcement, if required by law or policy.

INSTACARE NURSING STRATEGIES LLC is committed to maintaining a drug-free workplace and providing client facilities with qualified and competent health care practitioners.

DRUG TESTING

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

COMAR 10.07.03.08B(5)(c)

► PURPOSE

The purpose of this policy is to ensure that all health care practitioners referred by InstaCare Nursing Strategies LLC are drug tested in accordance with state and federal laws and regulations, and that proper protocols are in place in case of suspected drug use.

► POLICY STATEMENT

InstaCare Nursing Strategies LLC will perform drug testing on all health care practitioners referred by the agency if there is probable cause to perform a drug test or if a client facility requests a drug test. Authorization for drug testing may be included in the hiring documents, and consent is required from the health care practitioner before testing can be conducted.

► PROCEDURES

1. Define Probable Cause / Reasonable Suspicion: InstaCare Nursing Strategies LLC defines probable cause or reasonable suspicion as observable behavior, appearance, speech or body odors, or any other indicators of drug use that can be reliably documented and that cause concern about the health care practitioner's ability to safely perform their job duties.
2. Reporting and Protocol for Impaired Staff: If any staff member suspects that a health care practitioner is impaired due to drug use, they must report it to their supervisor immediately. The supervisor will assess the situation and determine whether there is probable cause to perform a drug test. If the supervisor determines that there is probable cause, they will immediately send the health care practitioner for testing and may suspend their employment pending the results of the test. The supervisor will also notify the client facility and the appropriate regulatory agencies as required.
3. Authorization and Timeline: All health care practitioners referred by InstaCare Nursing Strategies LLC will be required to authorize drug testing as a condition of employment. The agency will establish a timeline for submitting to testing, and any delay in submitting to testing may result in the test being considered invalid.
4. Chain of Custody: All drug tests will be conducted by a certified lab and must adhere to the chain of custody procedures to ensure the integrity of the test

results.

5. Results and Consequences: If a health care practitioner tests positive for drugs, they will face consequences up to and including termination of employment, depending on the severity of the situation. If rehabilitation is offered, the health care practitioner may be required to complete a substance abuse treatment program before returning to work.

InstaCare Nursing Strategies LLC is committed to maintaining a drug-free workplace and ensuring the safety of our clients and patients.

CRIMINAL BACKGROUND CHECK

Sign-Off by Director:

Date:

Last Revised:

**Reference Documents:
COMAR 10.07.03.08B(5)(d)**

► PURPOSE

The purpose of this policy is to ensure that INSTACARE NURSING STRATEGIES LLC performs criminal background checks of healthcare practitioners referred by the agency to client facilities, in compliance with COMAR 10.07.03.08B(5)(d).

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC will perform criminal background checks of healthcare practitioners referred by the agency to client facilities, if the client facility requires criminal background checks for facility employees.

► PROCEDURES

1. Authorization/Consent: The agency will obtain the candidate's authorization/consent to perform the criminal background check.
2. Method: The agency will use a certified background screening service provider to perform the criminal background check.
3. Scope: The background check will include a national criminal history check, Social Security verification, address history check, and any applicable registries and exclusion lists.
4. Protocol for Criminal History: If a criminal history is found, the agency will evaluate the nature of the crime, the time that has elapsed since the conviction, and any evidence of rehabilitation. The agency will comply with all state and federal laws and regulations regarding the employment of individuals with criminal records.
5. Confidentiality: All criminal background check results will be kept confidential and only shared with authorized personnel on a need-to-know basis.
6. Compliance: The agency will comply with all state and federal laws and regulations regarding the performance of criminal background checks.

Conclusion:

INSTACARE NURSING STRATEGIES LLC is committed to providing quality healthcare practitioners to client facilities, while ensuring the safety and well-being of patients. By performing criminal background checks in compliance with COMAR 10.07.03.08B(5)(d), the agency aims to minimize the risk of harm to patients and maintain a safe and secure environment for all parties involved.

REFERENCES

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

COMAR 10.07.03.08B(5)(e)

► PURPOSE

The purpose of this policy is to outline the procedures for obtaining and evaluating references of healthcare practitioners referred by InstaCare Nursing Strategies LLC to client facilities.

► POLICY STATEMENT

InstaCare Nursing Strategies LLC will obtain references from healthcare practitioners before referring them to client facilities. The references will be used to evaluate the practitioner's skills, experience, and professional conduct.

► PROCEDURES

- **Consent to contact:** Before contacting the references, the healthcare practitioner must provide written consent to allow InstaCare Nursing Strategies LLC to contact their references.
- **Quantity and types:** InstaCare Nursing Strategies LLC will obtain at least two professional references from each healthcare practitioner. The references must be from individuals who have worked directly with the practitioner in a clinical setting.
- **Method of contact:** InstaCare Nursing Strategies LLC will contact the references via phone, email, or written correspondence. The method of contact will be chosen based on the preference of the reference and the urgency of the referral request.
- **Documentation:** InstaCare Nursing Strategies LLC will document the name, contact information, and relationship to the practitioner for each reference obtained. The documentation will be kept confidential and secure in the practitioner's personnel file.
- **Evaluation:** InstaCare Nursing Strategies LLC will evaluate the information obtained from the references to determine the practitioner's suitability for referral to a client facility. The evaluation will consider the practitioner's skills,

experience, professional conduct, and any other relevant factors.

- Notification: If the evaluation reveals any concerns or issues with the practitioner's references, InstaCare Nursing Strategies LLC will notify the practitioner and the client facility of the findings.
- Follow-up: InstaCare Nursing Strategies LLC will follow up with the practitioner's references periodically to ensure that the information obtained remains accurate and relevant.

Conclusion:

InstaCare Nursing Strategies LLC is committed to obtaining and evaluating references of healthcare practitioners referred to client facilities. This policy ensures that the practitioner's skills, experience, and professional conduct are thoroughly evaluated to ensure safe and effective patient care.

ELIGIBILITY FOR EMPLOYMENT IN THE USA

Sign-Off by Director:

Date:

Last Revised:

Reference Documents:
COMAR 10.07.03.08B(5)(f)

► PURPOSE

The purpose of this policy is to ensure that all healthcare practitioners referred by INSTACARE NURSING STRATEGIES LLC have the legal eligibility to work in the United States in compliance with the Immigration Reform Act.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC requires that all healthcare practitioners referred to client facilities have I-9 status that permits them to legally work in the United States. INSTACARE NURSING STRATEGIES LLC will ensure compliance with the Immigration Reform Act and all other applicable federal, state, and local laws.

► PROCEDURE

1. The healthcare practitioner will be required to provide documentation that verifies their eligibility to work in the United States.
2. INSTACARE NURSING STRATEGIES LLC will review and verify the documentation provided by the healthcare practitioner to ensure that it is valid and in compliance with the Immigration Reform Act.
3. The healthcare practitioner will be required to provide photocopies of their identification documents.
4. If necessary, INSTACARE NURSING STRATEGIES LLC will use E-Verify to confirm the healthcare practitioner's eligibility to work in the United States.
5. INSTACARE NURSING STRATEGIES LLC will maintain records of all I-9 forms and supporting documentation for the required period.
6. If any issues arise with an I-9 form, INSTACARE NURSING STRATEGIES LLC will take immediate corrective action to ensure compliance with the Immigration Reform Act.

INSTACARE NURSING STRATEGIES LLC will provide healthcare practitioners with a copy of this policy and all related procedures. Any violations of this policy may result in disciplinary action, up to and including termination of employment.

LICENSURE OR CERTIFICATION

Sign-Off by Director:

Date:

Last Revised:

Reference Documents:
COMAR 10.07.03.08B(5)(g)

► PURPOSE

The purpose of this policy is to ensure that all healthcare practitioners referred by INSTACARE NURSING STRATEGIES LLC have active licensure or certification with the appropriate Board and to establish a protocol for monitoring and managing any lapses or changes in licensure or certification.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC requires that all healthcare practitioners referred to client facilities have active licensure or certification with the appropriate Board. The agency will conduct primary source verification of all licensure or certification with the Maryland Board of Nursing (MBON) or NURSYS, as applicable.

If a healthcare practitioner has an out-of-state license, INSTACARE NURSING STRATEGIES LLC will verify that the license is applicable in the State of Maryland before referring the practitioner to a client facility. The agency will maintain records of all licensure and certification verification.

Monitoring of active licensure or certification is an ongoing responsibility of INSTACARE NURSING STRATEGIES LLC. The agency will periodically check with MBON or NURSYS, as applicable, to ensure that all healthcare practitioners maintain active licensure or certification. Any changes in licensure or certification status will be immediately reported to the appropriate client facility.

► PROCEDURES

1. The agency will conduct primary source verification of all licensure or certification with MBON or NURSYS, as applicable, before referring healthcare practitioners to client facilities.
2. If a healthcare practitioner has an out-of-state license, the agency will verify that the license is applicable in the State of Maryland.
3. The agency will maintain records of all licensure and certification verification.
4. The agency will periodically check with MBON or NURSYS, as applicable, to

- ensure that all healthcare practitioners maintain active licensure or certification.
5. Any changes in licensure or certification status will be immediately reported to the appropriate client facility.
 6. If a healthcare practitioner's license or certification lapses or is revoked, INSTACARE NURSING STRATEGIES LLC will immediately remove the practitioner from the active referral list and inform the client facility of the change in status. The agency will work with the practitioner to assist in resolving the issue and restoring active licensure or certification.

STAFF AGENCY COMPLAINTS

Sign-Off by Director:

Date:

Last Revised:

Reference Documents:
COMAR 10.07.03.08B(6)(a)

► PURPOSE

The purpose of this policy is to provide a process for clients and employees of InstaCare Nursing Strategies LLC to file complaints regarding the agency's services, and to ensure that all complaints are documented, reviewed, and resolved in a timely and appropriate manner.

► POLICY STATEMENT

InstaCare Nursing Strategies LLC is committed to providing high-quality services to all clients and employees. However, if a client or employee has a complaint about the agency's services, we encourage them to file a complaint in accordance with this policy.

► PROCEDURES

Client Facility Complaint Process:

Clients may also file complaints with the facility in which the agency's services were provided. InstaCare Nursing Strategies LLC will provide clients with information about the facility's complaint process and contact information.

Documentation:

All complaints received by InstaCare Nursing Strategies LLC will be documented in writing, including the date and time of the complaint, the name of the complainant, a description of the complaint, and any actions taken to address the complaint.

Complaint Review Process:

The Complaint Coordinator will review all complaints received and determine the appropriate course of action. The complaint review process will include the following steps:

- Receipt of complaint
- Written incident report internal and to OHCQ
- Review of complaint
- Agency investigation report to OHCQ
- Determination
- Resolution

Complainant Involvement:

InstaCare Nursing Strategies LLC will keep complainants informed of the status of their complaint throughout the complaint review process and will advise them of any actions taken as a result of their complaint.

Employee Action:

If the complaint involves an employee of InstaCare Nursing Strategies LLC, appropriate disciplinary action will be taken in accordance with agency policies and procedures.

Contact Information:

Clients and employees are encouraged to contact the Complaint Coordinator with any complaints or concerns they may have about the agency's services.

Compliance with Policy:

InstaCare Nursing Strategies LLC will monitor compliance with this policy and will make any necessary changes to ensure that complaints are handled effectively and efficiently.

OHCQ COMPLAINTS

Last Revised:

Sign-Off by Director:

Date:

Reference Documents:

COMAR 10.07.03.08B(6)(b)

► PURPOSE

The purpose of this policy is to provide guidance to all staff, contractors, and clients of INSTACARE NURSING STRATEGIES LLC on how and to whom to file a complaint with the Office of Health Care Quality (OHCQ) regarding the agency's services.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC is committed to providing high-quality services to its clients. In the event that a client or any other individual has a complaint about the agency's services, the following procedures will be followed:

1. Complaints may be submitted to the Office of Health Care Quality (OHCQ) by phone, mail, or online.
2. The OHCQ hotline phone number is (800) 492-6005. All voicemail messages will be returned during the next business day.
3. Written complaints may be submitted to the following address:
Office of Health Care Quality
Administrative Officer for Staffing Agencies
7120 Samuel Morse Drive, Second Floor
Columbia, MD 21046
4. Complaints may also be submitted online through the OHCQ website:
<https://app.smartsheet.com/b/publish?EQBCT=07c94438f6714af1bbfe8ff1037b8b74>
5. All complaints received by the agency will be documented, and the complainant will be informed of the complaint process.
6. The agency will cooperate with the OHCQ investigation and provide all necessary documentation and information.
7. The agency will take appropriate action to address the complaint and prevent a recurrence.
8. Complainants will be advised of the outcome of the investigation and any action taken by the agency.
9. Any employee action(s) related to the complaint will be documented and maintained in the employee's personnel file.

► PROCEDURES

1. In the event of a complaint, the client or other individual should first attempt to resolve the issue with the agency's staff.
2. If the complaint is not resolved to the satisfaction of the client or other individual, the complaint may be filed with the OHCQ hotline or by mail or online.
3. All complaints received by the agency will be documented, including the name of the complainant, the nature of the complaint, and the date and time the complaint was received.
4. The agency will investigate the complaint and take appropriate action to address the complaint and prevent a recurrence.
5. The agency will provide the OHCQ with all necessary documentation and information related to the complaint.
6. The agency will notify the complainant of the outcome of the investigation and any action taken by the agency.
7. Any employee action(s) related to the complaint will be documented and maintained in the employee's personnel file.
8. The agency will maintain confidentiality throughout the complaint process, to the extent permitted by law.

References:

COMAR 10.07.03.08B(6)(b) - Description of how and to whom to file a complaint with the Office of Health Care Quality (OHCQ)

INVESTIGATIONS

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

COMAR 10.07.03.08B(6)(c)

► PURPOSE

The purpose of this policy is to outline the commitment of INSTACARE NURSING STRATEGIES LLC to conduct a thorough investigation into any allegations against individuals referred by the agency in compliance with COMAR 10.07.03.08B(6)(c).

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC is committed to conducting a thorough investigation into any allegations against individuals referred by the agency. Any alleged violations of regulations, laws, or policies will be investigated promptly, thoroughly, and impartially. The agency will take corrective action to ensure that such violations do not recur.

► PROCEDURES

- Responsibility for Investigations:
 - a. The Human Resource Manager is responsible for leading investigations.
 - b. The Director of Nursing will oversee the investigation to ensure compliance with relevant laws, regulations, and policies.
- Documentation:
 - a. All investigations will be thoroughly documented.
 - b. Documentation will include tracking methods, contacts made, time and date, facts, reviews, statements, and details of findings.
- Status of Staff during Investigation:
 - a. Staff under investigation will remain active during the investigation, unless otherwise directed by the agency's Director of Nursing.
- Corrective Action:
 - a. If an investigation reveals that an employee has violated any regulations, laws, or policies, the agency will take corrective action.
 - b. Corrective action may include training, counseling, reassignment, or termination of employment.

- Implementation Timeframes:
 - a. Oversight and completion dates for corrective action will be established and communicated to relevant parties.
- Final Report:
 - a. The agency will prepare a final report of the investigation, which will be submitted to the Director of Nursing for review.

INSTACARE NURSING STRATEGIES LLC will take any necessary corrective action to ensure compliance with regulations, laws, and policies, and to maintain the highest standards of professionalism and ethics.

INSPECTIONS

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

**COMAR 10.07.03.08B(6)(d)
10.07.03.07A**

► PURPOSE

The purpose of this policy is to establish the procedures for the handling of inspections by the Department of Health and Mental Hygiene (DHMH) or its designee, and to ensure that all necessary administrative files are available for review during such inspections.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC (hereafter referred to as the "Agency") is committed to complying with all applicable laws and regulations regarding inspections by the DHMH or its designee. The Agency shall make all reasonable efforts to ensure that all necessary administrative files are available for review during inspections and that any completed investigation reports are made available to the DHMH immediately upon request.

► PROCEDURES

1. **Administrative Contact Information:** The Agency shall maintain a current list of administrative contacts, including names, titles, and contact information, to be made available upon request during inspections.
2. **Administrative Files:** The Agency shall maintain all administrative files for complaints and incidents in a secure location that is locked when not in use. These files shall be made available upon request during inspections.
3. **Policies and Procedures:** The Agency shall maintain a current set of policies and procedures that reflect its compliance with applicable laws and regulations. These policies and procedures shall be made available upon request during inspections.
4. **Inspection Visits:** The Agency shall cooperate with any announced or unannounced inspection visits by the DHMH or its designee. During such visits, the Agency shall make all necessary administrative files available for review and shall provide any completed investigation reports immediately upon request.
5. **Documentation:** The Agency shall maintain documentation of all inspections, including the date and time of the inspection, the name and title of the inspector, and any findings or recommendations made during the inspection.

6. Corrective Action: If any deficiencies are identified during an inspection, the Agency shall take prompt corrective action to address such deficiencies and shall provide documentation of such action to the DHMH or its designee upon request.
7. Implementation Timeframes: The Agency shall establish oversight and completion dates for any corrective action taken as a result of an inspection and shall ensure that such corrective action is implemented within the established timeframes.
8. Final Report: The Agency shall maintain a final report of any inspection, including any findings or recommendations made during the inspection, any corrective action taken, and the date of completion of such corrective action. This report shall be made available upon request during subsequent inspections.

JOB DESCRIPTIONS

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

COMAR 10.07.03.09E(1)(a)

► PURPOSE

The purpose of this policy is to provide clear and detailed job descriptions for all referred individuals to ensure they understand their roles and responsibilities, which helps promote high-quality care to our clients.

► POLICY STATEMENT

InstaCare Nursing Strategies LLC is committed to providing comprehensive and accurate job descriptions for all referred individuals. Job descriptions are important in ensuring that all individuals understand their roles and responsibilities, and that their duties align with the expectations of our clients. This policy outlines the process for creating and maintaining job descriptions for referred individuals.

► PROCEDURES

Creation of Job Descriptions:

All job descriptions will be created by the HR department in consultation with the department head, client facility representative, and the referred individual. Job descriptions will include the following:

- a. Title of the position
- b. Job summary
- c. Essential duties and responsibilities
- d. Qualifications and requirements
- e. Physical and mental demands
- f. Work environment
- g. Schedule
- h. Salary range

Review and Approval:

All job descriptions will be reviewed by the HR department for completeness and accuracy. The department head and client facility representative will also review and approve the job descriptions before they are finalized.

Maintenance of Job Descriptions:

All job descriptions will be kept up-to-date and reviewed annually or as needed.

Referred individuals will be notified of any changes made to their job description, and the revised job description will be provided to them.

Job Descriptions for Referred Individuals:

All referred individuals will receive a copy of their job description. It is the responsibility of the referred individual to read and understand their job description.

Job Descriptions for Referred Individuals:

Registered Nurse (RN) Job Description:

Title: Registered Nurse (RN)

Job Summary: The Registered Nurse (RN) provides direct nursing care to patients in accordance with established policies, procedures, and protocols of the healthcare organization.

Essential Duties and Responsibilities:

- a. Assesses patient health problems and needs
- b. Develops and implements nursing care plans
- c. Maintains accurate medical records
- d. Administers medications and treatments
- e. Assists physicians with procedures and treatments
- f. Educates patients and their families on their health condition
- g. Performs other duties as assigned

Qualifications and Requirements:

- a. Active Maryland RN license
- b. BLS and ACLS certifications
- c. Minimum of 1 year of experience in a clinical setting
- d. Excellent communication skills

Physical and Mental Demands:

- a. Must be able to lift 50 pounds
- b. Must be able to stand for extended periods
- c. Must be able to handle stressful situations

Work Environment:

- a. Clinical setting

Schedule:

- a. Variable shifts available

Salary Range:

- a. \$35-45/hour

Certified Nursing Assistant (CNA) Job Description:

Title: Certified Nursing Assistant (CNA)

Job Summary: The Certified Nursing Assistant (CNA) provides direct patient care under the supervision of a Registered Nurse (RN) or Licensed Practical Nurse (LPN).

Essential Duties and Responsibilities:

- a. Assists patients with activities of daily living
- b. Measures vital signs and records patient information
- c. Assists with mobility and transfers
- d. Assists with feeding and hydration
- e. Provides emotional support to patients and their families
- f. Performs other duties as assigned

Qualifications and Requirements:

- a. Active Maryland CNA certification
- b. Minimum of 6 months of experience in a clinical setting
- c. Excellent communication skills

Physical and Mental Demands:

- a. Must be able to lift 25 pounds
- b. Must be able to stand for extended periods
- c. Must be able to handle stressful situations

Work Environment:

- a. Clinical setting

Schedule:

- a. Variable shifts available

COMPETENCY EVALUATION

Sign-Off by Director:

Date:

Last Revised:

Reference Documents:

COMAR 10.07.03.09E(1)(b)

► PURPOSE

INSTACARE NURSING STRATEGIES LLC is committed to providing clients with competent and qualified referred individuals who are capable of delivering quality care services. The purpose of this policy is to outline the procedure for evaluating the competency of referred individuals and ensuring that their qualifications are consistent with the assignment they are being referred to.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC shall establish and implement a documented procedure for evaluating the competency of referred individuals. The procedure shall include the following:

1. In-person Interview and Evaluation:
All referred individuals shall be required to attend an in-person interview and evaluation before being assigned to a client facility. The interview and evaluation shall be conducted by a qualified member of staff and shall include an assessment of the individual's education, experience, and skills.
2. Orientation:
All referred individuals shall be required to complete an orientation session that covers the expectations in terms of competency, skills, abilities, documentation, terminology, observations, and performance reviews. The orientation session shall also include an overview of the policies and procedures of INSTACARE NURSING STRATEGIES LLC.
3. Personal Identification while on duty:
All referred individuals shall be required to wear a personal identification badge while on duty at a client facility. The badge shall clearly display the individual's name, photograph, and designation.

► PROCEDURES

In-person Interview and Evaluation:

- a. A qualified member of staff shall conduct an in-person interview and

evaluation of the referred individual.

b. The interview shall cover the individual's education, experience, and skills related to the assignment they are being referred to.

c. The evaluation shall include an assessment of the individual's clinical competence, interpersonal skills, communication skills, and problem-solving ability.

d. The results of the evaluation shall be documented and maintained in the individual's personnel file.

Orientation:

a. All referred individuals shall attend an orientation session that covers the expectations in terms of competency, skills, abilities, documentation, terminology, observations, and performance reviews.

b. The orientation session shall also include an overview of the policies and procedures of INSTACARE NURSING STRATEGIES LLC.

c. The referred individual shall sign a document acknowledging that they have attended and understood the orientation session.

Personal Identification while on duty:

a. All referred individuals shall be required to wear a personal identification badge while on duty at a client facility.

b. The badge shall be clearly visible and shall display the individual's name, photograph, and designation.

c. The referred individual shall be responsible for returning the badge at the end of their assignment.

Competency evaluation shall be an ongoing process, and INSTACARE NURSING STRATEGIES LLC shall ensure that all referred individuals remain competent throughout their assignment. Any concerns regarding the competency of a referred individual shall be promptly addressed, and corrective action shall be taken if necessary.

All documentation related to the competency evaluation shall be maintained in the individual's personnel file, and the results shall be made available to the client facility upon request.

INSTACARE NURSING STRATEGIES LLC shall ensure that all referred individuals are competent and qualified to provide quality care services to clients. The agency shall be committed to providing ongoing education and training to ensure that referred individuals remain competent throughout their assignments.

SCOPE OF PRACTICE

Last Revised:

Sign-Off by Director:

Date:

Reference Documents:

COMAR 10.07.03.09E(2)(a)

► PURPOSE

This policy outlines the scope of practice for employees referred by INSTACARE NURSING STRATEGIES LLC to ensure they are knowledgeable of and adhere to the facilities' policies and procedures related to their assigned duties.

► POLICY STATEMENT

INSTACARE NURSING STRATEGIES LLC shall ensure that all employees referred to client facilities are knowledgeable of and adhere to the scope of practice and responsibilities related to their assigned duties. The scope of practice includes the Nurse Practice Standards, Job Description, continuing education, in-services, and trainings.

► PROCEDURES

1. Protocol: All employees referred by INSTACARE NURSING STRATEGIES LLC must comply with the policies and procedures of the client facility related to their scope of practice and responsibilities in their assigned duties. Employees are required to review and sign that they understand these policies and procedures before beginning their assignment.
2. Nurse Practice Standards: INSTACARE NURSING STRATEGIES LLC shall provide a brief bulleted overview of the Nurse Practice Standards for employees to review. The overview shall not include more than 10 key items.
3. Job Description: All employees referred by INSTACARE NURSING STRATEGIES LLC must have a signed job description on file with the client facility that outlines their scope of practice and responsibilities related to their assigned duties.
4. Continuing Education: INSTACARE NURSING STRATEGIES LLC shall ensure that employees referred to client facilities receive continuing education as required to maintain their qualifications and adhere to the facilities' policies and procedures related to their scope of practice and responsibilities.
5. In-services: INSTACARE NURSING STRATEGIES LLC shall provide

employees with in-services related to their assigned duties, such as patient rights, infection control, abuse and neglect.

6. Trainings: INSTACARE NURSING STRATEGIES LLC shall provide employees with training related to their scope of practice and responsibilities, as required by the client facility. A listing of trainings shall be provided to employees for their reference.

INSTACARE NURSING STRATEGIES LLC shall ensure that all employees referred to client facilities adhere to the scope of practice and responsibilities related to their assigned duties.

ABUSE & NEGLECT

Sign-Off by Director:

Last Revised:

Date:

Reference Documents:

COMAR 10.07.03.09E(2)(b)

► PURPOSE

The purpose of this policy is to establish a protocol for mandatory reporting of abuse and neglect by individuals referred by InstaCare Nursing Strategies LLC, in compliance with COMAR 10.07.03.09E(2)(b) and 10.07.03.02B(1)(a) & (b).

► POLICY STATEMENT

Purpose:

The purpose of this policy is to establish a protocol for mandatory reporting of abuse and neglect by individuals referred by InstaCare Nursing Strategies LLC, in compliance with COMAR 10.07.03.09E(2)(b) and 10.07.03.02B(1)(a) & (b).

Policy:

It is the policy of InstaCare Nursing Strategies LLC to require all individuals referred by the agency to report any suspected cases of abuse and neglect in accordance with Maryland law.

► PROCEDURES

Mandatory Reporting Protocol

- a. Any individual referred by the agency who suspects that an adult or child has been subjected to abuse, neglect, or exploitation must immediately report the incident to the appropriate authorities.
- b. The individual must first report the incident to their immediate supervisor or the agency's designated representative.
- c. The agency's representative will provide the individual with the appropriate contact information for local Adult or Child Protective Services, law enforcement, the Office of Health Care Quality (OHCQ), and the Maryland Board of Nursing (MBON) as needed.
- d. The individual must then report the incident to the appropriate authorities as required by law.
- e. The individual must document the incident and report in writing to their supervisor or the agency's designated representative.
- f. The agency will comply with all requirements of Maryland law regarding the

mandatory reporting of abuse and neglect.

Training

- a. The agency will provide all individuals referred by the agency with training on recognizing and reporting suspected cases of abuse and neglect.
- b. The training will include signs, risk factors, and symptoms to look for when reporting suspected abuse or neglect.
- c. The agency will provide training on reporting protocols and how to report incidents to the appropriate authorities.

Contact Information

- a. The agency will maintain current contact information for local Adult and Child Protective Services, law enforcement, OHCQ, and MBON.
- b. The agency will provide this information to all individuals referred by the agency and make it easily accessible.

InstaCare Nursing Strategies LLC requires all individuals referred by the agency to adhere to this policy and will take appropriate corrective action for any failure to report suspected cases of abuse and neglect.