

CSA – Medicaid Member and Staff Safety

Purpose:

To promote safety of Medicaid members, providers, and CSA staff and to respond in a timely manner to situations that may expose members to health and safety risks.

Identification of Roles:

All Staff Members – Observe or identify issues of member safety and report to manager; complete child or dependent adult abuse referral if appropriate; observe safety requirements outlined for staff.

Manager – Assists as needed with child or dependent adult abuse referral; notifies the appropriate Medicaid policy specialist of the need to make an abuse report; enforces safety requirements for staff.

Performance Standards:

Performance standards are not specified for this procedure.

Path of Business Procedure:

Member Safety

Step 1: In the course of business, staff may encounter information or situations that indicate a potential safety concern for a particular member. For example, CSA Assessors interview and observe Medicaid members in their homes, nursing/assisted living facilities, and in Intermediate Care Facilities for the Intellectually Disabled (ICF/ID) and may be in a position to observe issues with unsafe medication practices, neglectful situations, or inappropriate or harmful interactions with members. The Assessor may discover concerns documented in the clinical records they receive. Members may also verbalize to staff that they are in imminent danger of harming themselves or of being harmed by others.

Step 2: When an urgent safety concern is identified, the staff member will discuss the situation with the manager. If appropriate, staff will file an abuse report following procedures located on the HHS website <https://HHS.iowa.gov/report-abuse-fraud>. The Abuse Hotline is 1-800-362-2178.

Step 3: The manager will notify the appropriate Health and Human Services (HHS) policy staff that a report has been made as appropriate.

Step 4: When safety risks are identified during the assessment process, staff will log the risk on the Complaints, Compliments and Safety Concern Log. Follow up resolution is completed within one (1) business day.

Step 5: All safety concerns and follow-up actions will be tracked through the Scheduling Assessment Manager (SAM) in the member details safety concerns section.

Step 6: Member safety is also addressed by responding to urgent assessment requests. See Emergency Needs Assessment procedure.

Step 7: Threat of self-harm requires immediate notification to management who will contact the member's local authorities on member's behalf. The staff will remain on the telephone with the caller to allow them to talk through the crisis until the appropriate authorities have arrived to assist the member or the member's safety is no longer in jeopardy. In life-threatening situations, other responsible persons identified by the member's guardian may also be contacted at the discretion of the director or manager.

Step 8: Staff will regularly complete Mandatory Reporter Training as required.

Staff Safety

Work safety is a shared responsibility among HHS, Telligen and staff.

Step 1: Staff working at the Telligen corporate office will follow all safety policies including appropriate responses to fire, bomb threats, medical emergencies, tornados, and violence.

Step 2: Staff will follow the Telligen policies related to safety located on weare.telligen.com/centers/policy_center/

- a. Anti-Harassment Policy
- b. Building Access & Visitors Policy
- c. Drug-Free Workplace Policy
- d. Safety Procedures Policy
- e. Text Messaging While Driving Policy

Injury and/or First Aid supplies for minor concerns are available in the pantry. An AED is in the central hallway by the stairwell.

Step 3: If injured while working, staff members will notify their manager and Telligen HR.

Step 4: For staff, whose work environment is outside the traditional workplace, additional procedures or processes are required to ensure safety. Staff must always carry their Telligen picture identification badge displayed so that it is easily observable.

Step 5: Staff must follow reasonable facility procedures including checking in with the designated facility personnel.

Step 6: Management is responsible for addressing the following:

- a. Process for maintaining regular contact between field staff and office personnel.

- b. Personal safety measures instruction.
- c. Process for recording and reporting personal safety concerns and/or incidents.
- d. Process for evaluating personal safety procedures that include input from staff.

Step 7: Personal safety measures may include:

- a. Staff keeping cellular telephones on and available during visits.
- b. Maintaining vehicle in good condition, with a full tank of gas and emergency supplies.
- c. Carrying maps of area in the car.
- d. Being knowledgeable about Telligen's procedures in case of accidents, medical emergencies, or work injuries.
- e. Avoiding situations in which staff feels uncomfortable. If a home is assessed to be unsafe, the employee may schedule sessions at the provider's office or other safe location.
- f. Arranging for security escort. The need for a security escort for certain locations must be discussed with the manager. The manager and staff will work with the security company to finalize the logistics and when the security person arrives at the location, staff will ensure the person signs a Telligen confidentiality form.

Step 8: The following practices are offered to promote safety for staff when making home visits:

- a. Obtain prior information about the situation from the case manager or other knowledgeable party. Schedulers record any identified safety concerns for the assessor to review prior to the assessment.
- b. Park in a way that allows you to easily access your vehicle.
- c. Scan the environment for safety concerns.
- d. Introduce yourself clearly, letting the family know who you are and why you are there.
- e. When knocking on the door, stand to the side, not in front of it. Listen for disturbances.
- f. Assess the person(s) you are talking with regarding demeanor. Leave if the respondent is not in emotional control. Recognize escalating situations and trust your judgement. If situations intensify do not be afraid to leave and report this to your supervisor.
- g. Wear shoes and clothes that make it easy to move quickly.
- h. Do not wear expensive jewelry or carry a purse.
- i. Do not wear accessories that could be potentially dangerous such as scarves or necklaces.
- j. Carry a minimal amount of cash.
- k. Carry a noise making device such as a whistle.
- l. Conduct home visits in daylight whenever possible.
- m. Maintain locked car doors and do not leave items visible on car seats during visits.

- n. Do not open the trunk of the car. Prepare the materials needed for the visit in advance and carry them in with you.
- o. Avoid areas with poor visibility such as alleys or isolated buildings.
- p. While in the home, be aware of your surroundings, keep the door in sight, maintain your personal space for safety, and have an escape route in mind.
- q. If needed, send a private Microsoft Teams message to another member on your team and ask them to call you to inform you of an emergency and that you need to leave right away.

Forms/Reports:

Telligen Confidentiality Form, Complaints, Compliments and Safety Concern Log

RFP Reference:

N/A

Interfaces:

SAM

Microsoft Teams

Attachments:

N/A