

POST-ACUTE SERVICES JOB REQUIREMENTS AND EXPECTATIONS FOR EMPLOYMENT

Please read the following document in its entirety and sign. Keep one copy for your records and return the signed copy to Cindy Weaver to be kept in your employee file.

HEALTHCARE RESPONSIBILITIES

Please recognize that when you are assigned to a facility, you are responsible for not only resident healthcare but representing the Adfinitas Health team. We require that our providers are professional in appearance, and in communication with all facility staff, residents and families and other providers and promote the Adfinitas Health mission statement.

1. Take time to learn who the key personnel are in your facilities (i.e. Administrator, Director of Nursing, Admissions Directors, Unit Managers). These individuals can be very helpful in your day-to-day operations and the relationships we develop with them are very valuable to the team as a whole. Check in with the key personnel on a regular basis to see if they have any concerns or issues.
2. Secure your buildings prior to leaving for the day. Please make rounds on the nursing stations prior to your departure to:
 - a. Ensure all resident/family issues have been addressed for the day.
 - b. Address C2 forms/ pending admission forms are signed. All C2 forms must be fully completed by the provider.
 - c. Inform the appropriate nursing staff that you are leaving for the day and that they should call you up until 6 pm with any issues until on call service takes over. In the event that you will be unreachable please notify nursing staff which building provider is available for phone calls until 6pm.
3. Please develop a plan of communication with other providers to leave instructions for residents that need to be seen or followed the next day. Please maintain the log for LTC monthly visits. Many SNF already have a plan in place, however, if you are entering a newly established building this may need to be implemented. It is vital that we communicate with the provider coming after us to ensure all residents are seen and have their needs met. While we appreciate the realities of practicing in the Post-Acute setting may hinder the ability to see patients on a structured basis, it is our goal to assess skilled patients at least twice weekly when medically necessary. For high risk patients, three visits per week is the goal when medically necessary (including but not limited to recent discharge for diagnoses of sepsis, pneumonia, CHF, COPD).
4. Please contact families when you are making significant changes to a plan of care and to those of residents who have an acute change. Try to anticipate if a family should be called on a regular basis (i.e. one who has consistent concerns or complaints).
5. For Long Term Care patients that reside in the facility, a call or meeting with family is recommended to occur and be documented regularly as circumstances dictate as we are considered their primary care providers.
6. Day call duties- the team at each facility will divide up day call responsibilities so that one provider is available by phone each day Monday through Friday from 6am to 6pm. The day call

schedule should be posted at each nurses' station. Please assist in assuring that these schedules are easily accessible in your facilities.

7. On call duties- Full time providers are expected to take call shifts as scheduled. Evening/ night (after hours) call shifts are from 6pm- 6am. Weekend day shifts are 6am- 6pm and weekend alternate shifts are from 10am to 8pm and include eMediCall and overflow coverage. Each provider is responsible to keep track of when they are scheduled for call by consulting published call schedules or qGenda. Requests for no call on certain shifts should be submitted via qGenda. Please limit no call requests to a manageable number and specify if you cannot take call the night prior to a vacation. Facilities reach the on-call provider by dialing the call line, which rolls over to the designated person on call. Each nurses station should have day call schedule which includes the after-hours on call number. Please assist in ensuring that call schedules are posted in facilities.
8. Sign outs – Communication with on-call providers is important to continue high quality of care during off hours and weekends. A sign-out is required for each facility on Friday afternoons. Please use these sign outs to update the on call team of residents in your SNF that are high risk (i.e. acute change in status, unstable residents, infectious outbreak, and residents with history of high readmission rate); also include residents with an abnormal baseline status so they are not sent out needlessly. Sign outs are encouraged during the week also if a clinical situation warrants communication. Please include in sign outs if tests were ordered for weekend or evening shifts. It is imperative that detailed information about reason for tests and instructions on how to deal with results be included in the sign out.
9. Post Call- A report of issues requiring follow up by the day providers, as well as noteworthy clinical issues that transpired during the call shift, is required to be completed on the post call template specific to their call group. Using the template during the call shift will assist with knowing pertinent phone numbers associated with the facilities. Attending names are listed next to facility as well. This can be helpful to make sure nurses are calling for Adfinitas patients only. A blank template should be saved for future use. Blank templates can also be found on Google docs. The post call report should be emailed to snf@adfinitashealth.com soon after the end of a call shift. Day providers are required to read all post call reports and eMediCall communications for their assigned buildings.
10. For clinical concerns please see Adverse Event policy. Discuss all other concerns with your Regional Manager.

ADMINISTRATIVE REQUIREMENTS

Although the main focus of our providers on the Adfinitas Health team is to provide quality healthcare to our residents and families, there are some additional healthcare related and administrative responsibilities required of our providers to help maintain the relationships we have established in our Skilled Nursing Facilities (SNF) and to ensure effectiveness of overall operations on a daily basis.

1. Coding Education will be included in the initial orientation. Billing and coding audits will be completed for 90 days after employment and reviewed every 30 days as needed based on prior

audits. You will be notified in the event that further instruction is necessary, however, this service is available to you at all times and we strongly encourage you to contact the Coding Educator should you have any questions or concerns.

2. Absent of extenuating circumstances, all encounters should be closed within 24 hours of the patient encounter. Failure to do so may result in financial penalties.
3. Upload face sheet into gEHRimed. Face sheet should contain complete insurance information.
4. There will be a mandatory meeting held most months at the Adfinitas office. The purpose of this meeting is to discuss new developments and on-going issues, introduce new staff and share ideas as a group. The meeting is mandatory either in person or by Zoom meeting remote participation. Minutes from all meetings are emailed to the entire team. It is a requirement that all providers read all published minutes closely. Even if a provider has attended the meeting, the minutes should still be read in entirety. Communication is very important to maintaining our team work.
5. All moonlighting must be pre-approved by Maria Hess, Chief Operating Officer or Dr. Jennifer Riedinger, Chief Clinical Officer.
6. If you are having any issues in your SNF for any reason that is impeding your work performance and/or care to residents please contact Cindy Weaver so that we may intervene on your behalf.
7. Census numbers for facilities are required to be sent in twice weekly using the Census Tracker. [\[https://forms.office.com/Pages/ResponsePage.aspx?id=T4CwMChZYEORtsNDiBZPIsHCn8XKMutPqGItaLX8eOpUQVg2TkhaTThOTFNIMEhaSE85MkFNNTdNSiQIQCN0PWcu\]](https://forms.office.com/Pages/ResponsePage.aspx?id=T4CwMChZYEORtsNDiBZPIsHCn8XKMutPqGItaLX8eOpUQVg2TkhaTThOTFNIMEhaSE85MkFNNTdNSiQIQCN0PWcu)
8. Providers are assigned to specific buildings but will be asked to cover other facilities at times due to coverage needs.

Adfinitas Health POST-ACUTE SERVICES PAID TIME OFF (PTO) POLICY

Adfinitas Health management is committed to ensuring that all providers can take advantage of their accrued leave hours. As we are a health care corporation, leave can only be granted if a high quality of patient care can be maintained.

- The PAS division of Adfinitas Health has a traditional work week schedule; 40 hours per week (for full time) with work days being Monday through Friday.
- PTO (paid time off) is granted to qualifying employees on an accrual basis. A set number of PTO hours are added for a provider each pay period. PTO hours must be available for leave to be granted.
- Providers have sole responsibility in determining if adequate PTO hours have accrued prior to making any off requests. This is done by checking PTO accrual in the company's Payentry system.
- Everyone should download the qGenda app on their phones. Providers should consult qGenda prior to requesting leave.
- All PTO requests must be submitted in qGenda. A PTO request sent via e-mail cannot be considered.
- Unpaid leave is allowed only under special circumstances. If a provider's responsibilities cannot be covered then unpaid leave would not be allowed.

- We recognize that emergencies do arise and will attempt to accommodate when this happens. In addition to calling or texting your Regional Manager, please submit information to PTOrequest@adfinitashealth immediately if emergency or illness arises and you are unable to work on a particular day.
- As your scheduled vacation time approaches, please inform your facilities of your time away. Please coordinate with Tiya and Region Leads to make sure that all day call and rounding responsibilities have been reassigned.
- Only one team member from each facility will be allowed PTO for the same days. Please coordinate with your facility teams when considering time away. Providers should consult the qGenda to ensure that no other providers in your facilities are already approved to be off.
- We do not guarantee that leave will be approved if travel plans are made prior to submitting a request. Please obtain approval for leave prior to paying for any travel.
- The maximum length of leave that can be accommodated is 2 weeks and this would only be available during non-holiday and non-summer months.
- There are up to 6 paid holidays for full time day providers (if on a weekend, we comply with federal determination for assigning the holiday):
 1. Memorial Day
 2. Labor Day
 3. July 4th
 4. Thanksgiving Day
 5. Christmas Day
 6. New Year's Day
 Exception for on-call duties

Call Coverage Providers shall provide weekend, night, holiday and other after-hours call coverage on a schedule to be set by Adfinitas. Call may include holiday phone coverage.

Summer Vacation (Memorial Weekend-September 30th)

Please submit these requests by April 1st- any submission after April 1st for time off during these months may not be approved. Vacations longer than a week during popular times cannot be assured. We would like for all providers to have a chance to take time off in the summer therefore leave for each provider will be limited to a reasonable amount.

Fall/Winter Holiday/Vacation Time Off (Including Thanksgiving, Christmas and New Years Eve)

These requests should be submitted by September 1st. Holiday/Vacation time off submitted after September 1st may not be considered. In an effort to allow many providers to have some time off during holidays, each provider can only have additional time at one winter holiday. Ex: Thanksgiving, Christmas, or New Years. Only two days can be granted contiguous with one of these holidays. Again, these restrictions are meant to ensure that many providers can have a day or two off at the holidays, rather than a small number of people take multiple days. The providers not granted time off for a requested holiday will be given priority the following year.

The Friday after Thanksgiving is NOT a holiday. All facilities must be staffed this day as a four day gap in on-site providership does not meet our standard of care.

Billing and medical record compliance

All providers are expected to keep up to date medical records and correctly document physical exams, medical decision making and substantiate coding.

Electronic medical records are expected to be closed and locked within 24 hours.

Policy for Transfer of Patients from SNF/ LTC to ED

Best practices when transferring patients from nursing facility to ER includes review of advanced directives/MOLST, provider to provider communication and continuous performance improvement.

Adfinitas Health would like to formalize these best practices and demonstrate that providers are meeting these quality measures. All providers should follow these steps for each transfer to ED:

1. **Review MOLST**
2. **Communicate with ED via phone call or secure text**
3. **Complete tracking tool:** https://mdics.co1.qualtrics.com/jfe/form/SV_eeZqEjerkm8rilt

REVIEW MOLST

Ask nurse to review front and back of MOLST prior to decision to transfer patient to ED.

CALL EMERGENCY DEPARTMENT

Provider to provider phone calls are expected to occur when sending a patient to the ER. Phone numbers, if available, are listed on the Post Call template

We believe that re-hospitalizations can safely be reduced by helping to narrow the focus of ED evaluations.

COMPLETE SNF to ED TRACKING TOOL

Adfinitas would like to collect data to demonstrate that these best practices are being followed.

ED tracking survey should be completed for each transfer to ER. This is the link:

https://mdics.co1.qualtrics.com/jfe/form/SV_eeZqEjerkm8rilt

Please save this link to your phones. The survey can be quickly completed while on the phone with facilities. A report of the survey results will be emailed to providers on a regular basis.

Thank you for your compliance with these policies as we all strive to deliver quality care to all of our healthcare partners.

I, _____ (name) have read, understood and agree to the responsibilities set forth to me by Adfinitas Health Post Acute, LLC on this day _____ (date).