

CAREGIVERS NETWORK CLIENT FAMILY AGREEMENT

The Client Family Agreement is Caregivers Network's mechanism for communicating our expectations for our client families. This agreement informs families or their responsibilities in writing. This agreement is signed at the start of care, and annually thereafter.

Through a home care program, the technology dependent child or adult can experience true family life in a familiar and supportive environment. In order to provide this opportunity and accommodate essential medical care, however, the family is asked to sacrifice some privacy, flexibility, and spontaneity.

Financial arrangements can be a significant stressor for the family. Sources of assistance need to be identified and clarified as much as possible. Parents or legal guardians need to understand the various forms of assistance, and the relationship of the multiple financial agencies which may be involved. The family must also develop a system for managing any related economic concerns.

Living a normal family life can be trying in the face of technology dependence and in-home health care. Attempting to parent a technology dependent child despite extended hours of nursing care may seem impossible. In order to ease this significant stress, it is beneficial to predetermine areas of compromise, as well as "negotiable" and "non-negotiable" issues. It is also vital to clarify who has final responsibility in certain areas. For example, parents retain responsibility for issues of child rearing and discipline. Nurses have professional responsibility for carrying out medical treatment and ensuring the child's safety. The family is strongly encouraged to participate in their child's health care, but the parental or family role must always be most important.

The **Family Home Care Agreement** on the following pages has been developed by Caregivers Network. It will provide you with information of the areas involved in a home care contract. Please read it carefully in order to discuss it with your child's Clinical Coordinator or Case Manager.

CAREGIVERS NETWORK HOME CARE PROGRAM

FAMILY HOME CARE AGREEMENT

I. Philosophy Statement

Caregivers Network shares in the belief that the needs of technology dependent children can be met in the home setting. Families and home health care personnel must work together to achieve this goal. Caregivers Network also recognizes that balancing the needs of the technology dependent child with that of the family is extremely stressful. The purpose of this agreement is to clearly identify essential expectations of the family and of Caregivers Network as the provider of home care services. Through this identification and clarification process, conflicts can be minimized and a stronger working relationship can develop.

Caregivers Network will make every effort to provide all **authorized** nursing service. However, our experience has shown that there will be times when we are unable to cover scheduled shifts. Caregivers Network wants you to be aware of limitations imposed by the delivery of this human service so that you can make an informed decision regarding home care of your child. We would like to stress our commitment to the family and quality home care, and assure you that concerns will be heard and all attempts will be made to ensure a mutually agreeable solution. Caregivers Network pledges to provide you with the best quality home health care.

The attached **Home Care Agreement** outlines the scope of services families should expect to receive. The qualifications and role responsibilities of each home health care professional are identified.

II. What Families Can Expect From Caregivers Network

The delivery of home health care services consistent with applicable standards of care.

The timely/response to concerns or problems and ongoing opportunity for input on the Direction of home care process with Caregivers Network nursing management.

Consistent and competent nursing care.

Some of the Caregivers Network roles are:

NURSING

Consistency in nursing coverage is very important to your child and family. Caregivers Network attempts to provide this consistency through developing teams of eight to twelve nurses for a child requiring twenty-four hour nursing care. Children requiring less nursing care will have fewer nurses on their team. The number of nurses may vary depending on the needs of the child and the geographic area.

Home care must be coordinated between the family and the nurses to achieve the best possible outcome. Nursing Care Plans, communication books, care conferences, and other paperwork will be used to promote consistency of nursing care and communicate family preferences.

NURSE SUPERVISOR

After a thorough assessment of the needs of your child, a **Nurse Supervisor or Lead Nurse** may be assigned. The nurse supervisor is an RN role; the lead nurse is an LPN role. The nurse supervisor is the liaison between the client, family, nursing staff and CGN administration. In cases with fewer needed hours and nurses, CGN has concluded from experience that a nurse supervisor may not be necessary due to consistent communication between nurses and clinical managers.

NURSING ORIENTATION

Nurses will be oriented by highly trained and experienced Caregivers Network personnel. Nursing competency will be validated at the completion of orientation. Most nurses will not be assigned independently before they have been oriented to your child. Caregivers Network has a team of skilled nurses with experience in all acuity levels of pediatric home care; you will be notified if one of these nurses is assigned to your child. These nurses will have a phone orientation to your child, but will not require an in home orientation since they are very experienced in caring for children with similar needs to your child.

Because of Caregivers Network's extensive and ongoing education, many nurses are competent to provide nursing care either to all levels of care or within certain patient groups. This preparation allows Caregivers Network to provide more opportunities for emergency coverage for your child's nursing team. You will be told by the clinical manager or the preceptors if this coverage is needed and available.

Nurses will demonstrate professional behavior and respect family privacy and issues of confidentiality.

Nurses will be punctual in arriving to work scheduled shifts.

CLINICAL NURSE/ON-CALL CLINICAL NURSE

A Caregivers Network clinical nurse is available via telephone 24 hours a day, 7 days a week. If any questions or problems arise regarding your child, you may call the clinical nurse for answers or information. The clinical nurse can be reached at (952) 935-5581. Outside of normal business hours, this number rolls over to our answering service, who will then page the clinical nurse.

STAFFER/ON-CALL STAFFER

A Caregivers Network staffing department staffer is available via telephone 24 hours a day, 7 days a week. If any questions or problems arise regarding your child's schedule, you may call the staffer for answers or information. The staffer can be reached at (952) 935-5581. Outside of normal business hours, this number rolls over to our answering service, who will then page the staffer.

III. What Caregivers Network Expects From Families

Providing information

Patients and families, as appropriate, must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to their health.

Patients and their families must report perceived risks in their care and unexpected changes in their condition.

Patients and their families can help us to understand their environment by providing feedback about service needs and expectations.

Patients and families will report difficulties/concerns to the appropriate personnel (i.e., clinical managers, Director of Clinical Service) in order for problem resolution to occur (Families may request a change in personnel if a conflict cannot be resolved satisfactorily).

Patients and families will receive and review information about the Client Concerns Procedure CC-025 and the Individual Rights Policy RI-002. All other Caregivers Network policies and procedures are available in the home Memo Book or through the clinical nurse.

Patients and families will submit scheduling priorities to the home care office prior to schedule creation. Scheduling changes are to be made through the office, not by contacting individual nursing personnel.

Patients and families will provide requested information in a timely manner.

Asking questions

Patients and families, as appropriate, must ask questions when they do not understand their care, treatment, and service or what they are expected to do.

Following instructions

Patients and their families must follow the care, treatment, and service plan developed.

They should express any concerns about their ability to follow the proposed care plan or course of care, treatment, and services. Caregivers Network makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment, and service alternatives and not following the proposed course.

Accepting consequences

Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan.

Patients and families will routinely receive and review the Physician's Plan of Treatment, the Nursing Care Plan, and Clinical Pathways to keep informed about outcomes of care, treatment, and services for their child.

Following rules and regulations

Patients and their families must follow the Caregivers Network's rules and homecare regulations.

Families recognize that the home care nurse is assigned to provide care for their technology dependent child and cannot be responsible for the care of other siblings.

Families must be fully competent to deliver the skilled care required by their child.

Families accept the responsibility to provide care for their child when Caregivers Network is not able to cover a shift.

Families must be punctual in relieving nurse at the conclusion of their scheduled shift whenever family time is scheduled.

Showing respect and consideration

Patients and their families must be considerate of the organization's staff and property, as well as other patients and their property.

Families will provide a safe, considerate, and respectful environment for professionals working in the home.

While Caregivers Network does not attempt to dictate how families behave in their homes, we do expect that nurses will not be subject to profanity or other abusive language or behavior, excessive smoking, inappropriate behavior resulting from chemical or alcohol abuse

Meeting financial commitments

Patients and their families should promptly meet any financial obligation agreed to with the organization.

If families are dissatisfied with Caregivers Network home care services, they have the right to file a complaint. If the problem is not resolved to mutual satisfaction, they have the right to seek another provider of home services.

Families will receive and review information about the client concerns process and client rights. All other Caregivers Network policies and procedures are available in the home Memo Book or through the clinical nurse.

Caregivers Network reserves the right to discontinue the provision of home care services if nurses are deemed to be in an unsafe environment or if other terms of the partnership are violated. Every attempt will be made to resolve differences, and verbal/written warnings will be provided before the discontinuation of services.

I AGREE TO MAKE EVERY ATTEMPT TO FULFILL THE EXPECTATIONS OF THIS HOME CARE AGREEMENT AS OUTLINED ABOVE.

ALL INFORMATION IN THIS AGREEMENT HAS BEEN DISCUSSED AND EXPLAINED TO MY SATISFACTION.

PARENT/GUARDIAN

DATE

CAREGIVERS NETWORK REPRESENTATIVE

DATE

