

TITLE:	RESIDENT SERVICE PLAN AND SERVICE AGREEMENT	POLICY 3.04
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Authority: [WAC 388.78A.2130-2160, Service agreement plan](#)

**PURPOSE:**

This policy outlines the content required for each resident’s service plan.

**SCOPE:**

This policy applies to all Trouves Health Care employees and residents.

**DEFINITIONS:**

**Negotiated Service Agreement:**

An agreement Trouves provides each resident using the resident's preadmission assessment, initial resident service plan, and full assessment information, within thirty days of the resident moving in to the facility.

**Initial Resident Service Plan:**

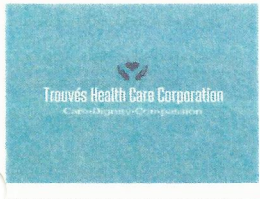
A plan created with the resident that include preadmission assessment information, resident needs, capabilities, preferences and is completed when admitted.

**Service Plan Team:**

At minimum consists of the Resident, Physician, Nurse, Social Worker, active treatment staff, and community partners.

**POLICY:**

- A. Trouves Health Care provides continuous monitoring and evaluation of the residents we serve. This process includes the development of a service plan for each resident.
  
- B. The Service Plan Team develops an initial resident service plan, based upon discussions with the resident and the resident's representative if the resident has one, and the preadmission assessment of a qualified assessor, upon admitting a resident into our assisted living facility.



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- C. Trouves ensures the initial resident service plan:
1. Integrates the assessment information provided by the department's case manager for each resident whose care is partially or wholly funded by the department or the health care authority;
  2. Identifies the resident's immediate needs; and
  3. Provides direction to staff and caregivers relating to the resident's immediate needs, capabilities, and preferences.
- D. Trouves completes a negotiated service agreement for each resident using the resident's preadmission assessment, initial resident service plan, and full assessment information, within thirty days of the resident moving in;
1. This includes review and update of each resident's negotiated service agreement consistent with WAC [388-78A-2120](#):
    - a. Within a reasonable time consistent with the needs of the resident and following any change in the resident's physical, mental, or emotional functioning; and
    - b. Whenever the negotiated service agreement no longer adequately addresses the resident's current assessed needs and preferences.
- E. Trouves reviews and updates each resident's negotiated service agreement as necessary following an annual full assessment;
- F. It is important that the following persons be involved in the process of developing and updating a negotiated service agreement:
- a. The resident;
  - b. The resident's representative to the extent he or she is willing and capable, if the resident has one;
  - c. Other individuals the resident wants included;
  - d. The department's case manager, if the resident is a recipient of medicaid assistance, or any private case manager, if available; and
  - e. Staff designated by the assisted living facility.
- G. Trouves ensures:
- a. Individuals participating in developing the resident's negotiated service agreement:



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- i. Discuss the resident's assessed needs, capabilities, and preferences; and
    - ii. Negotiate and agree upon the care and services to be provided to support the resident; and
  - b. Staff persons document in the resident's record the agreed upon plan for services.
- H. At any time a change occurs in the resident's capacity and/or needs an addendum is completed within 72 hours and attached to the resident service plan. If the need for the addendum continues during the annual review, it is incorporated into the plan.
- I. Employees with direct patient care roles attend service plan meetings and participate in the development of the plan and:
  - a. Acquire the necessary information from the preadmission assessment, on-going assessment and negotiated service agreement relevant to providing services to each resident with whom they work;
  - b. Are informed of changes in the negotiated service agreement of each resident both during service planning and at shift reports; and
  - c. Are given an opportunity to provide information to responsible staff regarding the resident when assessments and negotiated service agreements are updated for each resident they work with.

## **PROCEDURE:**

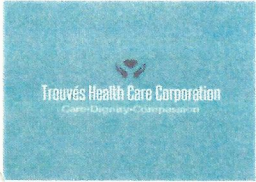
- A. The service plan includes:
  - 1. The care and services necessary to meet the resident's needs, including:
    - a. The plan to monitor the resident and address interventions for current risks to the resident's health and safety that were identified in one or more of the following:
      - i. The resident's preadmission assessment;
      - ii. The resident's full assessments;
      - iii. On-going assessments of the resident;
    - b. The plan to provide assistance with activities of daily living, when provided by Trouves;



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- c. The plan to provide necessary intermittent nursing services, when provided by Trouves;
  - d. The plan to provide necessary health support services, when provided by Trouves;
  - e. The resident's preferences for how services will be provided, supported and accommodated by Trouves.
- B. The plan clearly defined respective roles and responsibilities of the resident, the facility, and resident's family or other significant persons in meeting the resident's needs and preferences. Except as specified in WAC 388-78A-2290 and 388-78A-2340(5), if a person other than a caregiver is to be responsible for providing care or services to the resident in the assisted living facility. Trouves must specify in the negotiated service agreement an alternate plan for providing care or service in the event the necessary services cannot be provided by Trouves.
- C. Trouves may develop an alternate plan:
- 1. Exclusively for the individual resident; or
  - 2. Based on standard policies and procedures in the assisted living facility provided that they are consistent with the reasonable accommodation requirements of state and federal law.
  - 3. The times services will be delivered, including frequency and approximate time of day, as appropriate;
  - 4. The resident's preferences for activities and how those preferences will be supported;
  - 5. Appropriate behavioral interventions, if needed;
  - 6. A communication plan, if special communication needs are present;
  - 7. The resident's ability to leave the Trouves premises unsupervised; and
  - 8. Trouves will not require or ask the resident or the resident's representative to sign any negotiated service or risk agreement, that purports to waive any rights of the resident or that purports to place responsibility or liability for losses of personal property or injury on the resident.
- D. The negotiated service agreement will be agreed to and signed at least annually by:
- 1. The resident or the resident's representative if the resident has one and is unable to sign or chooses not to sign;



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2. A representative of Trouves; and
3. Any public or private case manager for the resident, if available.

**EXCEPTIONS:**

No exceptions to this policy may be granted without the prior written approval of the Director.

**SUPERCEDES:**

None