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Certification *is* Accreditation

When Coming From the Right Source

An Information Kit

Home Care Division



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EMS Certification Program Services for Private Home Care Agencies…



Electronic Medical Services, LLC (EMS) works to make life better for the people served by home care companies. Through our Certification Program Services, we confirm that an agency meets the regulatory requirements of its jurisdiction and add quality suggestions, based on our experience, to help the agency thrive. This brochure is provided for state governments and home care agencies as an overview of how the program works and what it reviews.

How the Certification Process Works

- Digital self-survey: every engagement begins with a digital self-survey completed by the agency.
- In-person survey: EMS then surveys the business on site.
- Results: findings are made available to the surveyed agency and to the state government.
- Approval: upon approval, the agency may add the EMS Certified tag to its website.
- Renewal: the process is renewed every two years to support ongoing, lasting quality.

Examples of Regulatory Items Surveyed

The survey measures the agency against the published standards of its jurisdiction. Examples include:

- Supervisory intervention: timely, documented supervisory visits, and follow-up action when a concern is identified, carried through to resolution.
- Role of nurses in ensuring quality: nursing oversight of client assessment and service plans, instruction and supervision of caregivers, and review of changes in a client's condition.
- Promotion of home safety: assessment of hazards and fall risk in the client's home, safe-practice instruction for caregivers, and emergency procedures.
- Documenting activity and incidents: accurate, timely records of care delivered and complete incident reporting.
- Validating time spent on care for Special Family Caregiver Programs reimbursed by public funds: time records that reconcile with the service plan and the services billed.

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Additional Items Surveyed:

As an example of the breadth of the review, NOE the Georgia private home care regulatory guidelines as an example of the detail we bring to our review processes: (Ga. Comp. R. & Regs. 111-8-65) address items such as:



- Governing body responsibility for policies and procedures
- Licensure status, inspections, and plans of correction
- Administration and organization, including administrator qualifications
- Criminal background checks and employee health screening
- Caregiver orientation, training, and competency
- Private home care services provided and individualized service plans
- Client rights, responsibilities, and complaint procedures

Training in Forms and Reporting:

- Efficient and accurate use of required forms
- Reporting processes that are consistent, timely, and complete

Fees:

- Certification fees are tiered based upon the size of the agency and always start at $8,000.00.

What Our Clients Say:

"This group of professionals is phenomenal. They led our entry into adult day care, our entry into home care and led the certification preparedness when we added a CORF (Comprehensive Outpatient Rehabilitation Facility) to our adult day care program. Their leadership is reliable, experienced and their attention to detail saved the day multiple times."

— Jacob Galibov – Fox Chase of Philadelphia, PA

"This team led our entry into adult day care in Macon, GA starting in 2013 and from there our becoming Medicare certified as a CORF and then our transition into home care. They are more than coaches, they are friends. Their working closely with clinical professionals such as Direct Care Training & Resource Center, Inc. only gave us more to utilize to add to our quality. Their guidance never ends once the survey process is over which we appreciate."

— Kalpesh Shah – Central Georgia Adult Day Health & Rehab, Sunrise Home Care – Macon, GA



"We are CARF accredited for rehabilitation services to the traumatically brain injured and a major contributor to that process is Mr. McCollum's team from his various entities. They helped us develop policy, helped us implement policy, taught us how to troubleshoot for potential systemic failures and provided staff training. We celebrate their competence."

— Mr. Aniema Ubom – Care First Rehabilitation (Michigan)

"From start to finish if you want education in regulatory compliance, developing systems for your care operation and coaching to help you avoid burnout, this team is a must. They utilize the clinical competence and experience of Direct Care Training & Resource Center while using their platform to bring strategy and long-term planning. Corporate compliance is a big part of that. We love their work."

— Stacy Washington Sells – Legacy Family Homes (Michigan)

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