Electronic Medical Services

Researchers / Quality Experts / Auditors / Revenue Cycle Experts

EMS Certified

Adult Day Care

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EMS Certification Program Services for Adult Day Care and Health Programs…



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

How the Certification Process Works

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

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Examples of Regulatory Items Surveyed…

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

- Supervisory intervention: timely, documented supervisory review and follow-up action when a concern is identified, carried through to resolution.
- Role of nurses in ensuring quality: nursing assessment, oversight of participant care plans, instruction and supervision of staff, and review of changes in a participant's condition.
- Promotion of center safety: identification and correction of hazards, safe-practice instruction for staff, and supervision of participants.
- Developing person-centered activities: activity planning that reflects each participant's needs, abilities, and preferences.
- Managing nutrition and hydration: meal and snack service, individual dietary needs, and monitoring of fluid intake.
- Protocol for assisting the memory care population, including wanderers: staff procedures, supervision, and safeguards for participants with memory impairment and those at risk of wandering.
- Properly documenting activity and incidents: accurate, timely records of care and activity, and complete incident reporting.
- Reporting to client physicians: communication of changes in condition and significant events to the participant's physician.
- Maintaining fire and disaster safety: emergency plans, drills, and readiness for fire and other disasters.
- Cooperating with local and state regulatory officials: access, records, and responsiveness during inspections and follow-up.

Additional Items Surveyed:

As an example of the breadth of the review, the Georgia private home care regulatory guidelines (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
- Staff orientation, training, and competency
- Services provided and individualized service plans
- Client rights, responsibilities, and complaint procedures

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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 $7,000.00.

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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