

Lucas County Provider Network  
Statement of Best Practice

Com Residential Svcs

These statements are recognized as applying to the entire Provider Network for Lucas County Ohio and are inclusive of Community Waiver Providers and the Lucas County Board of Developmental Disabilities. The provider network and the County Board believe in the following guiding principles of practice:

**Professional Development**

1. All parties agree to attend and participate in regular provider meetings to share information, gain new knowledge, and be part of the community coordination of services and resolution of broader community issues.
2. The provider community offers many training opportunities. Participation to enhance knowledge and competency is strongly encouraged.

**Rightful Communication**

3. Individual's health and safety is our primary concern. All parties will be honest in service delivery and inform persons if service needs are beyond the providers' area of training, competence or expertise.
4. All parties will engage and participate in opportunities for personal discussion as issues are best addressed when there is opportunity for interpersonal discussion of issues.
5. Initially, individualized issues will be addressed directly with persons involved and by respecting and following entities chains of command to seek a resolution.
6. "Transparency", being upfront and forthright, is valuable in ensuring continuity and quality of care. Transparency will be utilized within the provider network that does not violate individual's confidentiality, yet enhances knowledge about planned changes to material contracts or documents that would impact the nature of supports to persons served.
7. Information known about any individual, whether receiving services by the observing person or not, and that may affect their health and safety, but not limited to MUIs, will be communicated to the responsible oversight entity.
8. Confidential information shall not be shared without prior written consents or except when required by law.

**Freedom of Choice and Fair Marketing**

9. Free Choice of Provider means individuals choice from all able providers. County Board and Providers shall be knowledgeable and adhere to all elements within Rule 5123:2-9-11 HCBS waivers - free choice of provider. Providers may exercise marketing methods to all parties who are eligible for services, families, other providers, and the public that do not interfere with the Free Choice of Provider practices. No entity shall create, publish, or partake in creation of any false, deceptive, or misleading advertisements.
10. Provider's shall be aware of the elements of the Special Advisory Bulletin from the Office of Inspector General on offering gifts and other inducements to beneficiaries and shall not participate in marketing methods that violate the Bulletin (attachment A)
11. Activity of direct solicitation to individuals, slander of other providers, offering enticements, inflating provider's true capabilities, or otherwise intentionally using one's influence to persuade the selection of a provider are considered unscrupulous acts.

**Person Centered and Positive Culture Supports**

12. Person Centered Planning is the ideal that services are based on and Positive Culture is a frame of mind in the way supports are delivered. All parties will know and adapt person centered planning and positive culture into their practice.
13. Expectations of support will not exceed the written ISP (including to persons not identified in an ISP) and supports shall not be expected when there is no method for payment of such services (emergencies are to be excluded and addressed on case by case basis).

14. Service documentation of supports shall be done in manner that is known to be true and accurate with reimbursements accurate to documented services.
15. Supports are geared to maintain individuals basic health and well being/promote personal independence/enhance skills/and access community supports. All parties will provide supports based on the team's assessment of the individuals stated needs/desires with consideration of availability of resources.
16. Individual's finances will be managed by a best practice standard, not varying according to how the provider feels will be managed.

**Team Approaches**

17. Our roles and opinions may vary, but there is a commonality in the objective/goals of supporting individuals. Professional conflicts may present, but all parties shall be primarily concerned with the health and welfare of individuals served. No one will act in a manner to undermine another entity's inherent authority when persons are acting within their roles and responsibilities.
18. All parties will act with the interests of the individual and their choices in mind and not allow personal agendas to influence decisions of the individual. All parties are expected to be aware of potential conflicts of interests and make reasonable efforts to prevent influencing individual's decisions regarding any supports, particularly when an established relationship with an individual exists.
19. All parties will be committed to compromise and team work as essential to balancing individual/guardian/provider/ beliefs of needed services.
20. Healthy competition between provider entities will preside with cooperation for respect and fairness; the natural benefits of differing providers are inevitable. No conflicts/disputes will result in placing any person in a disadvantage.
21. All parties will work together to ensure a smooth transition when an individual is changing providers which includes transition meetings. Documentation/information in part belongs to the individual record. It will be appropriately transferred with them wherever they go to ensure continuity of care.

**Professional Courtesy**

22. Staff will demonstrate professional courtesy in care as a guest of the individual's home. Treat the individual's home as theirs, not yours.
23. Staff will consider their general appearance, as it may call attention to individuals being served.
24. Everyone's time and resources are important and will be respected (applies to meetings, communication, scheduling conflicts, etc.).

**\* Nothing in this document supersedes an individual's protection to exercise his/her rights**

Thomas A. Mast  
Signature of Provider

EXECUTIVE DIRECTOR  
Title

COMMUNITY RESIDENTIAL SVCS, INC.  
Company Name

7-9-13  
Date



Lucas County Board of AP  
Signature of CB Designee

Provider Support Coordinator  
Title

Lucas Co. Board of AP  
Company/Department Name

7/9/13  
Date

**Created in cooperation with Lucas County Provider Representatives:**  
Anne Grady, Bittersweet, Conteh Homes, Community Residential Services, Gray Family Homes, Josina Lott Residential and Community Services, Open Arms, Pilot, Progressive Independence Services and the Lucas County Board of Developmental Disabilities