

### 5.0 TRAINING TOOLS

#### 5.1 PRE & POST SESSION SURVEY QUESTIONS

##### PRE-SURVEY QUESTIONS

Attentive Care Service Coordination adjusts questions on training surveys to reflect the learning objectives at hand and most current needs of the agency. Standard survey questions include but are not limited to:

- Corporate Compliance is a partnership with management to help identify areas of \_\_\_\_\_ and to help mitigate risk of \_\_\_\_\_.
- Agency employees are expected to act in a diligent, loyal and prudent manner to ensure high standards of creative leadership and fiscal responsibility. ☐ T ☐ F
- The goal of compliance monitoring is to keep Attentive Care Service Coordination staff and Board members informed concerning compliance with \_\_\_\_\_ and \_\_\_\_\_ standards.
- Attentive Care Service Coordination has developed policies and procedures to ensure quality of care and the protection of client rights, which are to be adhered to by Attentive Care Service Coordination's staff. An example of such protocols would be:
  - ☐ Comprehensive assessments for each participant in accordance with applicable federal and state laws and regulations.
  - ☐ Participant plans of care developed by a qualified doctor based upon his or her assessment of the participant's condition which includes general objectives, excluding timetables, which meet the participant's medical, nursing, mental and psychosocial needs.
  - ☐ All services and care required by a participant's plan of care are provided to the participant by the most available staff.
- Federal and state law allow for the offering of, or paying, remuneration in exchange for referrals of patients eligible for Medicare, Medicaid or another federal health care program.  
T    F
- Medicare and Medicaid rules prohibit knowingly and willfully making, or causing to be made, any false statement or representation of material facts in an application for benefits or payment. ☐ T ☐ F
- It is Attentive Care Service Coordination's policy to charge clients, for any service, at a rate exceeding established Medicaid reimbursement. ☐ T ☐ F
- Discussing a client's medical condition, or providing any information about a client, to anyone other than agency personnel who need the information or other authorized persons will result in disciplinary action. ☐ T ☐ F

## EDUCATION & TRAINING CURRICULUM

- Employees may perform in outside employment, or engage in any external activities, which impact with their effective performance of duties as an Attentive Care Service Coordination employee. ☐ T ☐ F
- Gifts may be received by employees when they are of such nominal value that they would not reasonably be perceived by anyone as an attempt to affect the judgment of the recipient.  
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- Waiver participants may come from a \_\_\_\_\_ facility or other institution or choose to participate in the waiver to prevent \_\_\_\_\_.
- Individuals who experience deficits similar to a traumatic brain injury as a result of anoxia, toxic poisoning, stroke or other neurological conditions may also be eligible for waiver services. ☐ T ☐ F
- The \_\_\_\_\_ assists the applicant in becoming a waiver participant and coordinates and monitors the provision of all services in the service plan once the individual is determined eligible.
- The Service Plan is a reflection of the individual's family wishes focusing on maintaining their loved one's safety and health. ☐ T ☐ F
- Documentation of Encounters must include each \_\_\_\_\_ encounter with the participant as required by Medicaid for reimbursement.
- Attentive Care Service Coordination views professionalism as a set of values, behaviors, and relationships that underpin the trust the public has in health and human service professionals.  
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