



## MEALS ON WHEELS ANNUAL CONFERENCE & EXPO 2018

# COMPLIANCE IN PRACTICE

**Demonstrated Through Healthcare  
and Community Partnerships**



**Taylor Pitts**

*Care Manager*

Meals on Wheels of Central Maryland, Inc.

Email: [pitts@mowcm.org](mailto:pitts@mowcm.org)

# Importance of Healthcare and Community Organization Partnerships

## Address the Problem:

- Acute care utilization among older adults is on the rise
  - Results in higher care costs and threatens a culture of healthy/empowered individuals

*These partnerships theorize –*

**Acute care utilization is exacerbated by social determinants**

- » Access to adequate nutrition
- » Access to healthcare
- » Economic stability
- » Education
- » Physical environment
- » Quality of support systems



# Creating Solutions as Partners

## Result in a Collaborative Response Model

- **Combines**
  - The strengths and expertise of medical providers
  - The reach and functionality trusted community organizations have to address basic human needs
- **Bridges the 'person to service provision' access gap**
  - Adequate nutrition
  - Needed medical and non-medical interventions
  - Education and literacy
  - **Self-efficacy**



## Our Health Care Partnerships

1. *Care Coordination Demonstration Project (2016)*
2. *Together in Care Program (2018)*

### ***Provide participants with the following services:***

- No cost home-delivered meals for 90 days
- Health and safety checks Nutrition and health education
- Medication monitoring and support
- Minor home repairs and modifications
- Links to other benefits and services



## Establishing Compliance

### Begins with

- **Good Policies**
  - **Records:** security, retention
  - **Confidentiality:** ethics, boundaries, release of information, social media practices
  - **Technology:** passwords, use of electronic devices,
- **Good Employment Practices**
  - Background checks
  - On-boarding processes
  - Training: Customer Service, Thriving in the Workplace
- **Good Volunteer Practices**
  - Background checks
  - Training



# Practicing Compliance

## Considerations

- **Policies**
  - Conflict of Interest and Disclosure
  - Technology (HIPPA)
  - Option: hospital issued e-mail and personal devices
- **Employment Practices**
  - HIPPA Training
  - Option: use of hospital curriculum
- **Volunteer Practices**
  - HIPPA Training
  - Extensive training on project implementation
  - Option: hospital curriculum; train the trainer model



# Practicing Compliance

## Other Considerations

- **Memorandum of Understanding or Business Associate's Agreement**
- **Insurance:** proof of; coverage amounts adequate; includes Directors & Officers
- **Institutional Review Board requirements:** reliance agreement, federal wide assurance, human subject research training; insurance for human subject research; designated representative for management

## Challenge v. Takeaway

*The process of establishing and maintaining compliance can be **slow**, but it ensures that the interests of all parties involved are protected and that the research conducted is valid.*



# Practicing Compliance

## The Reward....

- Greater quality and continuity of care for high-risk populations
- Improved patient empowerment & self-efficacy
- Reductions in acute care utilization and reduce costs
- Improved satisfaction and quality of life

