

**WAC 246-335-415 Plan of operation.** The applicant or licensee must develop and implement a plan of operation which includes:

- (1) A description of the organizational structure;
- (2) Personnel job descriptions according to WAC 246-335-425(2);
- (3) Responsibilities of contractors and volunteers;
- (4) Services to be provided;
- (5) The days and hours of agency operation; and
- (6) Criteria for management and supervision of home care services throughout all approved service areas, which includes:
  - (a) How the initial intake and development of the plan of care will be completed per WAC 246-335-440;
  - (b) How supervision of personnel and volunteers and monitoring of services provided by contractors will occur which meet the requirements of WAC 246-335-445;
  - (c) How performance evaluations for personnel and volunteers and evaluation of services provided by contractors will be conducted per WAC 246-335-425 (13) and (14); and
  - (d) How the quality improvement program required in WAC 246-335-455 will be applied throughout all approved service areas.
- (7) A process to inform clients of alternative services prior to ceasing operation or when the licensee is unable to meet the client's needs;
- (8) A plan for preserving records, including the process to preserve or dispose of records prior to ceasing operation according to WAC 246-335-450 (7) and (8); and
- (9) Time frames for filing documents in the client records;
- (10) Emergency preparedness that addresses service delivery when natural disasters, man-made incidents, or public health emergencies occur that prevent normal agency operation. Include, at minimum: Risk assessment and emergency planning, communication plan, coordination of service delivery with emergency personnel to meet emergent needs of clients, and staff training;
- (11) The applicant or licensee must identify an administrator. The administrator must be a home care employee and possess education and experience required by the agency's policies. The administrator is responsible to:
  - (a) Oversee the day-to-day operation and fiscal affairs of the agency;
  - (b) Implement the provisions of this section;
  - (c) Designate in writing an alternate to act in the administrator's absence;
  - (d) Provide management and supervision of services throughout all approved service areas according to subsection (6) of this section;
  - (e) Arrange for necessary services;
  - (f) Keep contracts current and consistent with WAC 246-335-425(4);
  - (g) Serve as a liaison between the licensee, personnel, contractors and volunteers;
  - (h) Ensure personnel, contractors and volunteers are currently credentialed by the state of Washington, when appropriate, according to applicable practice acts and consistent with WAC 246-335-425(5);
  - (i) Ensure personnel, contractors and volunteers comply with the licensee's policies and procedures;
  - (j) Implement a quality improvement process consistent with WAC 246-335-455;
  - (k) Manage recordkeeping according to WAC 246-335-450;

- (l) Ensure supplies and equipment necessary to client care are available, maintained, and in working order;
  - (m) Ensure the accuracy of public information materials; and
  - (n) Ensure current written policies and procedures are accessible to personnel, contractors, and volunteers during hours of operation.
- (12) The licensee must continue to update its plan of operation to reflect current practice, services provided by the agency, and state and local laws.

[Statutory Authority: RCW 70.127.120 and 43.70.250. WSR 18-06-093, § 246-335-415, filed 3/6/18, effective 4/6/18.]