

LINDA LINGLE
GOVERNOR OF HAWAII



STATE OF HAWAII
DEPARTMENT OF HEALTH
P. O. BOX 3378
HONOLULU, HI 96801-3378

INTRA-DEPARTMENTAL DIRECTIVE 04-01
May 3, 2004 Page 1 of 5

TO: All Deputies, Division and Branch Chiefs, Staff Officers, District Health Officers, and Administrators of Attached Agencies

FROM: Chiyome Leinaala Fukino, M.D.
Director of Health *Chiyome Leinaala Fukino*

SUBJECT: INTERPERSONAL RELATIONSHIPS BETWEEN STAFF AND CLIENTS/PATIENTS

04-1.1 PURPOSE

This directive provides the policy for the State of Hawaii, Department of Health on interpersonal relationships between staff and clients/patients.

04-1.2 POLICY

- A. Staff shall not use their professional position to exploit others for any reason.
- B. Staff shall avoid engaging in dual/multiple relationships with clients/patients or former clients/patients. When dual/multiple relationships are unavoidable, staff shall take steps ensure that the nature of the dual/multiple relationship shall neither harm nor exploit the client/patient.
- C. Sexual relationships with any client/patient or former client/patient are prohibited. Staff shall not have financial relationships with clients/patients or former clients/patients.

- D. Staff are prohibited from engaging in sexual relationships with clients/patients' relatives or other individuals with whom clients/patients maintain close personal relationships, or to whom clients/patients are reliant upon. Staff are required to set clear, appropriate and culturally sensitive boundaries.
- E. Staff shall neither initiate, assume, nor maintain a treatment relationship to individuals with whom they have had prior sexual relationships. Staff shall inform their supervisor if there have been past relationships with potential clients/patients and arrange to have the care of such patients/clients provided by another qualified staff person.
- F. Staff shall not engage in physical contact with clients/patients when there is a possibility of psychological harm to the clients/patients as a result of the contact (such as cradling or caressing clients/patients). In providing services, staff who are required to have physical contact with clients/patients are responsible for setting clear, appropriate and culturally sensitive boundaries that govern such physical contact.
- G. Staff who anticipate the potential for sexual relationships with former clients/patients shall consult in depth with their supervisors, exploring the various risks and concerns.

04-1.3 **SCOPE**

This directive applies to all Department of Health employees, including volunteers, who provide treatment and/or services and individuals or agencies that are contracted to provide treatment and/or services on behalf of the Department of Health.

04-1.4 **DEFINITIONS**

Clients/Patients:	Persons under observation, care, treatment, or receiving services.
Department:	Department of Health
Director:	Director of Health

Dual/multiple relationships:	When an employee has, or has had, more than one relationship with a patient or client, either presently or in the past. These may include professional, business, social, or personal relationships. Dual/multiple relationships can occur simultaneously or consecutively.
Staff:	Department employees, including volunteers, and individuals or agencies that are contracted to provide services on behalf of the Department.
Health:	Includes physical and mental health.
Providers:	Any persons, public or private vendors, agencies, or business concerns authorized by the department to provide health care, services, or activities.
Services:	Appropriate assistance provided to a person with a medical illness, developmental disability, mental illness, substance abuse or dependency disorder, or mental retardation. These services include, but are not restricted to assessment, case management, care coordination, treatment, training, vocational support, testing, day treatment, dental treatment, residential treatment, hospital treatment, developmental support, respite care, domestic assistance, attendant care, habilitation, rehabilitation, speech therapy, physical therapy, occupational therapy, nursing counseling, family therapy or counseling, interpretation, transportation, psychotherapy, and counseling to the person and/or to the person's family, guardian or other appropriate representative.
Treatment:	The broad range of services and care, including diagnostic valuation, medical, psychiatric, psychological, and social service care, vocational rehabilitation, career counseling, and other special services which may be extended to a person in need or with a disabling condition.

04-1.5 **RESPONSIBILITIES**

- A. **Director:** Insure this policy is maintained, interpreted, updated, and communicated to all program managers.

- B. **Deputy Directors:** Insure this policy is communicated to, understood and implemented by program managers within their administrations, and insure needed revisions of this policy are communicated to the Director.

- C. **Program Managers:**
 - (1) Insure this policy is communicated to and understood by all vendors, providers, or contractors, and insert a reference to this policy in appropriate contracts.
 - (2) Insure this policy is enforced.
 - (3) Investigate alleged or reported infractions of this policy and take corrective actions as may be indicated.
 - (4) Recommend needed changes to this policy to their Deputy Directors.

- D. **Employees:** Comply with this policy and report alleged infractions of this policy to their supervisors or superiors.

- E. **Providers:** Insure this policy is communicated, understood, and implemented.

04-1.6 **PROVISIO**

If there is a conflict between this policy and a collective bargaining agreement, the collective bargaining agreement shall prevail.

04-1.7

REFERENCES

- A. Discrimination in Public Accommodations, Chapter 489, Hawaii Revised Statutes, as amended.
- B. Fair treatment, Section 84-13, Hawaii Revised Statutes, as amended.
- C. Rights of persons with developmental or mental retardation, Section 333F-8, Hawaii Revised Statutes, as amended.
- D. Rights of recipients of mental health services, Chapter 334E, Hawaii Revised Statutes, as amended.
- E. Sex Discrimination, Title 12, Chapter 46, Subchapter 4, Hawaii Administrative Rules, as amended.
- F. Disability Discrimination, Chapter 46, Subchapter 9, Hawaii Administrative Rules.

This document should be placed in the Personnel Manual of Policies and Procedures under Section 11, SUBJECT: EMPLOYEE RELATIONS.

Hawaii Home Visiting Network Home Visiting (HV) Billing Definitions

Billing definitions are subject to change by DOH MCHB

Direct Service			
Home Visiting Network Service Description	Limitations	Documentation	MCHB Billable
<p>Prenatal Services: Services provided to pregnant women in home visiting programs.</p>	<p>1. Face-to-face home visit time with eligible pregnant women and family only.</p>	<p>1. Case notes – Start and End time must be documented</p>	<p>1. Intake 2. FSP 3. Parenting education 4. Crisis intervention 5. Family strengthening activities 6. Administer/discuss screening tools 7. Administer/discuss scales 8. Administer/discuss assessments 9. Administer/discuss pre- post-tests</p>
<p>Home Visit: A scheduled or unscheduled home visit with eligible children and family (ideally should include the target child).</p>	<p>1. Face-to-face home visit time with eligible child or family only.</p>	<p>1. Case notes – Start and End time must be documented. 2. Home visits must be documented on the Family Service Plan (FSP) 3. Agency time sheet log</p>	<p>1. Intake 2. FSP 3. Parenting education 4. Crisis intervention 5. Family strengthening activities 6. Parent/child interaction activities 7. Transition activities 8. Administer/discuss developmental screening 9. Administer/discuss screening tools 10. Administer/discuss scales 11. Administer/discuss assessments 12. Administer/discuss pre- post-tests</p>

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Direct Service			
Home Visiting Network Service Description	Limitations	Documentation	MCHB Billable
<p>Child Team Meeting: Scheduled meeting for substantive discussion regarding a family and child's progress or lack of progress.</p>	<ol style="list-style-type: none"> 1. This should include as many Family Service Plan (FSP) team members as necessary and appropriate. The Child Team meeting is NOT a part of the FSP meeting, although the FSP meeting may be scheduled as a result of the Child Team meeting. 	<ol style="list-style-type: none"> 1. Case notes – Start and End time must be documented. 2. Agency time sheet log 	<ol style="list-style-type: none"> 1. Discuss FSP progress or lack of progress 2. Discuss developmental screening 3. Discuss screening tools 4. Discuss scales 5. Discuss assessments 6. Discuss pre- post-tests
<p>Groups: Professional facilitation of group activities to support the child's or family's goals on their Family Service Plan (FSP)</p>	<ol style="list-style-type: none"> 1. Group participation by consumer must be indicated as an intervention on the FSP. 2. Only time the home visitor spent in face-to-face group activities with an eligible child or family. 3. Clean-up time or time to develop materials are not included in this category 	<ol style="list-style-type: none"> 1. Case notes – Start and End time must be documented. 2. Group activities must be documented on the FSP. 3. Records should indicate number and names of group attendees. 	<ol style="list-style-type: none"> 1. Face-to-face group activities with an eligible child or family.

Hawaii Home Visiting Network Home Visiting (HV) Billing Definitions

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Direct Service			
Home Visiting Network Service Description	Limitations	Documentation	MCHB Billable
<p>Preparation Time: Time for preparation for home visit service activities.</p>	<ol style="list-style-type: none"> 1. Time reflected will be monitored by MCHB 	<ol style="list-style-type: none"> 1. Case notes – Start and End time must be documented. 2. Agency time sheet log 	<ol style="list-style-type: none"> 1. Gathering materials 2. Planning activities 3. Logistical planning/preparation 4. Referrals - telephone contact and other means of electronic communication with other agencies/organizations. 5. Telephone contact and other means of electronic communication with family. 6. Documentation in progress case notes.
<p>Outreach: “No Show” for a scheduled or unscheduled home visit, regardless of the home visit scheduled in the home or outside of home and the child and/or caregiver is not present. Unscheduled drop-in home visits, telephone or electronic communication may be used to reconnect with the family and reschedule regular home visits.</p>	<ol style="list-style-type: none"> 1. May be a “No Show” with a maximum waiting time of 15 minutes or a cancellation, if the cancellation occurred within twenty-four (24) hours of scheduled visit. 2. Unscheduled drop-in visits 3. Telephone contact and other means of electronic communication to reschedule visits. 	<ol style="list-style-type: none"> 1. Case notes – Start and End time must be documented. 	<ol style="list-style-type: none"> 1. 15 minutes No Show 2. 15 minutes Cancellation within 24 hours of scheduled visit 3. Unscheduled drop-in home visits to reconnect with the family and reschedule home visits 4. Telephone contact and other means of electronic communication with family.
<p>Travel: Time necessary for the home visitor to travel to and from a home or community site to provide services.</p>	<ol style="list-style-type: none"> 1. Travel time is between program site and service site, OR between home visitors home and service site when time and distance is a factor. 	<ol style="list-style-type: none"> 1. Case notes – Start and End time must be documented. 	<ol style="list-style-type: none"> 1. Travel time between program site and service site. 2. Travel time between home visitors home and service site.

Hawaii Home Visiting Network Home Visiting (HV) Billing Definitions

Billing definitions are subject to change by DOH MCHB

Indirect Service			
Home Visiting Network Service Description	Limitations	Documentation	MCHB Billable
<p>Supervision: Supervision is provided to support and assist the home visitor in learning the skills necessary to meet the needs of the family. Supervision may include Administrative, Clinical and or Reflective Supervision.</p>	<ol style="list-style-type: none"> 1. Minimum of one and a half (1.5) hours per home visitor per week. 2. Billed by home visitor for time spent with supervisor for weekly supervision. 3. Does NOT include staff meetings or group supervision. 	<ol style="list-style-type: none"> 1. Case notes – Start and End time must be documented. 2. Supervisor or home visitor personnel files 3. Supervisory notes should minimally document issues, concerns discussed. 	<ol style="list-style-type: none"> 1. Individual supervision
<p>Orientation: Training new employees ninety (90) days following date of hire.</p>	<ol style="list-style-type: none"> 1. Cannot exceed five (5) hours per day. 2. Use other categories when applicable, such as supervision, family training, child team meeting and groups. 	<ol style="list-style-type: none"> 1. Orientation notes – Start and End time must be documented. 2. Case notes- Start and End time must be documented 	<ol style="list-style-type: none"> 1. Orientation training not to exceed five (5) hours per day.
<p>Professional Development: Annual clock hour requirements as required by home visiting model for continued funding, recertification or accreditation.</p>	<ol style="list-style-type: none"> 1. Model specific training 2. Hawaii Home Visiting Network wrap-around training 3. Agency specific training 	<ol style="list-style-type: none"> 1. Home visitor personnel files 	<ol style="list-style-type: none"> 1. Clock hour in model specific, agency specific or wrap-around training

**Hawaii Home Visiting Network Home Visiting
Cost Proposal**

<p style="text-align: center;">Total Budget Request</p> <p style="text-align: center;">Form SPO-H-205 (Total Personnel Costs + Other Current Expenses + Equipment Purchases + Motor Vehicle Purchases)</p>	
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<p style="text-align: center;">Total Estimated Families Served Per Year</p>	
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<p style="text-align: center;">Average Direct Service Hours Per Family Per Month</p> <p style="text-align: center;">(Refer to Attachment G for definition of Direct Service Hours)</p>	
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<p style="text-align: center;">Total Average Direct Service Hours Per Month</p>	
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<p style="text-align: center;">Total Estimated Cost Per Family Per Year (Total Budget Request ÷ Total Estimated Families Served Per Year)</p>	
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Attachment J

Refer to subsection 1.2 Website Reference for website address for the State Procurement Office for budget forms (see Application Checklist)