How Genesis Home Health, Hospice & PCA Measures and Assures Safety

Genesis's Patient Safety Program focuses on the continuous enhancement of safety for all patients and employees.

We are committed to a culture of safety in which all staff members are encouraged to come forward if they feel that their safety, patient safety or co-worker's safety is in question.

Medical Records

Genesis uses a computer-based version of the patient chart, Netsmart. Specific paper forms are also maintained in case of emergency so that patients can continue to be cared for in case of a power or internet outage.

The EMR also allows patients' Providers immediate access to a patient's medical records, prescriptions, and lab results. In addition, the EMR has eliminated the risk for lost information and has made it easier to access information quickly even in the field.

Moreover, coordinated care is made simple as the Genesis staff can access patient records simultaneously. We also use a secure messaging system that allows communication about a patient to all staff seeing that patient.

Case Management

We have case managers who manage patient care and work closely with all clinicians and staff providing care for the patient. Case managers monitor patient's fall risk, rehospitalization risk, infection control, medications and disease management

through the use of Strategic Health Plan software. SHP provides our clinicians with the ability to respond quickly to “alerts” due to monitoring of patient charts.

Falls Reduction Program

All patients are assessed for risk of falls at admit. Extensive education to patients and their caregivers is continually given to minimize the risk of falls.

Flu/COVID Vaccine Program

Each year, Genesis offers all employees an influenza immunization in an effort to protect its employees and patients against the disease. COVID vaccines are also encouraged to keep staff and patients well.

Hand Hygiene

Clean hands are the best protection against infection. Staff are trained on proper handwashing and use of gloves when examining a patient or drawing labs.

Allergy Safe Environment

Genesis is latex-safe, we use only Nitrile gloves and make sure that all allergies are noted on individual patient charts.

Cleveland Clinic has implemented a number of programs to encourage patients to get

Safe Environment

Genesis follows all fire safety regulations set for home health and hospice agencies. Fire inspections are routinely done to ensure that all regulations are being followed. Building inspections are also conducted to ensure that the office work environment is safe. Snow removal is performed in the winter to decrease fall risks in the parking lot.

Incident Reports

Incident reports are filled out when an event happens at a patient’s home or while travelling to a patient’s home. We work closely with our staff to ensure they are properly trained to handle different situations while in a home care/hospice environment.

Genesis Home Health, Hospice & PCA

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