

Chapter: Personnel
Title: Human Services Specialist Responsibilities

Effective Date: 5/1/13
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Replaces: HHS.15.10, 7/15/11

ACA Standard(s): 3-JCRF-4C-07, 3-JCRF-4C-09

(a) **Standard.**

The human services specialist (HSS) coordinates and supervises all youth health activity and reports directly to the halfway house superintendent. A second person is trained to provide coverage during absences and/or on weekends.

(b) **Procedures.**

Person Responsible: HSS

- (1) Complete Juvenile Health Training and on-the-job training related to specific responsibilities for youth health care.
- (2) Complete first aid and cardiopulmonary resuscitation (CPR) training annually.
- (3) Immediately upon arrival of each new youth to the facility:
 - (A) Review the medical file, including the discharge summary, interview the youth, and complete the Halfway House Intake Health Screening form, HLS-102, including documentation of any health concerns. Notify the halfway house superintendent and health services administrator (HSA) that this has been completed.
 - (B) Orient youth to health services in his/her primary language using the Halfway House Youth Orientation to Health Services form, HLS-106 or HLS-106sp. Obtain youth signature and date.
 - (C) Contact the HSA or assigned registered nurse (RN) to notify of the new admission. Indicate whether the youth is prescribed medication and/or needs a follow-up appointment. Continue medication as prescribed until the youth is evaluated. If medication prescription date is not current (over 30 days), notify the HSA or assigned RN.
 - (D) Complete Medication Administration Records (MARs) for each medication prescribed if the MAR was not received with the medication.
 - (E) Notify Food Services of any special diet needs by completing the Special Diet Order: Medical form, NFS-190.
 - (F) Document on the Treatment and Intervention Record, HLS-505, that all of the above have been completed, including who was contacted and any instructions received. Sign and date the entry.
- (4) If no certified receipt is in the youth's file, send the Notice of Provision of Medical Care form, HLS-860, to the parent/guardian by certified mail.
- (5) Maintain all certified receipts and undelivered letters/documents in the health services management system binder, to be scanned into the EMR by the nurse during routine visits.
- (6) Receive sick call/health requests. Respond to non-emergency complaints using the appropriate treatment protocol or first aid.
- (7) Prepare MARs to schedule, track, and document treatment or therapies, such as protocol medications, hot or cold packs, dressing changes, special exercises, etc.

- (8) Ensure that controlled drugs are counted with a staff member from another shift at the beginning and end of each shift using the Individual Youth Narcotics Record, HLS-730. A separate form should be used to document each strength of medication given. Refer to the Pharmacy Manual 20.10.
 - (9) Complete Medication Error Report for each medication error made or detected (Pharmacy Manual 75.10). Immediately notify and fax a copy of the report to the HSA and document only the notification on an HLS-505 form. Put the original Medication Error Report in the health services management system binder to be reviewed by the nurse during routine visits. Give a copy of the report to the superintendent.
 - (10) Notify the appropriate staff of appointment dates and times so youth will be available.
 - (11) Arrange transportation to scheduled appointments and ensure youth is accompanied to each appointment.
 - (12) Prepare the medical appointment packet in accordance with HHS.25.10.
 - (13) Document each visit to a healthcare provider (physician, psychiatrist, dentist, optometrist, etc.) on the HLS-505 form, including date and time of appointment, physician seen, and orders. Contact the HSA or assigned RN if orders are to be implemented immediately.
 - (14) Fax any local contracted provider's order immediately upon return to the halfway house to the assigned institutional medical clinic for entry into the EMR.
 - (15) Meet weekly with the nurse at the beginning and end of his/her visit to review past and present concerns and events (i.e., new admissions, discharges, physician appointments, and medication error reports).
 - (16) Complete recommendations from the Nurse Visit Report, HLS-909, and chart audits.
 - (17) Order over-the-counter medication and supplies as needed from the UTMB CMC Central Pharmacy in compliance with the Medical Supply List. Order items as needed to comply with the health care provider's orders and recommendations. Note: nurse will review and assist during routine visits.
 - (18) Verify manifests of medications received from UTMB CMC Central Pharmacy to ensure that the correct medication was received.
 - (19) Return expired or discontinued medication and supplies to the UTMB CMC Central Pharmacy at least weekly, in accordance with the Pharmacy Manual 15.30.
 - (20) Train personnel for coverage during absences.
 - (21) Monitor medication and supply storage.
 - (22) Re-stock first aid kit. Apply nylon ties to re-seal kit when it has been opened. Ensures contents of the kit are labeled on the outside of the kit.
 - (23) Maintain confidentiality.
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