

Manual M-6, DM&S Program Evaluation

(Veterans Administration, Department of Medicine and Surgery Manual)

Part II, Evaluation Criteria

**Chapter 10, Domiciliary Services
(Paragraphs 10.01 through 10.11)**

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PART TWO

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CHAPTER 10. DOMICILIARY SERVICES

10.01 GENERAL

The extent to which areas of inquiry are identified in the subsequent paragraphs is for the purpose of completeness. It is recognized that after an initial technical survey of any one domiciliary activity has been made, future surveys will only require use of the criteria on a selective basis.

10.02 MAJOR ELEMENTS FOR CONSIDERATION

- a. Physical facilities.
- b. Supportive facilities.
- c. Organization and staffing.
- d. Management and direction.
- e. Congregate living.
- f. Activity Planning Board.
- g. Member-employees.
- h. General operation.
- i. Payment of Federal aid.

10.03 PHYSICAL FACILITIES

Areas of Inquiry:

- a. Exterior and Entrances
 - (1) Grounds and exterior of buildings give the impression of proper maintenance, neatness, and cleanliness.
 - (2) Handrails, benches and water fountains are adequate in number and properly situated.
 - (3) The number and types of entranceways are adequate.
 - (4) Ramp entrances for wheelchair and infirm members are provided in required locations.
 - (5) Doors and hallways are wide enough for wheelchairs and litters.
 - (6) Steps are safe and in good condition.
- b. Members' Room Accommodations
 - (1) Room interiors are in good condition (walls, floors, lighting fixtures, etc.).
 - (2) Furniture and furnishings are adequate in number and in good condition.
 - (3) Improved attractiveness has been a consideration in providing needed replacement or modernization.
 - (4) All rooms have outside windows.
 - (5) There is adequate space per member.

c. Toilets

- (1) Washrooms, lavatories, and stools are clean and free of odor.
- (2) Lavatories, stools, tubs, and showers are adequate in number.
- (3) Toilet stalls have doors.
- (4) There are emergency signal bells; sufficient mirrors and adequate light; lowered mirrors for wheelchair members, hot water temperature controls; handrails for tubs and showers; dental lavatories, satisfactory ventilation; outlets for electric razors.

d. Elevators

- (1) Elevators are adequate as to type, number, and location.
- (2) They are adequately lighted and equipped with fans.
- (3) They accommodate wheelchairs and wheeled litters.

e. Dayrooms

- (1) Dayrooms are cheerful, pleasantly decorated, well lighted, tastefully furnished.
- (2) Television is available. Jack outlets and earphones are available.
- (3) Rules governing dayroom use are clearly posted.

f. Dining Halls

- (1) The type of food service, time and number of settings, and provision for special diets are satisfactory.
- (2) There are no problems regarding the serving of meals and consumption of food by members.
- (3) Physical appearance, lighting, furniture, traffic control, and noise control are satisfactory.
- (4) Meal service and dining are orderly. Poor eating habits and lack of courtesy to others are not problems.

10.04 SUPPORTIVE FACILITIES

Areas of Inquiry:

a. Supportive facilities, e.g., theatre, chapel, library, bowling alley, billiard room, educational facilities, etc., are adequate in number and suitably located for ready accessibility to the members.

b. Members make good use of supporting facilities.

10.05 ORGANIZATION AND STAFFING

Areas of Inquiry:

a. The Office of the Director, Domiciliary Services, is adequately staffed for effective service.

b. The Domiciliary Clinic has an adequate number of professional and supporting staff to furnish effective service.

c. The member leader organization (senior section leaders, junior section leaders, assistant section leaders, section leader trainees) is effective and adequate in number in relation to the number of members.

10.06 MANAGEMENT AND DIRECTION

Areas of Inquiry:

- a. The organizational placement of the Director, Domiciliary Services, is in accordance with the VA Organization Manual.
- b. The Director, Domiciliary Services, provides effective direction to the domiciliary program.
- c. The Director, Domiciliary Services, is effective as a member of the Manager's staff. He attends the Manager's staff conferences and contributes to the proceedings.
- d. The Director, Domiciliary Services, participates in the preparation of the station budget and effectively carries out those elements of budget execution and control for which he has been delegated responsibility.
- e. The Director, Domiciliary Services, actively promotes program improvements and research in related problems.
- f. Station management is aware of and appreciates problems extant in the domiciliary-care program.

10.07 CONGREGATE LIVING

Areas of Inquiry:

- a. There is an effective orientation process for new members.
- b. Members are provided with a set of printed rules.
- c. The Director, Domiciliary Services, frequently meets with section leaders for discussion of group problems and methods.
- d. The provisions of M-1, part III, chapters 10 through 12, are being carried out in spirit as well as in form.
- e. The station's regulations regarding member conduct are permissive enough to foster a feeling of personal liberty, yet sufficiently effective that individual rights are protected from the unthoughtfulness of others.

10.08 ACTIVITY PLANNING BOARD

Areas of Inquiry:

- a. The composition of the Activity Planning Board makes for an effective activity planning program.
- b. Board meetings are sufficiently frequent to meet the needs of the program.
- c. Sociological, psychological, vocational, and physical evaluations are considered in the development of each activity plan.
- d. The number of members on a full 8-hour daily activity plan, in relation to the characteristics of the total domiciliary population, is indicative of effective activity planning.
- e. The board makes effective use of all activity resources, giving careful consideration to physical, mental, and social demands, location, period of availability, supervision, and beneficial effects to be expected.

10.09 MEMBER EMPLOYEESAreas of Inquiry:

- a. All assignments to member employment are made by the Activity Planning Board.
- b. The full potential for member employment has been developed.
- c. There are effective training programs for members.
- d. Member-employee positions are supported by a member-employee trainee.
- e. The opportunity for part-time employment of more severely handicapped members is recognized and utilized.
- f. Job descriptions have been prepared for all member-employee positions. They define the minimum physical, mental, social, and psychological assets required by the work situation.
- g. The number of member-employees who return to gainful occupation in the community indicates effective transition through the member-employee program, and commendable development of community relations.

10.10 GENERAL OPERATIONAreas of Inquiry:

- a. There is effective coordination of the services provided to the domiciliary program by the various divisions and services.
- b. Observation and conversation with members provide a favorable impression regarding their cleanliness, appearance, behavior, attitudes toward the station and employees, and general demeanor.
- c. Satisfactory progress is being made toward achieving the goals of modern domiciliary care.
- d. The Housekeeping Division furnishes technical advice and assistance on interior decorations and the housekeeping operations performed in the domiciliary.

10.11 PAYMENT OF FEDERAL AID (APPLIES ONLY TO STATIONS IDENTIFIED IN M-1, PT. III, APP. B.)Areas of Inquiry:

- a. Addendums are submitted with VA Forms 10-P-10.
- b. Eligibility determinations are made without delay and State homes notified of reasons for any disapprovals.
- c. State homes report amounts collected from members. They also report absences of more than 24 hours.
- d. Reports from State homes are furnished promptly.
- e. Annual inspections of State homes are made without prior notice.
- f. The per capita cost of State homes is checked for accuracy.

VETERANS ADMINISTRATION
REFERENCE SLIP

TO (Name or title—Mail routing symbol)	INITIALS—DATE
1. Miss. A. B. Hahn (101B2)	
2.	
3.	
4.	
5.	

REASON FOR REFERENCE

- | | | |
|---------------------------------------|---|---|
| <input type="checkbox"/> AS REQUESTED | <input type="checkbox"/> FOR YOUR FILES | <input type="checkbox"/> NOTE AND RETURN |
| <input type="checkbox"/> COMMENTS | <input type="checkbox"/> INFORMATION | <input type="checkbox"/> PER CONVERSATION |
| <input type="checkbox"/> CONCURRENCE | <input type="checkbox"/> NECESSARY ACTION | <input type="checkbox"/> SIGNATURE |

REMARKS

I am returning the attached material with the request that we inform facilities requesting copies of VA Manual M6, Part 2, that the manual will not be reprinted and that Health Care Review Service is working on the developing of a consolidated policy statement to replace M6, Part 2, and similar requirements relating to review of facility activities.

Also, facilities requesting copies of M6, Part 2, as a response to Internal Audit recommendations, should inform Internal Audit staff of the developmental activity of Health Care Review Service in regard to review policy.

FROM  JOHN MULHEARN, Chief, Quality Assurance Division, Health Care Review Service (174)	DATE 11-7-77 TEL. EXT. 275-0301
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