



ARIZONA DEPARTMENT OF HEALTH SERVICES

LICENSING

Revision Date: 8/20/21

Pursuant to Laws 2021, Chapter 320, which became effective on May 5, 2021, the Arizona Department of Health Services (“ADHS”) was tasked with developing, within thirty (30) days after the effective date, a three-year pilot program that allows for the delivery of acute care services to patients in the patient’s home by licensed hospitals in Arizona (the “Pilot Program”).

In accordance with Laws 2021, Chapter 320, ADHS developed the Pilot Program, for which the criteria and protocols are detailed below. By volunteering to participate in the Pilot Program, licensed hospitals agree to substantially adhere to the criteria and protocols as outlined below and cooperate with the ADHS to resolve patient concerns and complaints. Any failure to substantially adhere to the below criteria and protocols may result in withdrawal of a licensed hospital’s participation in the Pilot Program. This **withdrawal from the Pilot Program does not constitute an appealable agency action.**

In accordance with and pursuant to Laws 2021, Chapter 320, ADHS developed the Pilot Program based on the following determinations:

- The criteria necessary for a licensed hospital to be eligible for the Pilot Program.
- The protocols for eligible hospitals to determine patient eligibility in the Pilot Program.
- The protocols for health care services to be provided by or under the direction of eligible hospitals to patients in the Pilot Program.
- The patient progress and program quality outcome reporting requirements for hospitals voluntarily participating in the Pilot Program.

ACUTE CARE AT HOME PILOT PROGRAM CRITERIA AND PROTOCOLS

ACHPP-01. Acute Care At Home Services

- A. The governing authority of a general hospital participating in the Acute Care at Home Pilot Program (“ACHPP”) shall:
1. Approve the hospital’s ACHPP;
 2. Designate the hospital administrator (“Administrator”) to be accountable for the ACHPP;
 3. Ensure medical staff bylaws, rules, and regulations allow for the ACHPP, and include provisions for, but not limited to:

Douglas A. Ducey | Governor Cara M. Christ, MD, MS | Director

- a. Privileges to provide the service;
 - b. Training for remote assessment and evaluation;
- B. The Administrator shall ensure that the patients admitted to the ACHPP receive a clinically comparable level of care as a patient who is admitted to the hospital premise;
- C. The Administrator is accountable to the governing authority of the hospital for the daily operation of the hospital, to include:
 - 1. Designation of an individual who manages the ACHPP services and reports to the Administrator; and
 - 2. Ensures all applicable rules and regulations regarding inpatient care are followed, except when otherwise designated by the Arizona Department of Health Services;
 - 3. Ensuring all service contracts for ACHPP patients have specific responsibilities identified in the contract to ensure continuity of care;
 - 4. All personnel and medical staff providing services to patients in the ACHPP will have specific orientation and training related to:
 - a. Remote assessment and evaluation;
 - b. Emergency response;
 - c. Home evaluation for safety and care;
 - d. Skills and knowledge required for the type of patients who will be admitted to the service;
- D. The Administrator shall ensure at the time of the patient's admission to the ACHPP, the patient is informed of the following:
 - 1. The grievance process as required for all admitted patients; and
 - 2. That the licensing agency may request an in home visit to ensure health and safety;
- E. Patients requiring Intensive Care, Pediatric, Psychiatric, Behavioral Health Observation/Stabilization and/or Perinatal Services are excluded from ACHPP admission.
- F. The Administrator shall ensure that surgical procedures and anesthesia services are not provided to patients while in a patient's home. Minor procedures such as wound care, including the use of local anesthesia are permissible if performed by a registered nurse or advanced practice provider.
- G. The Administrator shall approve the criteria used to make a determination as to whether the patient's home is a safe and appropriate environment for acute care at home.

ACHPP-02. Definitions

In addition to the definitions contained in Arizona Administrative Code (“A.A.C.”) R9-10-201, the following definitions apply for hospitals participating in the “Acute Care at Home Pilot Project” (ACHPP):

“Acute Care at Home Pilot Project” means clinical services provided in the home or community for a brief period of time in which a patient is treated for a brief episode of illness due to condition(s) that are the result of disease or recovery from surgery.

ACHPP-03. Supplemental Application, Notification, and Documentation Submission

In addition to the requirements contained in A.A.C. R9-10-202, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. For a general hospital establishing an ACHPP, an application, in a Department provided format, is submitted a minimum of sixty (60) days prior to the anticipated implementation of the service including:
 1. A request that an ACHPP be added to the hospital license that includes:
 - a. Patient admission and exclusion criteria that may not include Pediatric, Intensive Care, Perinatal Services, and/or Behavioral Health Services;
 - b. Based on patient needs, a list of services that provide, at a minimum:
 - i. Pharmacy;
 - ii. Infusion Therapy;
 - iii. Respiratory Care, including oxygen delivery;
 - iv. Diagnostics (labs, radiology);
 - v. Transportation;
 - vi. Food Services, including meal availability as needed by the patient;
 - vii. Durable Medical Equipment;
 - viii. Physical, Occupational, and Speech Therapy;
 - ix. Social Work and Care Coordination;
 - c. Plan for clinician services, including:
 - i. Medical Staff;
 - ii. Nursing Personnel;
 - iii. Ancillary Personnel;
 - d. Communication Plan that provides immediate patient contact with hospital personnel on a continuous 24-hour basis;
 - e. Plan for emergency response to the home;
 - f. Geographic location parameters allowing for a maximum response time of thirty (30) minutes from the hospital to a patient’s home;
 - g. Anticipated date of implementation and initial survey by the Arizona Department of Health Services.

Douglas A. Ducey | Governor Cara M. Christ, MD, MS | Director

ACHPP-04. Administration

In addition to the requirements contained in A.A.C. R9-10-203, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator of a hospital providing ACHPP services shall ensure that:
 - 1. Medical services are available to the patient at home in an emergency based on the patient's needs and within thirty (30) minutes of the hospital or less;
 - 2. All hospital policies and procedures address the services for the ACHPP; and
 - 3. The requirements of the ACHPP integrate into the hospital's staffing and service delivery model.

ACHPP-05. Quality Management

In addition to the requirements contained in A.A.C. R9-10-204, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 - 1. ACHPP metrics are tracked and reported utilizing the existing quality program and reported quarterly to the Medical Executive Committee, Hospital Quality Committee and Governing Board and shall include, but are not limited to:
 - a. Unanticipated mortality during the acute episode of care;
 - b. Escalation rate (transfer back to the traditional hospital setting during the acute episode);
 - c. Volume of patients treated in the program;
 - d. Number of emergency responses required and the time of onsite arrival of emergency personnel to address the emergency;
 - e. The volume of patients, by admission diagnosis;
 - f. The number of patients admitted to the program that were admitted with an exclusion criteria diagnosis;
 - g. The average number of remote calls from the ACHPP patients on a daily basis; and,
 - h. Admission and discharges from the program each month.
 - 2. The hospital will submit an annual summary of the ACHPP patient progress and program quality outcomes to the Arizona Department of Health Services beginning October 31, 2022.

ACHPP-06. Medical Staff

In addition to the requirements contained in A.A.C. R9-10-207, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. A governing authority shall ensure that medical staff bylaws or medical staff regulations are established, documented, and implemented for the process of:

Douglas A. Ducey | Governor Cara M. Christ, MD, MS | Director

1. Patients admitted to the ACHPP have a medical practitioner who consistently coordinates the patient's care and treatment; and
2. Defining a medical staff member's responsibilities for the ACHPP to include, at a minimum, the requirement for one (1) daily in person visit or remote visualization by the physician or other licensed independent practitioner.

ACHPP-07. Admission

In addition to the requirements contained in A.A.C. R9-10-208, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 1. A physician or licensed independent practitioner authorized by the hospital's policies and procedures for the ACHPP, completes an in-person initial history and physical exam for each patient admitted to the ACHPP;
 2. All patients admitted to the ACHPP meet the inclusion criteria established by the medical staff and approved by the governing board;
 3. Admissions to the ACHPP will have been evaluated in the emergency room or have received care as an inpatient at the hospital;

ACHPP-08. Discharge Planning; Discharge

In addition to the requirements contained in A.A.C. R9-10-209, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 1. Discharge practices for ACHPP are clinically comparable to hospital based inpatient discharge to ensure a safe and seamless discharge;
 2. Discharge of patients in the ACHPP will be completed in person with the patient or family present, if applicable; and
 3. A summary of the patient's hospitalization will be provided to the patient's primary care provider, if applicable.

ACHPP-09. Transport

In addition to the requirements contained in A.A.C. R9-10-210, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. If an ACHPP patient requires transport to the admitting hospital, the hospital shall:
 1. Be responsible for the transportation services and the care of the patient during the transport to the hospital and return to the home; and
 2. Maintain all of the required documentation pursuant to A.A.C. R9-10-210(A) and (B).

ACHPP-10. Patient Rights

In addition to the requirements contained in A.A.C. R9-10-212, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 - 1. A patient participating in the ACHPP has the right to request discontinuation of the home services and be transported to the hospital inpatient setting at any time.

ACHPP-11. Nursing Services

In addition to the requirements contained in A.A.C. R9-10-214, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. A nurse executive shall ensure that:
 - 1. If a hospital has one (1) or more patients in the ACHPP, at least one (1) registered nurse or advanced practice provider is continuously available to respond to any calls from the patient;
 - 2. The number of registered nurses or advanced practice providers assigned to remote monitoring of ACHPP patients is based on the needs of the patients enrolled in the program;
 - 3. A registered nurse or advanced practice provider completes an onsite patient assessment for each ACHPP patient at least twice daily;
 - 4. Additional patient assessments are completed according to the nursing care plan, as needed;
 - 5. There is a care plan for each ACHPP patient based on the patient's need for nursing services.

ACHPP-12. Emergency Services

In addition to the requirements contained in A.A.C. R9-10-217, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator of a general hospital that provides acute care shall ensure that:
 - 1. Emergency services are provided to an ACHPPP patient in the home by qualified personnel within thirty (30) minutes;

ACHPP-13. Pharmaceutical Services

In addition to the requirements contained in A.A.C. R9-10-218, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 - 1. Policies and procedures specify a process for safe delivery of medications to a patient's home when a patient is admitted to the ACHPP;

Douglas A. Ducey | Governor Cara M. Christ, MD, MS | Director

2. Pharmacists are available in person or remotely to assist in the pharmaceutical management of patients in the ACHPP;
3. Policies and procedures are established to ensure safe storage of medication in the patient's home during the patient's admission in the ACHPP.

ACHPP-14. Clinical Laboratory Services and Pathology Services

In addition to the requirements contained in A.A.C. R9-10-219, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 1. Laboratory services are available to the patient twenty-four (24) hours a day to meet the needs of the patient.

ACHPP-15. Radiology Services and Diagnostic Imaging Services

In addition to the requirements contained in A.A.C. R9-10-220, hospitals participating in the ACHPP shall comply with the following additional requirements:

- B. An Administrator shall ensure that:
 2. Radiology services and diagnostic imaging services are available to the patient twenty-four (24) hours a day to meet the needs of the patient.

ACHPP-16. Respiratory Care Services

In addition to the requirements contained in A.A.C. R9-10-222, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator of a hospital that provides respiratory care services shall ensure that:
 1. Respiratory care services to include oxygen are available to ACHPP patients;
 2. Policies and procedures are established that cover:
 - a. Patient education;
 - b. Patient training;
 - c. How respiratory assessment and monitoring is completed for a patient who requires respiratory care services that is equal to the services provided in a hospital setting.

ACHPP-17. Rehabilitation Services

In addition to the requirements contained in A.A.C. R9-10-227, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 1. Rehabilitation services are provided to the ACHPP patients when a patient's need is identified and ordered by the physician as if the patient was an inpatient on the hospital premise.

Douglas A. Ducey | Governor Cara M. Christ, MD, MS | Director

ACHPP-18. Infection Control

In addition to the requirements contained in A.A.C. R9-10-230, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 - 1. The patient's home is safe and appropriate and supplies are available to ensure infection control practices consistent the patient's needs while receiving acute care at home are able to be maintained;
 - 2. Infection control quality criteria is integrated into the overall hospital infection control data and reported separately to the Infection Control committee and follows the reporting process to the governing board.

ACHPP-19. Dietary Services

In addition to the requirements contained in A.A.C. R9-10-231, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that patients participating in the ACHPP are offered full dietary services.

ACHPP-20. Disaster Management

In addition to the requirements contained in A.A.C. R9-10-232, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that a disaster plan is developed and documented that includes:
 - 1. Management of patients in the ACHPP program including, but not limited to:
 - a. Loss of power, including catastrophic widespread outages to all patients;
 - b. Loss of internet;
 - c. Loss of climate control;
 - d. Loss of remote monitoring;
 - e. Flood;
 - f. Fire damage.

ACHPP-21. Environmental Services

In addition to the requirements contained in A.A.C. R9-10-233, hospitals participating in the ACHPP shall comply with the following additional requirements:

- A. An Administrator shall ensure that:
 - 1. Patients admitted to the ACHPP have the following:
 - a. An evaluation of the home environment is completed prior to the patient’s admission to the home; and
 - b. Education on the procedures for equipment operations, including equipment failures, and ongoing equipment support.

ACHPP-22. Waived Rules

The following administrative codes are waived for the purposes of participation in the Hospital at Home Program and only apply to the care of patients participating in the program in a residential setting:

- R9-10-214(A)1: Provisions for onsite nursing availability
- R9-10-214(C)10: Provisions for nursing availability on a unit
- R9-10-230(6): Provisions related to soiled linen and clothing
- R9-10-232(3): Requirements for fire drills
- R9-10-232(4): Requirements for disaster drills
- R9-10-232(5): Documentation of drill requirements
- R9-10-232(6): Documentation retention requirements