*Interview Assignment &Topic Paper Full-Sentence Outline*

This interview is actual interview with an actual senior home health care business owner, Ahmed. Who’s co-owner of Unity Home Health Care, a business based in Columbus, Ohio. The business provides home healthcare services in Columbus area to elderly patients either residing in senior care homes or in their own private residencies.

*Mr. Ahmed, are you the person responsible for hiring and recruiting at your organization?*

Yes, I am part owner and I also am responsible for hiring new nurses who will sit with patients, provide them medication, and also administer the necessary assistance with bathing, cleaning, and other vital essentials that patients can’t do for themselves. The hiring process requires the screening of potential recruits as well as a training program.

*Does your HR department consist of any other departments besides the requirement to hire competent and qualified professionals?*

Yes, there are specific departments within Human Resources that deal with compliance issues regarding state and federal regulations for home healthcare businesses and customer service. When hiring for a home healthcare business, it’s imperative to ensure that all personnel are registered and licensed to practice in their respective fields (Feigenbaum, 2015). This includes practical nurses, physical therapists, and other healthcare practitioners who work for the organization. These healthcare professionals are capable of safely providing care for our elderly patients.

*Is it a difficult/challenge to hire the most competent professionals, and does your organization relies upon an incorporated model or is it a sole proprietorship?*

Unity Home Health Care is a general partnership because there are two owners, but it is very similar to a sole proprietorship in regard to the structure of the organization (Rayne, 2009). Because a sole proprietorship cannot legally possess two owners, the business is a general partnership. The two owners are myself and Hassan.

*How has the general partnership been able to function in regards to HR responsibilities?*

The general partnership operates with both partners being liable for damages as well as debts as the organization is not a limited liability partnership (Rayne, 2009). Therefore, personnel decisions are made jointly as hiring the right healthcare practitioners could mean the difference between being sued for not treating patients properly or not being sued. In addition, we both have to determine how work schedules will be divided up, how profits will be dispersed and divided between the owners, employees, etc., and how to ensure that our company has sufficient worker’s compensation insurance as well as limited liability insurance for the company (Feigenbaum, 2015). The business is also required to pay business income tax.

*What is the most challenging part of the HR process for your organization?*

The most challenging part of the process is ensuring that employees are hired based upon their ability to represent positively for the organization wherein they need to always conduct themselves in a professional and courteous manner while providing safe and quality care for patients. Therefore, the HR process requires clinical and situational interviews that allow myself and the co-owner the ability to thoroughly vet potential recruits. As I stated earlier, the necessity to thoroughly check references is a mandatory part of the process, and this requires due diligence on behalf of the owners.

**Writing a full outline of about home health care business management:**

Home healthcare business management is contingent upon ensuring that compliance with federal and state laws becomes a mandatory part of the healthcare organization’s operational mandate (Trewyn, 2001). Compliance with Medicare and Medicaid regulations will be the most significant part of any home healthcare management process as most patients will be elderly, but this is a very tedious and complex process because the business provides medical services that are heavily regulated and expose the company to many potential liabilities and risks.

This is why, the general partnership approach that has been taken by my co-owner is not very risky as he doesn’t have a limited liability partnership, which may cause him to be exposed to significant risks and could be resulted in the business becoming insolvent if faced with a significant lawsuit (Rayne, 2009). Most home healthcare organizations choose a limited liability company or limited liability partnership, but in reference to any management decision regarding what type of company the home healthcare organization should be whether an incorporated company or not relies upon hiring a qualified healthcare consultant or attorney in the particular state where the organization will operate.

Healthcare management within a home healthcare organization is predicated primarily upon ensuring the organization can establish full compliance, as this is required to receive Medicare and Medicaid payments for treating patients who receive these benefits (Trewyn, 2001). Because most of the patients receiving home healthcare treatment are elderly, a large portion of the patients that will be treated will be on Medicare or Medicaid, and this requires compliance with regulations and laws that ensure that the organization meets the primary qualifications and requirements to provide care to those on federal programs (Dickson, 2015).

Some of the primary areas that must be covered by any home healthcare organization that wants to provide care for patients on Medicaid or Medicare are copies of valid licenses for healthcare practitioners within the organization, the ability of owners to take and pass examinations that demonstrate their knowledge regarding healthcare provisions (Trewyn, 2001), and developing a written policy for the home healthcare organization that will outline the organization’s standards of care as well as provide an ethical code that will guide the organizational behavior of healthcare providers within the home healthcare organization.

Therefore, one of the most pressing issues that will need to be addressed is the accurate billing and coding of procedures and services rendered for Medicare and Medicaid. Documentation standards for the home healthcare organization must comply with the established guidelines that have been set forth by the Center for Medicare Services (Dickson, 2015). In addition, the home healthcare organization will need to officially register with health maintenance organizations as well as preferred provider organizations, which will require stringent adherence to billing and coding regulations that rely upon precise documentation. This has morphed into electronic documentation over the last decade (Coughlin, 2006).

***References:***

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