

Hospice Regulatory Policies and Procedures



Copyright © 2011 by Weatherbee Resources, Inc.

All rights reserved. Purchasers of *Hospice Regulatory Policies and Procedures* and its accompanying CD ROM are permitted to use and reproduce the policies and procedures contained herein for internal use at one location only. Other than that exception, no part of this publication may be reproduced in any form or by any means, electronic or mechanical including photocopying, recording or by any information storage and retrieval system and shared with third parties without prior written permission of Weatherbee Resources, Inc. To license the use of these policies and procedures at more than one location, please contact Weatherbee Resources, Inc. at info@weatherbeeresources.com.

These policies and procedures are provided for informational and educational purposes only. It is specifically understood that this publication is not intended to provide legal, technical or other professional services or advice. In addition, utilization of these policies and procedures does not guarantee compliance with the regulations that govern hospices.

ISBN: 978-1-4507-9525-8

Printed in the U.S.A.

Third Edition

Weatherbee Resources, Inc.

info@weatherbeeresources.com

www.weatherbeeresources.com

Hospice Regulatory Policies and Procedures

Table of Contents

POLICY TITLE	POLICY #
Abuse, Neglect and Exploitation	REG.A10
Administrator	REG.A15
Admission to Hospice Care	REG.A20
Advance Beneficiary Notice of Non-Coverage	REG.A25
Advance Directives	REG.A30
Adverse Events	REG.A35
Anti-Harassment	REG.A40
Anti-Kickback Statute	REG.A45
Attending Physicians	REG.A50
Availability 24/7	REG.A55
Bereavement – Care Planning	REG.B10
Bereavement – Risk Assessment	REG.B15
Bereavement – Services	REG.B20
Certification of Terminal Illness	REG.C10
Change of Designated Hospice	REG.C15
Clinical Records	REG.C20
Communication Barriers	REG.C25
Competency Assessment	REG.C30
Complaint Resolution	REG.C35
Compliance with Regulations	REG.C40
Comprehensive Assessment	REG.C45
Comprehensive Assessment - Content	REG.C50
Comprehensive Assessment - Initial	REG.C55
Comprehensive Assessment - Patient Outcome Measures	REG.C60

POLICY TITLE	POLICY #
Comprehensive Assessments - Updates	REG.C65
Continuation of Care	REG.C70
Continuity of Care	REG.C75
Coordination of Services	REG.C80
Core Services	REG.C85
Corporate Compliance - Auditing and Monitoring	REG.CC10
Corporate Compliance - Compliance Education and Training	REG.CC15
Corporate Compliance - Compliance Officer and Committee	REG.CC20
Corporate Compliance - Compliance Program	REG.CC25
Corporate Compliance - Disciplinary Action	REG.CC30
Corporate Compliance - Non-Hiring or Retention of Sanctioned Individuals	REG.CC35
Corporate Compliance - Reporting Mechanism	REG.CC40
Corporate Compliance - Response and Corrective Action	REG.CC45
Corporate Compliance - Standards of Conduct	REG.CC50
Criminal Background Checks	REG.C90
Dietary Services	REG.D10
Discharge from Hospice	REG.D15
Durable Medical Equipment	REG.D20
Election of the Medicare Hospice Benefit	REG.E10
Eligibility for Hospice Care	REG.E15
Equal Opportunity Employer	REG.E20
Face-to-Face Encounters	REG.F10
Governing Body	REG.G10
Hazard Communication	REG.H05
Hazardous Waste Management and Disposal	REG.H08
Hepatitis B Vaccination	REG.H09
HIPAA Privacy - Authorizations	REG.HP10
HIPAA Privacy - Fundraising and PHI	REG.HP15

POLICY TITLE	POLICY #
HIPAA Privacy - Marketing and PHI	REG.HP20
HIPAA Privacy - Minimum Necessary Disclosures PHI	REG.HP25
HIPAA Privacy - Minimum Necessary Requests of PHI	REG.HP30
HIPAA Privacy - Minimum Necessary Uses of PHI	REG.HP35
HIPAA Privacy - Notice of Privacy Practices	REG.HP40
HIPAA Privacy - Patient Privacy Rights	REG.HP45
HIPAA Privacy - PHI of Deceased Patients	REG.HP50
HIPAA Privacy - Requests for Access to PHI	REG.HP55
HIPAA Privacy - Requests for an Accounting of Disclosures	REG.HP60
HIPAA Privacy - Requests for an Amendment to PHI	REG.HP65
HIPAA Privacy - Requests for Confidential Communications	REG.HP70
HIPAA Privacy - Requests for Restrictions on Use and Disclosure	REG.HP75
HIPAA Privacy and Security - Breach Notification Requirements	REG.HPS05
HIPAA Privacy and Security - Business Associates	REG.HPS10
HIPAA Privacy and Security - Privacy and Security Training	REG.HPS15
HIPAA Privacy and Security - Privacy and Security Official	REG.HPS20
HIPAA Privacy and Security - Sanctions	REG.HPS25
HIPAA Security - Contingency Plan	REG.HS10
HIPAA Security - Device and Media Controls	REG.HS15
HIPAA Security - Facility Access Controls	REG.HS20
HIPAA Security - Information Access Management	REG.HS25
HIPAA Security - Information System Activity Review	REG.HS30
HIPAA Security - Password Management	REG.HS35
HIPAA Security - Person or Entity Authentication	REG.HS40
HIPAA Security - Protection from Malicious Software	REG.HS45
HIPAA Security - Risk Analysis	REG.HS50
HIPAA Security - Risk Management	REG.HS55
HIPAA Security - Security Evaluations	REG.HS60

POLICY TITLE	POLICY #
HIPAA Security - Security Incidents	REG.HS65
HIPAA Security - Technical Access Control	REG.HS70
HIPAA Security - Transmission Security	REG.HS75
HIPAA Security - Workforce Security	REG.HS80
HIPAA Security - Workstation Use and Security	REG.HS85
Homemaker Services	REG.H10
Hospice Aide Assignments and Duties	REG.H15
Hospice Aide In-service Training	REG.H16
Hospice Aide Services	REG.H20
Hospice Aide Supervision	REG.H25
Hospice Care for Nursing Facility Residents	REG.H30
Hospice Care for Nursing Facility Residents – Coordination of Services	REG.H35
Hospice Care for Nursing Facility Residents – Plan of Care	REG.H40
Hospice Care for Nursing Facility Residents – Written Agreements	REG.H45
Immigration Law	REG.I10
Individuals With a Disability	REG.I15
Infection Control - Bloodborne Pathogens Exposure Control Plan	REG.I20
Infection Control - Education	REG.I21
Infection Control - Personal Protective Equipment	REG.I22
Infection Control - Program	REG.I25
Infection Control - Standard and Transmission-Based Precautions	REG.I30
Interdisciplinary Group	REG.I40
Laboratory – Services	REG.L10
Leave of Absence - Family & Medical Leave Act	REG.L15
Levels of Care	REG.L20
Levels of Care – Continuous Care	REG.L25
Levels of Care – General Inpatient Care	REG.L30
Levels of Care – Inpatient Respite Care	REG.L35

POLICY TITLE	POLICY #
Licensed Professional Services	REG.L40
Medical Device Reporting	REG.M05
Medical Director	REG.M10
Medications - Administration	REG.M15
Medications - Labeling	REG.M20
Medications - Management	REG.M25
Medications - Orders	REG.M30
Medications - Profile	REG.M33
Medications - Use and Disposal of Controlled Substances	REG.M40
Notification of Medicare Non-Coverage	REG.N10
Nursing Services	REG.N15
Organization and Administration of Services	REG.O10
Orientation Program	REG.O15
Overtime Pay	REG.O20
Pain and Symptom Management	REG.P02
Patient Rights and Responsibilities	REG.P10
Physical, Occupational, Speech and Other Therapies	REG.P15
Physician Narratives	REG.P18
Physician Services	REG.P20
Plan of Care	REG.P25
Plan of Care – Content	REG.P30
Policies and Procedures	REG.P32
Professional Management	REG.P35
QAPI - Performance Improvement Projects	REG.Q12
QAPI - Program	REG.Q20
QAPI - Program Data	REG.Q25
QAPI - Program Scope And Activities	REG.Q30
Recertification of Terminal Illness	REG.R10

POLICY TITLE	POLICY #
Retention of Records	REG.R15
Revocation of the Medicare Hospice Benefit	REG.R20
Scope of Services	REG.S10
Social Work Services	REG.S15
Spiritual Care Services	REG.S20
Staff Education	REG.S25
Standards of Practice	REG.S05
Transfer of a Hospice Patient	REG.T10
Traveling Hospice Patients	REG.T15
Volunteers - Recordkeeping	REG.V10
Volunteers - Services	REG.V15
Workplace Violence	REG.W10
Written Agreements - Inpatient Care	REG.W20
Customization Guidelines	Page 226
Crosswalk	Page 278