

HOSPICE SURVEY STATISTICS
July - September 2014

	<p>Department of Health Services, State of Wisconsin</p>	
Federal Tag Cited	Regulation Language	Number of Cites
<p>418.52(b)(1) Exercise of Rights</p>	<p>(1) The patient has the right: (i) To exercise his or her rights as a patient of the hospice; (ii) To have his or her property and person treated with respect; (iii) To voice grievances regarding treatment or care that is (or fails to be) furnished and the lack of respect for property by anyone who is furnishing services on behalf of the hospice; and (iv) To not be subjected to discrimination or reprisal for exercising his or her rights.</p>	<p>2</p>
Total Federal Tags		2

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	<p>Department of Health Services, State of Wisconsin</p>	
State Tags Cited	Code Language	Number of Cites
131.19(3)(a) Patient Rights	<p>PATIENT COMPLAINT PROCEDURE. Each patient shall have the right, on his or her own behalf or through others, to do the following: Express a complaint to hospice employees, without fear of reprisal, about the care and services provided and to have the hospice investigate the complaint in accordance with an established complaint procedure. The hospice shall document both the existence of the complaint and the resolution of the complaint.</p>	2
131.19(1)(c) Patient Rights	<p>GENERAL INFORMATION. A hospice shall provide each patient and patient's representative, if any, with a written statement of the rights of patients before services are provided, and shall fully inform each patient and patient's representative, if any, of the following: The right to be informed of any significant change in the patient's needs or status.</p>	1
Total State		3
Total Tags Cited:		5

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	Department of Health Services, State of Wisconsin	
Surveys Completed:		5
State Licensing		0
Recertification		1
Initials		0
Complaints		4
Other		0
Revisits		0
Total Complaints Received:		7
Complaints Assigned for Investigation:		7
Complaint Subject Areas:	Other Services (1) of Care/Treatment (2) Abuse (1) Resident/Patient/Client Rights (3)	Quality Resident/Patient/Client