

**HOSPICE SURVEY STATISTICS**  
**July - September 2011**

Federal Tag Cited	Regulation Language	Number of Cites
L0543 Plan of Care	All hospice care and services furnished to patients and their families must follow an individualized written plan of care established by the hospice interdisciplinary group in collaboration with the attending physician (if any), the patient or representative, and the primary caregiver in accordance with the patient's needs if any of them so desire.	1
L0547 Content of Plan of Care`	[The plan of care must include all services necessary for the palliation and management of the terminal illness and related conditions, including the following:] (2) A detailed statement of the scope and frequency of services necessary to meet the specific patient and family needs.	1
L0560 Quality Assessment & Performance Improvement	The hospice must develop, implement, and maintain an effective, ongoing, hospice-wide data-driven quality assessment and performance improvement program. The hospice's governing body must ensure that the program: reflects the complexity of its organization and services; involves all hospice services (including those services furnished under contract or arrangement); focuses on indicators related to improved palliative outcomes; and takes	1
L0579 Prevention	The hospice must follow accepted standards of practice to prevent the transmission of infections and communicable diseases, including the use of standard precautions.	1
L0580 Control	The hospice must maintain a coordinated agency-wide program for the surveillance, identification, prevention, control, and investigation of infectious and communicable diseases that-(1) Is an integral part of the hospice's quality assessment and performance improvement program; and	1
L0662 Training	(2) A hospice must provide an initial orientation for each employee that addresses the employee's specific job duties.	1
L0680 Protection of Information	The clinical record, its contents and the information contained therein must be safeguarded against loss or unauthorized use. The hospice must be in compliance with the Department's rules regarding personal health information as set out at 45 CFR parts 160 and 164.	1
<b>Total Federal Tags</b>		<b>7</b>

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State Tags Cited	Code Language	Number of Cites
131.21(1) Plan of Care	GENERAL REQUIREMENTS. A written plan of care shall be established and maintained for each patient admitted to the hospice program and the patient's family. The hospice plan of care is a document that describes both the palliative and supportive care to be provided by the hospice to the patient and the patient's family, as well as the manner by which the hospice will provide that care. The care provided to the patient and the patient's family shall be in accordance with the plan of care.	2
131.21(3)(b)2. Plan of Care	PLAN OF CARE. Content of the plan of care. The hospice shall develop an individualized written plan of care for each patient. The plan of care shall reflect patient and family goals and interventions based on the problems identified in the initial, comprehensive, and updated comprehensive assessments. The plan of care shall include all services necessary for the palliation and management of the terminal illness and related conditions, including the following: A detailed statement of the scope and frequency of services necessary to meet the specific patient and family needs.	1
131.21(3)(b)5. Plan of Care	PLAN OF CARE. Content of the plan of care. The hospice shall develop an individualized written plan of care for each patient. The plan of care shall reflect patient and family goals and interventions based on the problems identified in the initial, comprehensive, and updated comprehensive assessments. The plan of care shall include all services necessary for the palliation and management of the terminal illness and related conditions, including the following: Medical supplies and appliances necessary to meet the needs of the patient.	1
131.22(4)(c) Quality Assessment & Performance Improvement	PROGRAM ACTIVITIES. The hospice shall take actions aimed at performance improvement and, after implementing those actions, the hospice shall measure its success and track performance to ensure that improvements are sustained.	1
131.23(3) Infection Control	CONTROL. The hospice shall maintain a coordinated agency-wide program for the surveillance, identification, prevention, control, and investigation of infectious and communicable diseases.	1
131.33(4)(d) Clinical Record	AUTHENTICATION. Protection of information. Written record policies shall ensure that all record information is safeguarded against loss, destruction and unauthorized usage.	1
<b>Total State</b>	manner by which the hospice will provide that care. The care provided to the patient and the patient's family shall be in accordance with the plan of care.	<b>7</b>
<b>Total Tags Cited:</b>		<b>14</b>

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Surveys Completed:	6
State Licensing	0
Recertification	3
Initials	0
Complaints	2
Revisits	1
Total Complaints Received:	1
Complaints Assigned for Investigation:	1
Complaint Subject Areas: Nursing Services (1)	