

HOSPICE SURVEY STATISTICS
January - March 2012

|  | <p>Department of Health Services, State of Wisconsin</p> | |
|---|---|-----------------|
| Federal Tag Cited | Regulation Language | Number of Cites |
| 418.104 Clinical Records | A clinical record containing past and current findings is maintained for each hospice patient. The clinical record must contain correct clinical information that is available to the patient's attending physician and hospice staff. The clinical | 2 |
| 418.52(b)(4)(i) Exercise of rights/respect for property/person | The hospice must: (i) Ensure that all alleged violations involving mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property by anyone furnishing services on behalf of the hospice, are reported immediately by hospice employees and contracted staff to the hospice administrator; | 1 |
| 418.52(B)(4)(ii) Exercise of rights/respect for property/person | [The hospice must:] (ii) Immediately investigate all alleged violations involving anyone furnishing services on behalf of the hospice and immediately take action to prevent further potential violations while the alleged violation is being verified. Investigations and/or documentation of all alleged violations must be conducted in accordance with established procedures; | 1 |
| 418.52(c)(1) Rights of the Patient | The patient has a right to the following: (1) Receive effective pain management and symptom control from the hospice for conditions related to the terminal illness; | 1 |
| 418.56(c) Rights of the Patient | The hospice must develop an individualized written plan of care for each patient. The plan of care must reflect patient and family goals and interventions based on the problems identified in the initial, comprehensive, and updated comprehensive assessments. The plan of care must include | 1 |
| 418.60(a) Prevention | The hospice must follow accepted standards of practice to prevent the transmission of infections and communicable | 1 |
| 418.64(b)(1) Nursing Services | (1) The hospice must provide nursing care and services by or under the supervision of a registered nurse. Nursing services must ensure that the nursing needs of the patient are met as identified in the patient's initial assessment, comprehensive | 1 |
| 418.76(h)(1)(i) Supervision of Hospice Aides | (I) A registered nurse must make an on-site visit to the patient's home: (i) No less frequently than every 14 days to assess the quality of care and services provided by the hospice aide and to ensure that services ordered by the | 1 |

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| 418.104(b) Authentication | All entries must be legible, clear, complete, and appropriately authenticated and dated in accordance with hospice policy and | 1 |
| 418.110(h) Plumbing Facilities | The hospice must-(1) Have an adequate supply of hot water at all times; and (2) Have plumbing fixtures with control valves that automatically regulate the temperature of the hot water used by patients. | 1 |
| 418.110(l) Meal Services and Menu Planning | The hospice must furnish meals to each patient that are-(1) Consistent with the patient's plan of care, nutritional needs, and therapeutic diet; (2) Palatable, attractive, and served at the proper temperature; and (3) Obtained, stored, prepared, distributed, and served under sanitary conditions. | 1 |
| Total Federal Tags | | 12 |

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|  | <p align="center">Department of Health Services, State of Wisconsin</p> | |
| <p>State Tags Cited</p> | <p>Code Language</p> | <p>Number of Cites</p> |
| <p>131.33(2) Clinical Record</p> | <p>DOCUMENTATION AND ACCESSIBILITY. The clinical record shall be completely accurate and up-to-date, readily accessible to all individuals providing services to the patient or the patient's family, or both, and shall be systematically</p> | <p align="center">2</p> |
| <p>131.19(2)(a) Patient Rights</p> | <p>RIGHTS OF PATIENTS. In addition to rights to the information under sub. (1), each patient shall have the following right: To receive effective pain management and symptom control from</p> | <p align="center">1</p> |
| <p>131.19(3)(a) Patient Rights</p> | <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</p> | <p align="center">1</p> |
| <p>131.21(2)(d) Plan of Care</p> | <p>INITIAL PLAN OF CARE. The registered nurse shall immediately record and sign a physician's oral orders and shall</p> | <p align="center">1</p> |
| <p>131.21(3)(b) Plan of Care</p> | <p>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</p> | <p align="center">1</p> |
| <p>131.23(2) Infection Control</p> | <p>PREVENTION. The hospice shall follow accepted standards of practice to prevent the transmission of infections and communicable diseases, including the use of standard</p> | <p align="center">1</p> |
| <p>131.25(4)(a) Core Services</p> | <p>NURSING SERVICES. Nursing services shall be provided by or under the supervision of a registered nurse and shall consist</p> | <p align="center">1</p> |
| <p>131.26(2)(c)1. Non-core Services</p> | <p>NURSE AIDE SERVICES. The hospice may provide nurse aide services as follows: Supervision of nurse aides. A registered nurse shall make an on-site visit to the patient's home no less frequently than every 14 days to assess the quality of care and services provided by the nurse aide and to ensure that services ordered by the hospice interdisciplinary</p> | <p align="center">1</p> |
| <p>131.33(4)(a) Clinical Record</p> | <p>AUTHENTICATION. All entries shall be legible, permanently recorded, dated and authenticated by the person making the entry, and shall include that person's name and title.</p> | <p align="center">1</p> |

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| 131.37(13) Physical Plant | <p>KITCHEN. The kitchen shall be located on the premises, or a satisfactory sanitary method of transportation of food shall be provided. If there is a kitchen on the premises, it shall meet food service needs and be arranged and equipped for proper refrigeration, heating, storage, preparation and serving of food. Adequate space shall be provided for proper refuse handling.</p> | 1 |
| 131.37.18(b) Physical Plant | <p>WATER SUPPLY. Hot water taps accessible to patients may not exceed 110 degrees F.</p> | 1 |
| Total State | | 12 |
| Total Tags Cited: | | 24 |

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|  | Department of Health Services, State of Wisconsin | |
| Surveys Completed: | | 5 |
| State Licensing | | 0 |
| Recertification | | 2 |
| Initials | | 0 |
| Complaints | | 1 |
| Revisits | | 2 |
| Total Complaints Received: | | 10 |
| Complaints Assigned for Investigation: | | 9 |
| Complaint Subject Areas: | Administration/Personnel (1) Falsification of Records/Reports (1) Fraud/False Billing (1) Nursing Services (2) Pharmaceutical Services (1) Quality of Care/Treatment (1) Resident/Patient/Client Rights (3) | |