



## Standards of Conduct

### **To meet the hospice and palliative care needs of patients and their families.**

- To remain sensitive to and be appreciative of the ethic, cultural, religious, spiritual, and lifestyle diversity of patients and their families.
- To ascertain and honor the wishes, concerns, priorities and values of the patients and their families consistent with the law and the organization's values as stated in its policies.
- To support, affirm and empower the families as caregivers.
- To acknowledge and respond with sensitivity to the interruption of privacy that is necessitated by care at home; to enter no further into family life and affairs than is required to meet goals of the plan of care.
- To respect and protect the confidentiality of information concerning patients and families.
- To provide quality hospice and palliative care services in a timely manner to all who qualify, regardless of race, religion, sexual orientation, ethnic background, or ability to pay.
- To recognize the vulnerability of those who receive care, and thus refrain from accepting personal gifts of significant value.
- To recognize the vulnerability and privacy needs of the patient and family, thus displaying extraordinary sensitivity in offering opportunities to promote hospice and palliative care.

### **To act honestly, truthfully and fairly to all concerned.**

- To fully disclose to patients and families, information regarding cost, services and complaint policies, as well as any policies regarding discontinuation of service.
- To honestly and conscientiously cooperate as an agency in providing information about referrals and to work with other agencies to ensure comprehensive services to patients and families.
- To be truthful and accurate in public advertising and information dissemination.
- To make and accept referrals solely in the best interest of the patients.
- To refrain from giving and accepting gifts of value or monetary compensation for the purpose of obtaining or making referrals.
- To make every effort to honor the intent of benefactors and donors supporting the hospice and/or palliative care program.
- To ensure that hospice services are not diluted for financial reasons.

### **To instruct both local and national communities in the tenets of hospice and palliative care philosophy.**

- To encourage dialogue about hospice and palliative care in all appropriate public forms.
- To encourage inclusion of hospice and palliative care in all federal, state and commercial health care plans.
- To provide the consumer with sufficient information about hospice and palliative care, to enable true informed consent.
- To act as a liaison in consumer discussions concerning decisions regarding end of life care.
- To assure a leadership role in ensuring access to hospice and palliative care for all people facing end of life.
- To serve on committees or in groups concerned with policy-making decisions, that will affect health care in this country.

**To continuously strive for the highest level of skill and expertise of the staff and volunteers in the delivery of care.**

- To recruit, select, orient, educate and evaluate each staff person and volunteer to ensure competency based on identified job requirements.
- To remain sensitive to and be appreciative of the ethnic, cultural, religious, spiritual and lifestyle of staff and volunteers.
- To support, affirm and empower the staff and volunteers in the delivery of care.
- To recognize the unique stressors inherent in hospice and palliative care work and provide access to ongoing support for all staff and volunteers.
- To ensure that contracted providers are properly trained and qualified, and that they provide care consistent with the values and philosophy of hospice and palliative care.

**In addition to the above, Hospice of the Carolina Foothills adopts the following additional standards:**

- Hospice ensures that patients admitted meet eligibility requirements for admission, continue to be eligible throughout the provision of care, and receive care appropriate and necessary for the management of the illness.
- All Hospice employees, volunteers, and contract providers will provide accurate, timely and complete documentation of the care provided.
- Hospice employees do not alter or destroy any Hospice documents. All documents will be protected, retained and destroyed in accordance with Hospice policies and procedures.
- The Hospice cost report is completed in conformance with laws and regulations, is accurate, and is submitted in a timely manner.
- Claims for reimbursement are complete, accurately reflect the services provided, the location of services and the hospice provider number. Claims are submitted in a timely manner.
- Hospice fosters an open line of communication facilitated by a reporting system, so employees and volunteers may ask questions, raise concerns, or voice complaints without fear of retribution.
- Employees will report any suspected wrong doing or violation of standards of conduct, policies or hospice regulations.
- Hospice will protect the anonymity, in so far as possible, of any person making a complaint or inquiry.