

SECTION ONE

Organization and Administration

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6. Serious Adverse Events	P, D, I	HSP6-7A HSP7-5A.01	418.52(b) 418.58(c)(2)
7. Root Cause Analysis/Action Plan	D, I	HSP6-7A HSP7-5A.01	418.58(c)(2)
8. Aggregation of Data/Information	I	HSP6-6C	418.58(c)(3)
9. External Databases	D	HSP6-3A	
10. Family/Caregiver Experience of Care Survey	I	HSP6-6B.02	418.58
11. Hospice Item Set	P, D, I, O	HSP1-1A.01 HSP6-1A HSP5-3C.01	418.312

SECTION SIX

Risk Management: Infection and Safety Control

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	HOSPICE COP
1. Management of Exposures in Personnel	P, D, I, O, S	HSP1-1A.01 HSP7-1A HSP7-5A.01	418.60(a)
2. Record Keeping	P, D, I, S	HSP1-1A.01 HSP7-1A	
3. Occupational Exposure Information and Training	P, D	HSP1-1A.01 HSP7-1A	418.60(a)
4. Standard Precautions	P, D, O	HSP1-1A.01 HSP7-1A HSP7-9A.01	418.60(a)
5. Personal Protective Equipment	P, D, O	HSP1-1A.01 HSP7-1A	418.60(a) USP 800.7
6. Hand Hygiene	P, D, O	HSP1-1A.01 HSP7-1A	418.60(a)
7. Clean vs. Aseptic Technique	P, D, O	HSP7-1A	418.60(a)
8. Infection Control/Expanded Precautions	P, D, I, O	HSP7-1A	418.60(a)
9. Contaminated Materials Disposition	P, D, I, O	HSP7-1A	
10. Contaminated Waste Disposal	P, D, I, O	HSP1-1A.01 HSP7-1A HSP7-1B HSP7-2A.01 HSP7-2A.02	
11. Hazardous Waste Handling	P, D, I	HSP7-1A HSP7-1B HSP7-2A.01 HSP7-2A.02 HSP7-9A.01	USP 800.11.4
12. Accidental Exposure to Blood	P, D, I, O	HSP7-1A HSP7-2A.01 HSP7-5A.01 HSP7-9A.01	
13. Bag Technique	P, D, I, O	HSP7-1A HSP7-2A.01 HSP7-2A.02	
14. Evaluating and Maintaining Records of Infections Among Patients	P, D	HSP7-1A HSP7-1C HSP7-2A.01 HSP7-2A.02	418.60(b)
15. Evaluating and Maintaining Records of Infections Among Personnel	P, D	HSP7-1A HSP7-1C HSP7-2A.01 HSP7-2A.02	418.60(b)

SECTION SIX

Risk Management: Infection and Safety Control

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	HOSPICE COP
16. Reporting of Communicable Diseases	P, D	HSP7-1A HSP7-1B HSP7-2A.01 HSP7-2A.02	418.60(b)
17. Communication of Hazards to Personnel	P, D, O	HSP7-1A HSP7-1B HSP7-2A.01 HSP7-2A.02 HSP7-9A.01 HSP7-9A.02	418.60(b) USP 800.8
18. Environmental Safety Program	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01 HSP7-7A.01 HSP7-9A.02	USP 800.5 USP 800.9 USP 800.13
19. Environmental Safety - Office	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01	USP 800.5 USP 800.9 USP 800.13
20. Fire Safety – Office	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01 HSP7-3E	
21. Utilities Management – Office	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01 HSP7-3E	
22. Equipment Management – Office	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01 HSP7-3E	
23. Environmental Safety – Patient	P, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01	
24. Fire Safety – Patient	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01	
25. Utilities Management – Patient	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01	
26. Equipment Management – Patient	P, D, I, O	HSP7-1A HSP7-2A.01 HSP7-2A.02 HSP7-3A.01 HSP7-7A.01	

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Risk Management: Infection and Safety Control

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	HOSPICE COP
27. Infection Control Plan	P, D, I	HSP1-1A HSP7-1A HSP7-1C	418.60
28. Tuberculosis Exposure Control Plan	P, D, I, O	HSP1-1A HSP4-2C.01 HSP7-1A HSP7-5A.01	418.60(a)
29. Bloodborne Pathogens and Hepatitis B Exposure Control Plan	P, D, I, S	HSP1-1A HSP4-2D.01 HSP7-1A	418.60(a)
30. Safe and Appropriate Use of Medical Equipment and Supplies	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-7A.01	
31. Storage of Medications and Nutritional Therapies	P, D, O	HSP7-2A.01 HSP7-2A.02 HSP7-7A.01	
32. Medical Equipment Malfunction	P, D	HSP7-2A.01 HSP7-2A.02 HSP7-7A.01	
33. Safe Medical Device Act	P, D	HSP1-1A HSP7-2A.01 HSP7-2A.02 HSP7-5A.01 HSP7-7A.01	418.116
34. Organization Personnel Safety – Personal Safety	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A	
35. Organization Personnel Safety – Unsafe Home Visits	P, D, I, O	HSP7-2A.01 HSP7-2A.02 HSP7-3A	
36. Vehicle Accident Reporting	P, D, I	HSP7-2A.01 HSP7-2A.02 HSP7-3A.01 HSP7-5A.01	
37. Emergency Management Plan	P, D, I	HSP7-4B HSP7-4C HSP7-4D HSP7-4E HSP7-4F	418.113
38. Waived Testing	P, D	HSP1-9A HSP4-5B.02 HSP7-7A.02	418.116
39. Home Glucose Monitoring	P, D, O	HSP4-5B.02 HSP7-7A.02	418.116

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Personnel Administration

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1. Personnel Policies	I	HSP4-2I.01	
2. Human Resources	D, I	HSP2-11D HSP2-12B HSP4-2I.01 HSP4-2J.01 HSP4-3A.01	418.66 418.74 418.114(a)
3. Hospice Staffing Guidelines	D, I, O	HSP7-1A	418.72 418.76 418.78 418.100
4. Recruitment, Retention, Development, and Continuing Education	P, D	HSP4-2I.01	418.100(g)
5. Categories/Qualifications of Personnel	P, I, O	HSP1-1A.01 HSP4-2A.01 HSP4-2B HSP4-2I.01	418.76(a) 418.76(j) 418.114
6. Selection/Hiring of Personnel	P, I, O	HSP1-1A.01 HSP4-1A.02 HSP4-2A.01 HSP4-2B HSP4-2H HSP4-2I.01	418.114(d)
7. Licensure/Certification/Registration	I, O	HSP1-1A.01 HSP4-2B	418.114
8. Equal Opportunity Employer	P, I, O	HSP1-1A.01 HSP4-2I.01	
9. Standards of Care, Service, and Practice	I, O	HSP1-1A.01	418.100(a) 418.100(c)
10. Scope of Assessments/Qualifications	I, O	HSP1-1A.01	
11. Job Descriptions	D, I	HSP4-1A.02 HSP4-2E.01 HSP4-2F.01	
12. Termination	P, D	HSP4-2I.01	
13. Personnel Turnover	P, I	HSP4-2I.01	
14. Attendance and Absenteeism	P, D, I	HSP4-2I.01	
15. Personnel Grievance Process	P, D	HSP4-2I.01	

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Personnel Administration

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	HOSPICE COP
16. Personal Vehicle Use/Mileage Reimbursements	P, D, I	HSP4-2I.01 HSP4-2F.01	
17. Dress and Appearance	P, D, I	HSP4-2I.01	
18. Sexual Harassment	P, D, I	HSP4-2I.01	
19. Standards of Conduct/Ethical Behavior	P, D, I	HSP4-2I.01	
20. Personnel Record Contents	P, D	HSP4-1A.01 HSP4-1B.01	418.114
21. Performance Evaluations	P, D	HSP4-2I.01 HSP4-2J.01 HSP4-10A.03	
22. Orientation	P, D, I	HSP2-2A HSP2-2B HSP2-6A.01 HSP4-4A HSP4-4A.01 HSP7-4E	418.60(c) 418.100(g) 418.113 USP 800.9
23. Personnel Development	P, I, O	HSP4-6A.01 HSP7-4E	418.60(c) 418.100(g)
24. Resource Information			
25. Competency Program	P, D	HSP4-7A HSP4-7C HSP4-7B HSP4-8A HSP4-10A.03	418.76(c) 418.100(g)
26. Competency Assessment	P, D, I	HSP4-6A HSP4-6A.01	418.76(c) 418.100(g)
27. Responsibilities/Supervision of Clinical Services	P, D, I, O	HSP1-6A HSP4-10A.03 HSP4-11C.01 HSP4-11D.01 HSP4-11F.01 HSP4-11G.01 HSP4-13A HSP4-13B HSP4-13C	418.62(a) 418.64(b) 418.76(g) 418.76(h) 418.76(k)
28. Training/Inservice Education	P, D, I	HSP4-6A HSP4-6A.01	418.60(c) 418.76(d) 418.78(a) 418.78(b) 418.100(g) 418.108(c)(5) 418.113 USP 800.9

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Personnel Administration

POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	HOSPICE COP
29. Hospice Aide Training	P, D, I, O	HSP4-6B HSP4-7A HSP4-7B HSP4-7C HSP4-8A HSP4-11L HSP4-11M HSP4-11N HSP4-13A HSP4-13B HSP4-13C	418.76(a) 418.76(b) 418.76(c) 418.76(e) 418.76(f)
30. Hospice Homemaker Training	P, D, I, O	HSP4-11L HSP4-11M HSP4-11N HSP4-13A HSP4-13B HSP4-13C	418.76(j) 418.76(k)
31. Hospice Aide Supervisory Visits	P, D, I	HSP4-13A HSP4-13B HSP4-13C	418.76(h)
32. Volunteer Staff	P, D, I, O	HSP4-11O HSP4-12A HSP4-12B HSP4-12B.01 HSP4-12C HSP4-12D	418.78
33. Hospice Volunteer Documentation	P, D, I, O	HSP4-12D	418.78
34. Documentation of Volunteer Utilization	P, D, I, O	HSP4-12D	418.78
35. Team Access to Emotional Support			
36. Specialized Services			
37. Requirements for Supervisors/Preceptors	P, D, I	HSP1-6A HSP4-11C.01	418.62(a) 418.64(b)
38. Report to the Governing Body			
39. Access to Qualified Consultation			
40. Communication with Office			
41. Progressive Discipline Policy			
42. Workplace Violence Prevention Plan			
43. COVID-19 Vaccination		HSP4-2K	418.60(d)

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1. Policy Statement			
2. Professional Services Agreement for Medical Director	P, D	HSP1-8A HSP1-8A.01 HSP1-8A.02 HSP4-11A	418.64(a) 418.100(e) 418.102 418.114(b)(1) USP 800.4
3. Executive Director	D	HSP1-4A	418.100(b)
4. Finance Director			
5. Controller			
6. Human Resources Director			
7. Information Systems Director			
8. Marketing/Community Relations Director			
9. Clinical Director	D	HSP1-4B	
10. Clinical Records Manager			
11. Clinical Supervisor			
12. Managed Care Coordinator			
13. Referral/Intake Supervisor			
14. Performance Improvement Coordinator			
15. Hospice Nurse Practitioner	D	HSP4-11B	418.64(b) 418.114(c)(1)
16. Registered Nurse	D	HSP4-11B	418.64(b) 418.114(c)(1)
17. Licensed Practical/Vocational Nurse	D	HSP4-11B	418.64(b) 418.114(c)(2)
18. Certified Hospice Aide			418.76(a) 418.114(b)(2)
19. Homemaker			418.76(j)
20. Physical Therapist	D	HSP4-11E	418.72 418.114(b)(7)
21. Physical Therapy Assistant	D	HSP4-11E	418.72 418.114(b)(8)
22. Speech-Language Pathologist	D	HSP4-11H HSP4-11Q	418.72 418.114(b)(4)
23. Occupational Therapist	D	HSP4-11G	418.72 418.114(b)(5)
24. Certified Occupational Therapy Assistant	D	HSP4-11G	418.72 418.114(b)(6)
25. Social Services Supervisor	D	HSP4-11D HSP4-11D.01	418.114(b)(3)

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Job Descriptions

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26. Social Worker	D	HSP4-11D HSP4-11D.01	418.64(c) 418.114(b)(3)
27. Registered Dietician			418.64(d)(2)
28. Volunteer Coordinator			418.78
29. Volunteer			418.78
30. Hospice Chaplain			418.64(d)(3)
31. Bereavement Coordinator			418.64(d)(1)
32. Secretary/Receptionist			
33. Billing Manager			
34. Accounting Clerk			
35. Data Entry/Computer Operator			
36. Billing /Collections Clerk			
37. Filing/Data Processing Clerk			
38. Office Manager			
39. Payroll and Benefits Coordinator			

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POLICY/PROCEDURE	EVIDENCE	ACHC STANDARD	HOSPICE COP
1. Scope of the Program/Process Methodology			418.100(g) 418.76(c)
2. Competency Based Orientation			418.100(g) 418.76(c)
3. Core Competency Skill			418.100(g) 418.76(c)
4. Annual Core Competence			418.100(g) 418.76(c)

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Personnel Administration

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