

**SECTION ONE  
PERSONNEL ADMINISTRATION**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Personnel Policies</a>	1-001
<a href="#">Human Resources</a>	1-002
<a href="#">Equal Opportunity Employer</a>	1-003
<a href="#">Categories/Qualifications of Personnel</a>	1-004
<a href="#">Selection/Hiring of Personnel</a>	1-005
<a href="#">Licensure/Certification/Registration</a>	1-006
<a href="#">Recruitment, Retention, Development, and Continuing Education</a>	1-007
<a href="#">Scope of Assessments/Qualifications</a>	1-008
<a href="#">Termination</a>	1-009
<a href="#">Personnel Turnover</a>	1-010
<a href="#">Attendance and Absenteeism</a>	1-011
<a href="#">On-Call/Weekend Services</a>	1-012
<a href="#">Personnel Grievance Process</a>	1-013
<a href="#">Personal Vehicle Use/Mileage Requirements</a>	1-014
<a href="#">Vehicle Accident Reporting</a>	1-015
<a href="#">Dress and Appearance</a>	1-016
<a href="#">Sexual Harassment</a>	1-017
<a href="#">Organization Personnel Safety - Personal Safety</a>	1-018
<a href="#">Organization Personnel Safety - Unsafe Home Visits</a>	1-019
<a href="#">Whistleblower Protection</a>	1-020
<a href="#">Workplace Violence Prevention Plan</a>	1-021
Addendum: <a href="#">Workplace Violence Prevention Incident Report Form</a>	1-021.A
<a href="#">Progressive Discipline Policy</a>	1-022
<a href="#">Social Media</a>	1-023
Addendum: <a href="#">Social Media and Blog Guidelines</a>	1-023.A
<a href="#">Standards of Conduct/Ethical Behavior</a>	1-024
<a href="#">Personnel Record Contents</a>	1-025
<a href="#">Performance Evaluations</a>	1-026
<a href="#">Orientation</a>	1-027
Addendum: <a href="#">Personnel Orientation Checklist</a>	1-027.A
Addendum: <a href="#">Comprehensive Controlled Substances Diversion Prevention Program</a>	1-027.B
<a href="#">Personal Development</a>	1-028
Addendum: <a href="#">Personnel Development/Inservice Needs Assessment Personnel Survey</a>	1-028.A
<a href="#">Resource Information</a>	1-029
<a href="#">Supervision</a>	1-030
<a href="#">Responsibilities/Supervision of Clinical Services</a>	1-031
<a href="#">Requirements for Supervisors/Preceptors</a>	1-032
Addendum: <a href="#">Performance Observation Report (Sample)</a>	1-032.A
<a href="#">Training/Inservice Education</a>	1-033
<a href="#">Orientation of Hospice Personnel to Assigned Responsibilities</a>	1-034
<a href="#">Contracted Service Providers</a>	1-035
<a href="#">Hospice Aide Training</a>	1-036
<a href="#">Hospice Aide Supervisory Visits</a>	1-037
<a href="#">Hospice Homemaker Training</a>	1-038
<a href="#">Volunteer Staff</a>	1-039
<a href="#">Volunteer Documentation</a>	1-040

**Organization's Name**

---

<a href="#"><u>Documentation of Volunteer Utilization</u></a>	1-041
<a href="#"><u>Team Access to Emotional Support</u></a>	1-042
<a href="#"><u>Specialized Services</u></a>	1-043
<a href="#"><u>Access to Qualified Consultation</u></a>	1-044
<a href="#"><u>Communication with Office</u></a>	1-045
<a href="#"><u>COVID-19 Vaccination</u></a>	1-046

SAMPLE

**SECTION TWO  
JOB DESCRIPTIONS**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Job Descriptions</a>	2-001
<a href="#">Policy Statement</a>	2-002
Addendum: <a href="#">Job Description (Template)</a>	2-002.A
Addendum: <a href="#">Physical Requirements</a>	2-002.B
<a href="#">Professional Services Agreement for Medical Director</a>	2-003
Addendum: <a href="#">Professional Services Agreement for Medical Director (Sample)</a>	2-003.A
Addendum: <a href="#">Medical Director Job Description</a>	2-003.B
Addendum: <a href="#">Sample Evaluation Criteria</a>	2-003.C
<b>Job Descriptions</b>	
<a href="#">Executive Director/Administrator</a>	
<a href="#">Finance Director</a>	
<a href="#">Controller</a>	
<a href="#">Human Resources Director</a>	
<a href="#">Information Systems Director</a>	
<a href="#">Marketing/Community Relations Director</a>	
<a href="#">Clinical Director</a>	
<a href="#">Clinical Records Manager</a>	
<a href="#">Clinical Supervisor</a>	
<a href="#">Managed Care Coordinator</a>	
<a href="#">Referral/Intake Supervisor</a>	
<a href="#">Performance Improvement Coordinator</a>	
<a href="#">Nurse Practitioner</a>	
<a href="#">Physician Assistant</a>	
<a href="#">Registered Nurse</a>	
Addendum A: <a href="#">Performance Evaluation for the Registered Nurse (Template)</a>	
<a href="#">Licensed Practical/Vocational Nurse</a>	
Addendum A: <a href="#">Performance Evaluation for the Licensed Practical/Vocational Nurse (Template)</a>	
<a href="#">Certified Hospice Aide</a>	
Addendum A: <a href="#">Performance Evaluation for the Certified Hospice Aide (Template)</a>	
Addendum B: <a href="#">Hospice Aide Training Agreement</a>	
<a href="#">Homemaker</a>	
<a href="#">Physical Therapy</a>	
<a href="#">Physical Therapy Assistant</a>	
<a href="#">Speech-Language Pathologist</a>	
<a href="#">Occupational Therapist</a>	
<a href="#">Certified Occupational Therapy Assistant</a>	
<a href="#">Social Services Supervisor</a>	
<a href="#">Social Worker</a>	
<a href="#">Registered Dietician</a>	
<a href="#">Volunteer Coordinator</a>	
<a href="#">Volunteer</a>	
<a href="#">Chaplain</a>	
<a href="#">Bereavement Coordinator</a>	
<a href="#">Secretary/Receptionist</a>	
<a href="#">Billing Manager</a>	

**Organization's Name**

---

[Accounting Clerk](#)

[Data Entry/Computer Operator](#)

[Billing/Collections Clerk](#)

[Filing/Data Processing Clerk](#)

[Office Manager](#)

[Payroll & Benefits Coordinator](#)

SAMPLE

**SECTION THREE  
CLINICAL COMPETENCY PROGRAM**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Competency Program</a>	3-001
<a href="#">Competency Based Orientation</a>	3-002
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Registered Nurse)</a>	3-002.A
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Licensed Practical/Vocational Nurse)</a>	3-002.B
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Infusion Nurse)</a>	3-002.C
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Hospice Aide)</a>	3-002.D
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Physical Therapist)</a>	3-002.E
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Physical Therapy Assistant)</a>	3-002.F
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Occupational Therapist)</a>	3-002.G
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Occupational Therapy Assistant)</a>	3-002.H
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Social Worker)</a>	3-002.I
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Registered Dietician)</a>	3-002.J
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Volunteer Coordinator/Volunteer)</a>	3-002.K
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Chaplain)</a>	3-002.L
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Bereavement Coordinator)</a>	3-002.M
Addendum: <a href="#">Initial Competency Assessment Skills Checklist (Sample for the Hospice Physician)</a>	3-002.N
<a href="#">Competency Assessment</a>	3-003
<a href="#">Core Competency Skills</a>	3-004
<a href="#">Annual Core Competence</a>	3-005
Addendum: <a href="#">Performance Criteria (Template)</a>	3-005.A
Addendum: <a href="#">Performance Criteria (Sample)</a>	3-005.B
Addendum: <a href="#">Performance Criteria (Sample for the Infusion Nurse)</a>	3-005.C
Addendum: <a href="#">Performance Criteria (Sample for the Chaplain)</a>	3-005.D
Addendum: <a href="#">Performance Criteria (Sample for the Hospice Physician)</a>	3-005.E
<a href="#">Competency Requirements for Supervisors/Preceptors</a>	3-006

ATTACHMENTS

[CHAP Crosswalk](#)  
[Glossary](#)

Attachment I  
Attachment II

SAMPLE

**SECTION ONE**  
**ASSESSMENT PLANNING & COORDINATION**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Clinical Policies and Procedures</a>	1-001
<a href="#">Physician Licensure Verification</a>	1-002
<a href="#">Physician Services - Medical Director Role</a>	1-003
<a href="#">Physician Services - Attending Physician's Role</a>	1-004
<a href="#">Physician Responsibility in Managing Hospice Patients</a>	1-005
<a href="#">Care/Service Coordination</a>	1-006
Addendum: <a href="#">Complementary/Alternative Medicine*</a>	1-006.A
<a href="#">Certification of Terminal Illness</a>	1-007
Addendum: <a href="#">Face-to-Face Policy</a>	1-007.A
<a href="#">Intake Process</a>	1-008
<a href="#">Admission Criteria and Process</a>	1-009
<a href="#">Monitoring Patient's Response/Reporting to Physician</a>	1-010
<a href="#">Patient Notification of Changes in Care</a>	1-011
<a href="#">Internal Referral Process</a>	1-012
<a href="#">Initial Assessment</a>	1-013
<a href="#">Comprehensive Assessment</a>	1-014
<a href="#">Ongoing Assessment</a>	1-015
<a href="#">Functional Assessment</a>	1-016
<a href="#">Nutritional Assessment</a>	1-017
<a href="#">Pain Assessment</a>	1-018
<a href="#">Psychosocial Assessment</a>	1-019
<a href="#">Spiritual Assessment</a>	1-020
<a href="#">Bereavement Assessment</a>	1-021
<a href="#">Transfer Information</a>	1-022
<a href="#">Change of Designated Hospice</a>	1-023
<a href="#">Revocation of Hospice Benefit</a>	1-024
<a href="#">Discharge from Hospice Program</a>	1-025
<a href="#">Discharge Summary</a>	1-026
<a href="#">Missed Visits</a>	1-027
<a href="#">Continuity of Care Between Inpatient Setting and Home</a>	1-028
<a href="#">Coordination of Care With Contracts/Agreements</a>	1-029
<a href="#">Provision of Care to Residents of SNF/NF or ICF/IID</a>	1-030
Addendum: <a href="#">Compliance Tool for Hospices that Provide Care to Residents of a SNF/NF, IFC/IID or Other Facility</a>	1-030.A
<a href="#">Hospice Election Statement</a>	1-031
Addendum: <a href="#">Example Hospice Election Statement</a>	1-031.A
Addendum: <a href="#">Example Patient Notification of Hospice Non-Covered Items, Services, and Drugs</a>	1-031.B
<a href="#">Availability of Family/Caregiver</a>	1-032
<a href="#">Prioritizing Patient Problems/Needs</a>	1-033
<a href="#">Interdisciplinary Group Membership and Responsibilities</a>	1-034
<a href="#">Interdisciplinary Group Coordination of Care</a>	1-035
<a href="#">Interdisciplinary Group Meeting</a>	1-036
<a href="#">Community Education</a>	1-037

**SECTION TWO  
CARE DELIVERY & TREATMENT**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Standards of Care, Services, and Practices</a>	2-001
<a href="#">Verification of Physician Orders</a>	2-002
<a href="#">Identification, Prevention, and Treatment of Secondary Symptoms</a>	2-003
<a href="#">Medication Profile</a>	2-004
<a href="#">Identification of Medication for Administration</a>	2-005
<a href="#">Administration and Documentation of Medications</a>	2-006
Addendum: <a href="#">Drug Classifications and Their Routes</a>	2-006.A
Addendum: <a href="#">Medications Not Approved For Safe Home Administration</a>	2-006.B
Addendum: <a href="#">Drug Information for the Nurse</a>	2-006.C
Addendum: <a href="#">Advice for the Patient - Drug Information in Lay Language</a>	2-006.D
<a href="#">Patient Self-Administration of Medication</a>	2-007
<a href="#">Home Use and Disposal of Controlled Substances</a>	2-008
Addendum: <a href="#">List of Controlled Substances Available</a>	2-008.A
Addendum: <a href="#">Drug Disposal Instructions</a>	2-008.B
<a href="#">Intravenous Administration of Medications/Solutions</a>	2-009
Addendum: <a href="#">Medications Approved/Not Approved for Home Administration</a>	2-009.A
<a href="#">Intravenous Administration of Chemotherapy</a>	2-010
Addendum: <a href="#">Antineoplastic and Other Hazardous Medications Approved/Not Approved for Administration</a>	2-010.A
<a href="#">First Dose Policy</a>	2-011
<a href="#">Crushing of Medications</a>	2-012
Addendum: <a href="#">Oral Dosage Forms that Should Not Be Crushed</a>	2-012.A
<a href="#">Pulse Rate Determination with Certain Drugs</a>	2-013
<a href="#">Storage of Medications and Nutritional Products</a>	2-014
<a href="#">Medication Labeling</a>	2-015
<a href="#">Adverse Drug Reactions</a>	2-016
Addendum: <a href="#">Advice About Voluntary Reporting</a>	2-016.A
<a href="#">Anaphylaxis Protocol</a>	2-017
<a href="#">Medication Error</a>	2-018
<a href="#">Medication Monitoring</a>	2-019
<a href="#">Investigational Medications</a>	2-020
<a href="#">Home Glucose Monitoring</a>	2-021
<a href="#">Waived Testing</a>	2-022
Addendum: <a href="#">Organization List and Criteria for Waived Tests Performed</a>	2-022.A
<a href="#">Safe/Effective Use of Medications</a>	2-023
<a href="#">Storage, Handling, and Access to Supplies and Gases</a>	2-024
<a href="#">Patient Education Process</a>	2-025
<a href="#">Pain Management Education</a>	2-026
<a href="#">Transportation Services</a>	2-027
<a href="#">Emergency Care</a>	2-028
<a href="#">Access to Emergency Room, Pharmacy, Radiology, Laboratory</a>	2-029
<a href="#">Rehabilitation Techniques</a>	2-030
<a href="#">Appropriate Use of Restraints and Supplies</a>	2-031
<a href="#">Signs and Symptoms of Approaching Death</a>	2-032
<a href="#">Care of the Dying Patient</a>	2-033
<a href="#">Death at Home</a>	2-034



## Organization's Name

---

<a href="#">Suicide</a>	2-035
<a href="#">Safe/Effective Use of Equipment and Supplies</a>	2-036
<a href="#">Durable Medical Equipment and Supplies</a>	2-037
<a href="#">Safe, Operable Equipment</a>	2-038
<a href="#">Environmental Safety Program</a>	2-039
<a href="#">Environmental Safety - Office</a>	2-040
Addendum: <a href="#">Office Environment Checklist</a>	2-040.A
<a href="#">Fire Safety - Office</a>	2-041
<a href="#">Utilities Management - Office</a>	2-042
<a href="#">Equipment Management - Office</a>	2-043
<a href="#">Environmental Safety - Patient</a>	2-044
<a href="#">Fire Safety - Patient</a>	2-045
<a href="#">Utilities Management - Patient</a>	2-046
<a href="#">Natural Disasters/Emergencies</a>	2-047
Addendum: <a href="#">Guidelines for Emergency Management</a>	2-047.A
<a href="#">Basic Home Safety</a>	2-048
Addendum: <a href="#">Fall Reduction Program</a>	2-048.A
<a href="#">Education Resources</a>	2-049
<a href="#">Community Resources</a>	2-050
<a href="#">Telemedicine Program</a>	2-051
Addendum: <a href="#">Telemedicine Equipment and Procedures</a>	2-051.A
<a href="#">Telemedicine Admission Criteria</a>	2-052
<a href="#">Telemedicine Patient Education</a>	2-053
<a href="#">Telemedicine Discharge Criteria</a>	2-054

SAMPLE

**SECTION THREE  
CONTINUOUS QUALITY IMPROVEMENT**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#"><u>Improving Organizational Performance</u></a>	3-001
Addendum: <a href="#"><u>Prioritization of Important Processes</u></a>	3-001.A
Addendum: <a href="#"><u>Sample QAPI Plan</u></a>	3-001.B
<a href="#"><u>Patient Focused Performance Improvement</u></a>	3-002
<a href="#"><u>Family/Caregiver Experience of Care Survey</u></a>	3-003
Addendum: <a href="#"><u>Family/Caregiver Experience of Care Survey for Exempt or Non-Participating Hospice</u></a>	3-003.A
<a href="#"><u>Incident Reporting</u></a>	3-004
Addendum: <a href="#"><u>Examples of Specific Events or Occurrences That Must Be Reported</u></a>	3-004.A
<a href="#"><u>Serious Adverse Events</u></a>	3-005
<a href="#"><u>Root Cause Analysis/Action Plan</u></a>	3-006
Addendum: <a href="#"><u>Root Cause Analysis/Action Plan Form</u></a>	3-006.A
<a href="#"><u>Clinical Record Review</u></a>	3-007
<a href="#"><u>External Databases</u></a>	3-008

SAMPLE

**SECTION FOUR  
EMERGENCY PREPAREDNESS**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<u>Emergency Management Plan</u>	4-001
Addendum: <u>Pyramid Phone Communication Plan</u> *	4-001.A
Addendum: <u>Command Structure</u> *	4-001.B
Addendum: <u>Flow Chart of Alternate Roles and Responsibilities</u> *	4-001.C
Addendum: <u>Hazard Vulnerability Analysis</u> *	4-001.D
Addendum: <u>Plans for Priority Events</u> *	4-001.E
Addendum: <u>Weather Report/Road Conditions</u> *	4-001.F
Addendum: <u>Emergency Management Plan Evaluation Form</u> *	4-001.G
Addendum: <u>Integrated Healthcare Systems</u> *	4-001.H
<u>Pandemic Influenza Preparedness</u>	4-002
Addendum: <u>Reference for Pandemic Influenza Preparedness</u>	4-002.A

SAMPLE

**SECTION FIVE  
FINANCIAL STEWARDSHIP**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#"><u>Financial Management and Control</u></a>	5-001
<a href="#"><u>Financial Reports</u></a>	5-002
<a href="#"><u>Certificates of Insurance</u></a>	5-003
<a href="#"><u>Fiscal Solvency</u></a>	5-004
<a href="#"><u>Fee Determination</u></a>	5-005
<a href="#"><u>Annual Operating Budget</u></a>	5-006
<a href="#"><u>Fixed Assets and Depreciation</u></a>	5-007
<a href="#"><u>Charge Verification</u></a>	5-008
<a href="#"><u>Billing and Collections</u></a>	5-009
<a href="#"><u>Accounts Receivable Review</u></a>	5-010
<a href="#"><u>Bad Debt Policy</u></a>	5-011
<a href="#"><u>Contractual Allowances</u></a>	5-012
<a href="#"><u>Cash Receipts</u></a>	5-013
<a href="#"><u>Purchasing Authorization and Accounts Payable</u></a>	5-014
<a href="#"><u>Payroll Processing</u></a>	5-015
<a href="#"><u>Allocation of Time Worked</u></a>	5-016
<a href="#"><u>Charity Care</u></a>	5-017
<a href="#"><u>Donated Funds</u></a>	5-018

SAMPLE

**SECTION SIX  
INFORMATION MANAGEMENT**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Record Retention</a>	6-001
<a href="#">Access to Information</a>	6-002
<a href="#">Principles of Information Management</a>	6-003
<a href="#">Patient Privacy Rights</a>	6-004
Addendum: <a href="#">Notice of Privacy Practices</a>	6-004.A
<a href="#">Minimum Necessary Uses of PHI</a>	6-005
<a href="#">Minimum Necessary Disclosure of PHI</a>	6-006
<a href="#">Uses and Disclosures of PHI</a>	6-007
<a href="#">Authorization for Uses or Disclosure of PHI</a>	6-008
<a href="#">Minimum Necessary Requests for PHI</a>	6-009
<a href="#">Privacy of Health Information of Deceased Individuals</a>	6-010
<a href="#">Patient Requests for Privacy Restrictions</a>	6-011
<a href="#">Patient Requests for Confidential Communications</a>	6-012
<a href="#">Patient Requests for Access to PHI</a>	6-013
<a href="#">Patient Requests to Amend PHI</a>	6-014
<a href="#">Patient Requests for Accounting of PHI Disclosures</a>	6-015
<a href="#">Fundraising and PHI</a>	6-016
<a href="#">Marketing and PHI</a>	6-017
<a href="#">Privacy Training</a>	6-018
<a href="#">Sanctions for Privacy and Security Violations</a>	6-019
<a href="#">Safeguarding/Retrieval of Clinical/Service Record</a>	6-020
<a href="#">Computer Access to Information</a>	6-021
<a href="#">Clinical/Service Data Collection</a>	6-022
<a href="#">Abbreviations and Symbols</a>	6-023
Addendum: <a href="#">Approved Home Care/Service Abbreviations</a>	6-023.A
Addendum: <a href="#">Unacceptable Home Care/Service Abbreviations</a>	6-023.B
<a href="#">Privacy of PHI</a>	6-024
<a href="#">Breach Analysis</a>	6-025
<a href="#">Breach Notification</a>	6-026
<a href="#">Security Management Process</a>	6-027
<a href="#">Workforce Security</a>	6-028
<a href="#">Information Access Management</a>	6-029
<a href="#">Security Awareness and Training</a>	6-030
<a href="#">Security Incident Procedures</a>	6-031
<a href="#">Contingency Plan</a>	6-032
<a href="#">Evaluation</a>	6-033
<a href="#">Facility Access Controls</a>	6-034
<a href="#">Workstation Use and Security</a>	6-035
<a href="#">Device and Media Controls</a>	6-036
<a href="#">Access Controls: Technical Safeguards</a>	6-037
<a href="#">HIPAA Security Audit Controls</a>	6-038
<a href="#">Integrity Controls</a>	6-039
<a href="#">Person or Entity Authentication</a>	6-040
<a href="#">Transmission Security</a>	6-041
<a href="#">Contents of Clinical Record</a>	6-042
<a href="#">Assembly of Clinical Record</a>	6-043

**SECTION SEVEN  
INFECTION PREVENTION & CONTROL**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Infection Control Plan</a>	7-001
<a href="#">Tuberculosis Exposure Control Plan</a>	7-002
Addendum: <a href="#">Individual TB Risk Assessment</a>	7-002.A
<a href="#">Bloodborne Pathogens and Hepatitis B Exposure Control Plan</a>	7-003
Addendum: <a href="#">Hepatitis B Vaccination Documentation Form</a>	7-003.A
Addendum: <a href="#">Hepatitis B Vaccination Declination Form</a>	7-003.B
Addendum: <a href="#">Recognizing the Dangers</a>	7-003.C
Addendum: <a href="#">Occupational Exposure Risk by Job Classification</a>	7-003.D
<a href="#">Management of Exposures in Personnel</a>	7-004
<a href="#">Record Keeping</a>	7-005
<a href="#">Occupational Exposure Information and Training</a>	7-006
<a href="#">Standard Precautions</a>	7-007
Addendum: <a href="#">Standard Precautions Information for Personnel</a>	7-007.A
<a href="#">Personal Protective Equipment</a>	7-008
Addendum: <a href="#">Protective Device Checklist</a>	7-008.A
Addendum: <a href="#">Required Personal Protective Equipment Form</a>	7-008.B
<a href="#">Hand Hygiene</a>	7-009
<a href="#">Clean vs. Aseptic Technique</a>	7-010
<a href="#">Infection Control/Expanded Precautions</a>	7-011
Addendum: <a href="#">Bed Bug Guidance</a>	7-011.A
<a href="#">Contaminated Materials Disposition</a>	7-012
<a href="#">Contaminated Waste Disposal</a>	7-013
<a href="#">Hazardous Waste Handling</a>	7-014
Addendum: <a href="#">Hazardous Waste Disposal State and Local Regulations*</a>	7-014.A
<a href="#">Accidental Exposure to Blood</a>	7-015
<a href="#">Bag Technique</a>	7-016
<a href="#">Evaluating and Maintaining Records of Infections Among Patients</a>	7-017
Addendum: <a href="#">Infection Identification - Patient Report</a>	7-017.A
<a href="#">Evaluating and Maintaining Records of Infections Among Personnel</a>	7-018
Addendum: <a href="#">Infection Identification - Personnel Report</a>	7-018.A
<a href="#">Reporting of Communicable Diseases</a>	7-019
<a href="#">Communication of Hazards to Personnel</a>	7-020
<a href="#">Equipment Management - Patient</a>	7-021
<a href="#">Safe and Appropriate Use of Medical Equipment Supplies</a>	7-022
<a href="#">Storage of Medications and Nutritional Therapies</a>	7-023
<a href="#">Medical Equipment Malfunction</a>	7-024
<a href="#">Safe Medical Device Act</a>	7-025
<a href="#">Identification, Handling, and Disposal of Hazardous Waste</a>	7-026
<a href="#">Infection Control Precautions</a>	7-027

**SECTION EIGHT  
LEADERSHIP & GOVERNANCE**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Philosophy, Mission, and Purpose</a>	8-001
<a href="#">Mission Statement</a>	8-002
<a href="#">Governing Body</a>	8-003
Addendum: <a href="#">Governing Body Members*</a>	8-003.A
Addendum: <a href="#">Governing Body Orientation Checklist*</a>	8-003.B
<a href="#">Conflict of Interest</a>	8-004
<a href="#">Public Disclosure Statement</a>	8-005
<a href="#">Administrative Qualifications and Responsibilities</a>	8-006
<a href="#">Appointment of Executive Director/Administrator</a>	8-007
<a href="#">Administrator</a>	8-008
<a href="#">Designation of Individual in Absence of Executive Director/Administrator</a>	8-009
<a href="#">Policy Decisions</a>	8-010
<a href="#">Development of Policies and Procedures</a>	8-011
Addendum: <a href="#">Required Policy Checklist</a>	8-011.A
Addendum: <a href="#">Administrative Policy Renewal/Revision Flow Sheet</a>	8-011.B
<a href="#">Ethical Issues</a>	8-012
<a href="#">Nondiscrimination of Policy and Grievances</a>	8-013
<a href="#">Uniform Quality of Care</a>	8-014
<a href="#">Experimental Research and Investigational Studies</a>	8-015
<a href="#">Branch Control</a>	8-016
<a href="#">Aggregation of Data/Information</a>	8-017
<a href="#">Written Agreements for Contracted Services</a>	8-018
Addendum: <a href="#">Written Agreement for Home Care Services*</a>	8-018.A
Addendum: <a href="#">Contract Services Review</a>	8-018.B
<a href="#">Business Associates</a>	8-019
<a href="#">Listing of Services Provided</a>	8-020
<a href="#">Regulatory Compliance</a>	8-021
<a href="#">Organizational Chart</a>	8-022
Addendum: <a href="#">Organizational Charts*</a>	8-022.A
<a href="#">Corporate Compliance Plan</a>	8-023
Addendum: <a href="#">Sample Compliance Report</a>	8-023.A
<a href="#">Corporate Compliance Officer</a>	8-024
<a href="#">Internal Control Systems/Accountabilities</a>	8-025
Addendum: <a href="#">Kickbacks, Inducements and Self-Referral</a>	8-025.A
<a href="#">Contracted Services</a>	8-026
Addendum: <a href="#">Contracted Services Review</a>	8-026.A
<a href="#">Business Planning</a>	8-027
<a href="#">Medicare Hospice Benefit</a>	8-028
<a href="#">Medicaid Hospice Benefit</a>	8-029
<a href="#">Site Visitor Home Visit Consent</a>	8-030
<a href="#">Professional Advisory Committee</a>	8-031
Addendum: <a href="#">Professional Advisory Committee Members*</a>	8-031.A
<a href="#">Contingency Plan if Organization Closes</a>	8-032
<a href="#">Annual Organization Evaluation</a>	8-033
Addendum: <a href="#">Self-Assessment of Health Care Organizational Performance (Sample)</a>	8-033.A

**SECTION NINE  
PATIENT-CENTERED CARE**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Scope of Services</a>	9-001
<a href="#">Financial Responsibility and Medicare Written Notice</a>	9-002
Addendum: <a href="#">Advance Beneficiary Notice (ABN) of Noncoverage</a>	9-002.A
Addendum: <a href="#">Notice of Medicare Provider Noncoverage</a>	9-002.B
Addendum: <a href="#">FFS Expedited Review Detailed Notice</a>	9-002.C
Addendum: <a href="#">Additional CMS Resources for ABN and Expedited Notices</a>	9-002.D
<a href="#">Complaint/Grievance Process</a>	9-003
<a href="#">Referral Disclosure and Care Decisions</a>	9-004
<a href="#">Bill of Rights</a>	9-005
<a href="#">Facilitating Communication*</a>	9-006
Addendum: <a href="#">Organization List of Interpreters*</a>	9-006.A
<a href="#">Advance Directives</a>	9-007
Addendum: <a href="#">Advance Directives Information Statement</a>	9-007.A
Addendum: <a href="#">Durable Power of Attorney for Health Care*</a>	9-007.B
<a href="#">Do Not Resuscitate/Do Not Intubate Orders</a>	9-008
<a href="#">Cardiopulmonary Resuscitation</a>	9-009
<a href="#">Withdrawal of Life-Sustaining Care</a>	9-010
<a href="#">Informed Consent for Patient and Family/Caregiver</a>	9-011
<a href="#">Informed Consent/Refusal of Treatment</a>	9-012
Addendum: <a href="#">Sample Informed Consent for Medical Photography</a>	9-012.A
<a href="#">Assessment of Possible Abuse/Neglect</a>	9-013
Addendum: <a href="#">Organization List of Private and Public Community Agencies that Provide or Arrange for Assessment of Suspected or Alleged Abuse/Neglect Victims</a>	9-013.A
<a href="#">Admission for General Inpatient Care</a>	9-014
<a href="#">Admission for Respite Care</a>	9-015
<a href="#">Unit of Care</a>	9-016
<a href="#">The Plan of Care</a>	9-017
<a href="#">Interdisciplinary Group Plan of Care</a>	9-018
<a href="#">Nursing Care</a>	9-019
<a href="#">Hospice Aide Services</a>	9-020
<a href="#">Psychosocial Services</a>	9-021
<a href="#">Spiritual Care Counseling Services</a>	9-022
Addendum: <a href="#">Hospice Spiritual Concerns</a>	9-022.A
<a href="#">Bereavement Services</a>	9-023
<a href="#">Volunteer Services</a>	9-024
<a href="#">Rehabilitative Services</a>	9-025
<a href="#">Speech Therapy Services</a>	9-026
<a href="#">Nutritional Services</a>	9-027
<a href="#">Continuous Care Services</a>	9-028
Addendum: <a href="#">Responsibilities of Continuous Care Personnel</a>	9-028.A
Addendum: <a href="#">Charting Guidelines for Continuous Care</a>	9-028.B
<a href="#">Inpatient Services</a>	9-029
<a href="#">Pharmacy Services</a>	9-030



ATTACHMENTS

[Crosswalk](#)  
[Glossary of Terms](#)

Attachment I  
Attachment II

SAMPLE