

Compassionate Care Hospice

STANDARDS OF CONDUCT/ETHICAL BEHAVIOR

Policy No: 1009

PURPOSE

Standards of Conduct/Ethical Behavior are an integral part of the Compassionate Care Hospice Compliance Program and are implemented to provide an ethical framework to guide the organization and staff in day-to-day activities. They enhance the ability to fulfill the Compassionate Care Hospice mission to affirm life during the final stages by providing holistic compassionate care to patients and families.

To promote commitment to compliance with all Federal health care program requirements including the commitment to submit accurate claims.

POLICY

All employees of Compassionate Care Hospice, including officers, directors, and contractors and agents involved in the delivery of health care items and services, will adhere to Standards of Conduct/Ethical Behavior and the terms of the Corporate Integrity Agreement

Employees' compliance to these standards is a condition of employment and is to be reviewed at least annually.

MISSION

Compassionate Care Hospice ("CCH") has defined as its mission to affirm life during its final stages by providing holistic compassionate care to patients and their families; by providing access to hospice care for underserved or difficult to serve populations; by wise and efficient use of available resources, and by educating the community in order to provide them with knowledge regarding end-of-life and hospice care around quality of life.

Effective	Reviewed	Revised
10-29-1997	01-12-2005	01-12-2005
	10-01-1998	10-01-1998
	12-02-2008	12-02-2008
	01-05-2009	04-30-2015
	12-28-2015	06-30-2016

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ORGANIZATIONAL COMMITMENT

1. To provide holistic compassionate care to all patients, regardless of race, creed, sex, age, handicap (mental or physical), communicable disease, place of national origin, or insurance coverage and to receive the same quality of care and service throughout the organization.
2. Promote Compassionate Care Hospice's Mission.
3. To remain sensitive to all ethnic, cultural, religious, spiritual, and diversity of our patients and families.
4. To not discriminate against an individual based on whether or not the individual has executed an Advance Directive.
5. To be truthful and accurate in all advertising, marketing, and informational materials.
6. To only contract for care and services it is capable of providing, either directly or through written agreements.
7. To accept for admission only those patients for which the organization can provide safe and effective care.
8. To continually strive for the highest level of skill and expertise of all staff and volunteers and that only qualified, competent staff will be assigned to provide care to patients.
9. To inform the patient/family of any financial benefit to the organization if a patient is referred to another service by a staff member.
10. To require compliance with all Federal health care program requirements including the commitment to submit accurate claims.
11. To take corrective, disciplinary action commensurate to the violation, regardless of employee standing or title.
12. To be compliant with the Compassionate Care Hospice Compliance Plan (policy #2024)

EMPLOYEE COMMITMENT

1. To be mindful and promote Compassionate Care Hospice Mission.
2. To complete daily assignments as scheduled or assigned by the Clinical Director.

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3. To notify their immediate supervisor as soon as possible if an emergency arises that will prohibit the caregiver from completing the daily assignment.
4. To complete all documentation in a timely, accurate manner.
5. To understand that falsification of clinical and/or billing documentation will result in disciplinary action and possible termination of employment.
6. To provide complete and accurate information to patients and caregivers about the palliative nature of hospice care, eligibility, and limitations of coverage.
7. To follow the organization's policies and procedures.
8. To ensure that the patient remains eligible for hospice services and receives appropriate necessary care by providing oversight of the patient's plan of care to the hospice physician and interdisciplinary group (IDG).
9. To follow the organization's financial procedures to assure accuracy of invoices, claim submission, and billing practices.
10. To avoid allowance of their own personal interests or cultural differences to conflict with those of their patients:
 - a) In the event that a staff member feels unable to participate in any aspect of care due to cultural, ethical, or religious belief, he/she should discuss it with the supervisor.
11. To respect the patient's vulnerability and not encourage, ask for or accept from a patient or the patient's family any loan or gift of money or any object of material value.
12. To act, in the course of their duties, solely in the best interests of the organization, without consideration to the interests of any other organization or association of which they are a part.
13. To disclose any transactions which would result in any financial or material benefit to themselves, their families, or any entity in which they hold a significant financial or other interest.
14. To refrain from any such transactions, except upon approval of the Governing Body after full and frank disclosure.
15. To demonstrate integrity in their decision making process and will not be influenced by incentives.
16. To protect the patient and preserve the privacy and security of personal health information (PHI) consistent with Federal (HIPAA) and State laws.

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17. To follow Compassionate Care Hospice Compliance Plan (policy #2024)
18. To report any conduct or activity that is in violation of the hospice program's Standards of Conduct to their supervisor or compliance officer.
19. To report any suspected violations of any Federal health care program or Compassionate Care Hospices' policies or procedures.
20. To ask their supervisor, or compliance officer, if they are not sure whether a particular activity violates the Federal health care program, Standard of Conduct/Ethics, or Compassionate Care Hospice policies and procedures.
21. To the right to report to the compliance officer, or Compliance Hot Line, anonymously without fear of retribution or retaliation, regarding any identified issues or questions associated with Compassionate Care Hospice policy, procedures, conduct, and practices in relation to the Federal health care program.
 - a) Compliance Hot Line: 1-855-234 8147
22. To disclose immediately any debarment, exclusion or suspension or pending action that would exclude participation in Federal health care plan.

COMMITMENT OF THIRD PARTIES

1. All contractors, subcontractors, agents, and other persons who provide patient care items or services, or who perform billing or coding functions on behalf of Compassionate Care Hospice, will receive these Standards of Conduct/Ethical Behavior and must be committed to them.