

Checklist for Evaluating Hospice Programs

Name of hospice program:

Address:

Phone number:

Contact Person:

Where are services provided?

- In your home
- In a special inpatient hospice unit
- In a facility (hospital or nursing home) where the patient is already residing

What services are provided? (check all that apply)

- One or more doctors who can make home, hospital or nursing home visits
- Home health aides
- Shopping and errands
- Meal preparation and nutritional counseling
- Cleaning and household chores
- Respite services if your primary caregiver becomes ill or needs a break
- Prescription medications and medical supplies and equipment
- Interpreters or other special services related to your culture, ethnicity, or lifestyle

What is the plan of care?

Does the hospice program develop a care plan with you and your family?

- Yes
- No

The care plan should include specific duties, who will perform them and how often, and the name and phone number of the supervisor. A good program will develop a care plan by providing a health professional (not a clerk or administrative assistant) who will:

- Talk with you and your family in your home (not just over the telephone).
- Talk with your doctor or other health professionals.
- Write down the care plan and give copies to everyone who will be involved in your care.

Who provides the care? (check all that apply)

- Family members
- Hospice staff
- Your doctor

Licensing and certification: Is the plan:

- Medicare-certified
- State-licensed (All state health departments certify hospice programs)
- Accredited by one or more professional organizations:
 - Accreditation Commission for Home Care, Inc.
 - Community Health Accreditation Program
 - Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
 - National Committee for Quality Assurance (NCQA)

Are the hospice nurses certified by the Hospice Nurses Association?

- Yes No

Are the hospice doctors certified by the American Board of Hospice and Palliative Medicine?

- Yes No

Is this program covered by your insurance?

- Yes No

Doctors who refer patients to this program.

References: Families who have used the program and contact information.

Notes from visit:



Accredited by The Joint Commission



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