HOSPICE AIDE SERVICES

Policy #: CP229

NHPCO Standard(s): WE 20; WE 20.1; WE 20.2

BOD Approval/Review 02/07/2019

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POLICY

High Peaks Hospice (HPH) will use Hospice Aides (HA) to provide appropriate levels of care to HPH patients, including personal care, light housekeeping and homemaker services in accordance with federal and state regulations and guidelines.

PROCEDURE

1. Hospice Aides (HAs) will have successfully completed the required New York State Home Health Aide Certification Program and have current certification upon hiring.

2. HAs will operate under the supervision of a Registered Nurse (RN).

3. The need for HA services is assessed on patient admission and with status changes with input from the Interdisciplinary Team (IDT).

4. The RN or designee will obtain an order for HA services from the attending physician and develop the HA Plan of Care in cooperation with the patient/family.

   A. The primary goal of the HA Plan of Care is to promote and maintain comfort, hygiene and safety for the patient/family.

   B. A copy of the HA Plan of Care will be accessible in the patient’s home.

5. If an HPH HA employee is not available, a contracted agency may be asked to provide a Home Health Aide under contract with HPH. All placement efforts will be documented.

6. The initial HA Visit to a patient is made jointly with the HPH RN to orient the HA, review the care plan, and provide instructions as needed.

7. The HA will promptly report to the RN or designee any observed changes in the patient’s physical or mental condition or comfort, or changes in the care giving situation at home.
8. The HPH RN will make an on-site supervisory visit with the patient/family no less frequently than every 14 days to assess the quality of care and services provided by the HA. The HA does not have to be present.

9. The RN will make a joint visit with the HA to observe and evaluate services provided by the HA no less frequently than every 90 days to ensure that services ordered by the IDT are meeting the patient’s needs. The RN will document the visit in the patient’s medical record.

   A. If an area of concern is noted, the RN must make another on-site visit to observe and assess the HA’s performance.

   B. If the area of concern is verified by the RN during the on-site visit, then the supervisor must conduct, and the HA must complete, a competency evaluation.

10. HAs shall participate in at least 12 hours of in-service education per year.

   A. The training may occur while the HA is furnishing care to a patient or in another setting, provided or supervised by a RN.

   B. Documentation of this training will be maintained in the HA’s personnel file in the Administration Office.

LAST REVIEW DATE: IDT 01/24/18

LAST UPDATED: Comp Coord 01/01/18, 02/07/18, 2/13/19

BOARD APPROVAL: February 7, 2019