SCOPE OF SERVICES

NHPCO Standard(s): EBR 4.2; CES 8.1; IA 4; WE 16.2

Policy #: CP259

BOD Approval/Review
05/23/17

Regulatory Citation(s): COPs 418.100, 10 NYCRR 793.7(b), 794.1(c)

POLICY

The High Peaks Hospice (HPH) Board of Directors has the overall authority for the direction, management, quality performance improvement and operation of HPH.

Goal of Care and Services:

The goal of hospice is to address the physical, psychosocial and spiritual and emotional needs of a terminally ill patients and/or family members during the advanced stages of illness, through the dying process, and into bereavement. In order to accomplish this goal, a variety of services are provided by an interdisciplinary team, across settings and on a 24 hour a day, 7 day a week basis.

Patients/Families Served:

Patients of any age, with a terminal illness who reside in the program’s catchment area and agree with the hospice emphasis on palliative rather than curative care are eligible for services, providing hospice has adequate numbers of qualified staff to ensure the patient care needs will be met in a safe and timely manner. Individual end-of-life patient/family goals are established by the patient and their families.

Professional Management Responsibility:

Services are provided based on a detailed assessment by a qualified team member and in accordance with the interdisciplinary plan of care. Included in the interdisciplinary plan of care are individualized end-of-life goals established by the patient and their families in conjunction with the Hospice Team. Please refer to the discipline specific scope of service policies for detailed information regarding the provisions of each service listed.

1. Provided directly by staff:
   A. Nursing services
   B. Psychosocial services
   C. Volunteer services
   D. Hospice Aide and Personal Care Services
   E. Spiritual Services
   F. Bereavement services
2. Provided through a contractual agreement
   A. Skilled Nursing home care
   B. Inpatient care (contracted hospitals in each county served)
   C. Hospice aide and personal care services
   D. Nursing services for continuous care and periods of peak census
   E. Physical therapy, occupational therapy, speech/language pathology, audiology, etrerostmal therapy, and respiratory therapy
   F. Physician services
   G. Medical supplies
   H. Medical equipment and appliances
   I. Home infusion therapy
   J. Pharmaceuticals
   K. Laboratory services
   L. Dietary Counseling services

3. Other services
   A. Patients have access to additional services (radiation therapy, emergency services, and other outpatient services) as arranged by their attending physician and in accordance with their interdisciplinary plan of care.
   B. Transportation services, as approved by the Patient Care Coordinator or designee are provided either by volunteer ambulance services or by licensed vendors.

Limitations:

Hospice home care services are, by nature, intermittent services, except for continuous care. Hospice does not provide cardiopulmonary resuscitation, dialysis, or curative treatments. Proposed medical treatments are evaluated jointly by the hospice team, the patient and the family, and the attending physician in terms of their benefit and cost (monetary and physical/psychosocial), and in term of the hospice’s ability to provide adequate numbers of qualified staff to perform the procedure/treatment, prior to inclusion in the plan of care. All services are individualized according to patient need, geographic location and availability of services and resources.

Geographic Area Served:

Services are provided to residents of Franklin, Essex, Hamilton, St. Lawrence, Warren and Washington Counties. Residents of other counties may be admitted to HPH services provided the necessary approvals are received from the Department of Health and the hospice in the patient’s county of residence.

Locations Served Within Each County:

Services are provided in patients’ homes, in nursing homes, and in inpatient facilities. Services are provided under a contractual agreement between the facility
and HPH. The contractual agreements define the responsibilities of the contracted provider and HPH in the provision of care.

**Hours of Operation:**

All Offices are open from 8:00 a.m. to 4:00 p.m., Monday through Friday, except scheduled Holidays. At a minimum, nursing, pharmacy, and physician services are available on a 24 hour a day, 7 days a week basis using an on-call system.

**LAST REVIEW DATE:** IDT 02/08/17, Clinical Comm 04/25/17

**LAST UPDATED:** Comp Coord 06/03/16, 04/05/17, 05/15/17, 09/01/18

**BOARD APPROVAL:** May 23, 2017