Hospice questions

1. Is the hospice Medicare-certified?

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2. Has the hospice been surveyed by a state or federal oversight agency in the last 5 years?

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3. Is the organization an NHPCO member and does it comply with all aspects of NHPCO’s Standards for Hospice Programs?

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4. Is the hospice accredited by a national organization?

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_____________________________________________________________________________

5. Does the hospice conduct a family evaluation survey?

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_____________________________________________________________________________

6. Does the hospice own or operate a care facility to provide home-like care in a hospice residence, hospital, or nursing home?

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_____________________________________________________________________________

7. Are clinical staff (physicians, nurses, social workers) certified or credentialed in hospice and palliative care?

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8. What services do volunteers offer, and if requested, how quickly will a volunteer be available?

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_____________________________________________________________________________

9. Will staff come to the home if there is a crisis at any time of the day or night and on weekends? Who is available to make the home visit (nurses, doctors, social workers, chaplains)?

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_____________________________________________________________________________
10. If the patient needs to go to a hospital or nursing home, with which ones does/doesn’t the hospice work?

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11. What “extra” services does the hospice offer?

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12. How long has the hospice been operating in the community?

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_____________________________________________________________________________

13. How many patients are assigned at any one time to each hospice staff member who will be caring for the patient?

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_____________________________________________________________________________

14. What screening and type of training do hospice volunteers receive before they are placed with patients and families?

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15. How quickly can the intake/admissions staff come to begin the admissions process? Is someone available at night or on weekends?

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_____________________________________________________________________________

16. What is the organization’s governance structure?

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