a member of the interdisciplinary
group.
(2) Instructions for homemaker du-
ties must be prepared by a member of
the interdisciplinary group.
(3) Homemakers must report all con-
cerns about the patient or family to
the member of the interdisciplinary
group who is coordinating homemaker
services.
[73 FR 32204, June 5, 2008, as amended at 74
FR 39413, Aug. 6, 2009]
§ 418.78 Conditions of participation—
Volunteers.
The hospice must use volunteers to
the extent specified in paragraph (e) of
this section. These volunteers must be
used in defined roles and under the su-
pervision of a designated hospice em-
ployee.
(a) Standard: Training. The hospice
must maintain, document, and provide
volunteer orientation and training that
is consistent with hospice industry
standards.
(b) Standard: Role. Volunteers must
be used in day-to-day administrative
and/or direct patient care roles.
(c) Standard: Recruiting and retaining.
The hospice must document and dem-
onstrate viable and ongoing efforts to
recruit and retain volunteers.
(d) Standard: Cost saving. The hospice
must document the cost savings
achieved through the use of volunteers.
Documentation must include the fol-
lowing:
(1) The identification of each position
that is occupied by a volunteer.
(2) The work time spent by volun-
teers occupying those positions.
(3) Estimates of the dollar costs that
the hospice would have incurred if paid
employees occupied the positions iden-
tified in paragraph (d)(1) of this section
for the amount of time specified in
paragraph (d)(2) of this section.
(e) Standard: Level of activity. Volun-
tees must provide day-to-day adminis-
trative and/or direct patient care serv-
dices in an amount that, at a minimum,
equals 5 percent of the total patient
care hours of all paid hospice employ-
ees and contract staff. The hospice
must maintain records on the use of
volunteers for patient care and admin-
istrative services, including the type of
services and time worked.
Subpart D—Conditions of partici-
pation: Organizational Envi-
ronment
SOURCE: 73 FR 32204, June 5, 2008, unless
otherwise noted.
§ 418.100 Condition of Participation:
Organization and administration of
services.
The hospice must organize, manage,
and administer its resources to provide
the hospice care and services to pa-
tients, caregivers and families nec-
essary for the palliation and manage-
ment of the terminal illness and re-
lated conditions.
(a) Standard: Serving the hospice pa-
tient and family. The hospice must pro-
vide hospice care that—
(1) Optimizes comfort and dignity;
and
(2) Is consistent with patient and
family needs and goals, with patient
needs and goals as priority.
(b) Standard: Governing body and ad-
ministrator. A governing body (or des-
ignated persons so functioning) as-
sumes full legal authority and respon-
sibility for the management of the hos-
pice, the provision of all hospice serv-
ces, its fiscal operations, and contin-
uous quality assessment and perform-
ance improvement. A qualified admin-
istrator appointed by and reporting to
the governing body is responsible for
the day-to-day operation of the hos-
pice. The administrator must be a hos-
pice employee and possess education
and experience required by the hosp-
pice’s governing body.
(c) Standard: Services. (1) A hospice
must be primarily engaged in providing
the following care and services and
must do so in a manner that is con-
sistent with accepted standards of
practice:
(i) Nursing services.
(ii) Medical social services.
(iii) Physician services.
(iv) Counseling services, including
spiritual counseling, dietary coun-
seling, and bereavement counseling.
(v) Hospice aide, volunteer, and
homemaker services.
(vi) Physical therapy, occupational
therapy, and speech-language pathol-
ogy services.
(vii) Short-term inpatient care.