

# California Hospice and Palliative Care Association Hospice Operations Certification

Module	Description / objectives	Time allotted	Applicable roles	Required completion frequency
<u>Module I</u> <b>Oversight Entities for Hospice, Current California Department of Public Health Hospice State License Requirements</b>	<p>This 2-hour course will review the administrative, oversight and investigative responsibilities of each public and private entity. The California Public Health Department requirements for licensure and ownership will also be reviewed.</p> <p>The learner will be able to discuss the role each entity plays in the oversight of California hospice agencies and the process for hospice license updates, renewals and ownership or information changes.</p>	2 hours	Hospice Agency Administrator Hospice Medical Director Director of Patient Care Services	Initial training must be completed within 3 months of initial role assignment
<u>Module II</u> <b>Hospice services and administration</b>	<p>This 6-hour course includes a review of the core and non-core hospice services, the roles and responsibilities of the governing body and agency leadership and human resource management.</p> <p>The learner will be able to discuss the qualifications, roles and responsibilities of core and non-core interdisciplinary members, agency leadership, the governing body and hospice agency human resource management requirements.</p>	6 hours	Hospice Agency Administrator Hospice Medical Director Director of Patient Care Services	Initial training must be completed within 3 months of initial role assignment
<u>Module III</u> <b>Safety, integrity and continuity of hospice operations</b>	<p>This 6-hour course includes a discussion of the program requirements for emergency preparedness, infection control, complaint and quality management, fraud waste and abuse prevention, detection, investigation and reporting and the Medicare survey certification survey process.</p> <p>The learner will be able to discuss the components of each program requirement and detail the definitions and importance of fraud, waste and abuse surveillance. The learner will also understand the regulatory requirements of controlled substance management and how the Medicare survey process is implemented.</p>	6 hours	Hospice Agency Administrator Hospice Medical Director Director of Patient Care Services	Annually
<u>Module IV</u> <b>Patient care administration, CMS- Title 42 of the Code of Federal Regulation, Chapter IV, Part 418</b>	<p>This 6-hour course will review each component of patient care administration, California Advance Health Care Directives and End of Life Option Act. The CMS requirements regarding patient care, conditions of payment and quality reporting will also be reviewed.</p> <p>The learner will be able to support the patient care requirements for a California hospice agency with CMS conditions of participation and how agency compliance with the requirements impacts payment for services.</p>	6 hours	Hospice Agency Administrator Hospice Medical Director Director of Patient Care Services	Annually

## **MODULE I:**

### *Oversight Entities for Hospice, Current California Department of Public Health Hospice State License Requirements*

1. Oversight Entities for Hospice
  - a. California Department of Public Health
  - b. California Department of Justice Office of Attorney General
  - c. California Department of Health Services
  - d. California Department of Social Services
  - e. County of Los Angeles Public Health
  - f. Centers for Medicare and Medicaid services
  - g. U.S. Department of Health and Human Services Office of Inspector General
  - h. U.S. Department of Justice
2. Current California Department of Public Health Hospice State License Requirements
  - a. Chapter 8.5 of Division 2 of the Health and Safety Code
  - b. Applicable requirements for:
    - i. Initial license and survey
    - ii. Change of ownership
    - iii. Change of information
    - iv. Multiple locations
    - v. License renewals

## **MODULE II:**

### *Hospice services and administration*

3. Hospice Services
  - a. Core Services
    - i. Physician – Hospice Medical Director, Hospice Physician, Attending Physician
      - a. Qualifications
      - b. Responsibilities
    - ii. Nursing -Skilled and LVN
      - a. Qualifications
      - b. Responsibilities
    - iii. Social Work
      - a. Qualifications
      - b. Responsibilities
    - iv. Counseling – spiritual, bereavement, dietary
      - a. Qualifications
      - b. Responsibilities
  - b. Non-core services
    - i. Hospice aide and Homemaker
      - a. Qualifications
      - b. Responsibilities
    - ii. Volunteers
      - a. Qualifications
      - b. Responsibilities
    - iii. Therapies – PT, OT, SLP
      - a. Qualifications
      - b. Responsibilities

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4. Hospice Administration
  - a. Agency administration
    - i. Governing Body
      - a. Responsibilities
      - b. Administrative Policies
        - a. Development and administration
        - b. Required content
    - ii. Agency Administrator
      - a. Qualifications
      - b. Responsibilities
    - iii. Director of Patient Care Services
      - a. Qualifications
      - b. Responsibilities
  - b. Human Resource Management
    - i. Federal requirements
      - a. The Americans with Disabilities Act
      - b. The Civil Rights Act of 1991
      - c. The Rehabilitation Act of 1993
      - d. The Family and Medical Leave Act of 1993
    - ii. Employee and volunteer personnel requirements
      - a. Criminal background checks
      - a. State and federal exclusion lists
      - b. Health screenings
      - c. Initial and annual competency evaluations
      - d. Orientation and education
    - iii. Contractual Services (vendor, facility, and provider services)
      - a. Requirement and application
      - b. Required agreement content
    - iii. Policy Administration
      - a. Application
      - b. Requirements

## **MODULE III:**

### *Safety, integrity, and continuity of hospice operations*

5. Safety, integrity, and continuity of hospice operations
  - a. Emergency Preparedness Plan
    - i. Required components
    - ii. Training and communication
    - iii. Implementation
    - iv. Testing
    - v. Evaluation
  - b. Infection Control Program
    - i. Surveillance, recording, investigation, and reporting
    - ii. Prevention
    - iii. Education
  - c. Complaint management
    - i. Agency process - documentation, investigation, and follow-up
    - ii. Safety threats and incidents involving patients or personnel

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- iii. Criminal misconduct – investigation and reporting of abuse, neglect, and exploitation
- d. Fraud, Waste and Abuse
  - i. Training
  - ii. Surveillance
  - iii. Reporting
  - iv. Protection from retaliation
- e. Patient Records
  - i. Content and documentation of services
  - ii. HIPAA
    - a. The Privacy Rule
    - b. The Security Rule
    - c. The Breach Notification Rule
  - iii. Storage and maintenance
- f. Controlled substance prescription, dispensation, and destruction management
- g. Quality Program
  - i. Program
  - ii. Processes
  - iii. Plan
  - iv. Monitoring
  - v. Utilization Review
- 6. Program surveys
  - a. Medicare certification surveys
    - i. Deemed status
    - ii. Frequency
    - iii. Deficiency levels
      - a. Condition-level
      - b. Standard-level
      - c. State operations manual resource -L-tags

## **MODULE IV:**

*Patient care administration, CMS- Title 42 of the Code of Federal Regulation, Chapter IV, Part 418*

- 7. Patient Care Administration
  - a. Election of Hospice
  - b. Patient rights and responsibilities
    - i. Required policies
    - ii. Required notifications
    - iii. Advance Health Care Directives
      - a. California End of Life Option Act
  - c. Initial and comprehensive assessment
  - d. Plan of Care
  - e. Coordination of care
  - f. Levels of care
  - g. Death pronouncement
  - h. Live discharge and transfer
- 8. CMS- Title 42 of the Code of Federal Regulation, Chapter IV, Part 418
  - a. Medicare Conditions of Participation
    - i. 22 Conditions of participation (CoPs)

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- a. Subpart C: Patient Care (13 CoPs)
- b. Subpart D: Organization Environment (9 CoPs)
- b. Subpart F: Covered Services –
  - i. Compliance with conditions of payment
    - a. Medical necessity
    - b. Hospice election
    - c. Plan of care
    - d. Certification of terminal illness
- c. Subpart G - Payment for Hospice Care
  - i. Level of care days
  - ii. Service intensity add-on
  - iii. Hospice quality reporting program requirements