

Notes from Quality Partners Call
March 18, 2008
Ethical Behavior and Consumer Rights

EBR 1.1a Some patients are getting expensive procedures (like stents) at the order of their physician for comfort care. Hospices on the call were paying for these procedures.

EBR 1.5a Some patients obtain care from non-contracted facilities. Some hospices are absorbing the costs of this care for public relations purposes. Others explain to patients and their families that they may be financially responsible if they seek care outside of the contracted facilities. Some have had patients revoke in order to obtain care in a non-contracted facility.

EBR 2.3b Records are generally being kept for 7-10 years. One hospice keeps its records on minors indefinitely.

EBR 4.1 A copy of patients' rights and responsibilities can be posted in the hospice offices. The policy on patients' rights and responsibilities can also include that members of the community may receive a copy of the rights and responsibilities upon request.

EBR 4.2e Patients in research studies can be protected by using the Institutional Review Board process of a local larger hospital and by having an informed consent specific to the research protocol.

EBR 5.1c All hospices had a policy on staff not giving out personal phone numbers but many acknowledged that staff will still sometimes do this. It was suggested that hospices provide an annual review of boundary issues with staff.

EBR 6.2a One hospice is using the ELNEC curriculum for educating staff regarding ethics issues. Materials can be found at www.aacn.nche.edu/elnec.

EBR 7.1 It was suggested that hospices include a statement regarding wait time for family members/caregivers to volunteer in a hospice in any written materials intended to inform the public about volunteer opportunities or to recruit volunteers.