



Hospice questions

1. Is the hospice Medicare-certified?

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

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

4. Is the hospice accredited by a national organization?

5. Does the hospice conduct a family evaluation survey?

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

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

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

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?

11. What "extra" services does the hospice offer?

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

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

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

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

16. What is the organization's governance structure?
