



HOME VISIT AUDIT CHECKLIST



The checklist below details performance expectations that will be reviewed for evidence of compliance during your ACHC Hospice Accreditation survey. To prepare for your survey, use this checklist as you observe clinicians performing home visits with patients. This form can help you determine if your organization is in compliance with applicable standards. For any areas found to be out of compliance, it is recommended that an internal Plan of Correction be implemented and results monitored for compliance.

Staff Name and Title: _____ Date: _____

Supervisor: _____

Performance Expectations	Met	Not Met	Comments
Infection Control			
During a home visit, the clinician:			
Follows standard precautions based on care provided (wound care, Foley catheter care, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	
Uses appropriate Personal Protective Equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>	
Follows proper handwashing practices per hospice policy, including procedure, supplies, and intervals.	<input type="checkbox"/>	<input type="checkbox"/>	
Follows proper bag technique practices per hospice policy, including use of surface barriers, designation of clean/dirty areas, and maintenance and cleaning of equipment and bag within the home and car.	<input type="checkbox"/>	<input type="checkbox"/>	
Ensures hazardous waste is accepted, transported, and disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>	
Patient Rights			
Clinician honors patient rights by ensuring the patient has the right to:			
Have their property and person treated with respect, consideration, and recognition of patient dignity and individuality.	<input type="checkbox"/>	<input type="checkbox"/>	
Exercise their rights as a patient of the hospice, or patient's family/legal representative may exercise the patient's rights when the patient has been judged incompetent.	<input type="checkbox"/>	<input type="checkbox"/>	



Performance Expectations	Met	Not Met	Comments
Be able to identify visiting personnel members through hospice-generated photo identification.	<input type="checkbox"/>	<input type="checkbox"/>	
Be free of mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source and misappropriation of patient's property, with the right to report and have any allegation investigated.	<input type="checkbox"/>	<input type="checkbox"/>	
Care Provided			
Clinician ensures that care provided to clients/patients is performed:			
In accordance with patient's plan of care.	<input type="checkbox"/>	<input type="checkbox"/>	
With patient involvement in any changes to the plan of care.	<input type="checkbox"/>	<input type="checkbox"/>	
In accordance with scope of practice, hospice policies and procedures, and/or job description.	<input type="checkbox"/>	<input type="checkbox"/>	
With respect to various cultural backgrounds, beliefs, and religions.	<input type="checkbox"/>	<input type="checkbox"/>	
With respect to communication or language barriers.	<input type="checkbox"/>	<input type="checkbox"/>	
With medication reconciliation performed.	<input type="checkbox"/>	<input type="checkbox"/>	
Documentation/Information Received in Writing			
Clinician ensures that the following is documented as being received in writing by the patient or their representative:			
Services covered under the Medicare hospice benefit; scope of services that the hospice will provide; specific limitations on services; current charges, including payment for care/service expected from third parties; and any charges the patient is responsible for.	<input type="checkbox"/>	<input type="checkbox"/>	
Hospice's process for receiving, investigating, and resolving complaints about services to include: <ul style="list-style-type: none"> ■ Hospice's telephone number and contact person. ■ State's toll-free hotline telephone number(s), contact information, hours of operations. ■ ACHC's telephone number. 	<input type="checkbox"/>	<input type="checkbox"/>	
Patient Rights and Responsibilities statement. Must be understandable to persons who have limited English proficiency and accessible to individuals with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	

Performance Expectations	Met	Not Met	Comments
Information on advance directives and the agency's policies on resuscitation, medical emergencies, and accessing 911 services (EMS).	<input type="checkbox"/>	<input type="checkbox"/>	
Confidentiality/privacy practices and policies.	<input type="checkbox"/>	<input type="checkbox"/>	
Information regarding involvement of family/caregivers as volunteers.	<input type="checkbox"/>	<input type="checkbox"/>	
Patient education related to treatment, disease, and medication management to include but not be limited to physical and psychological aspects of dying, palliative care, end-of-life issues, and pain and symptom management.	<input type="checkbox"/>	<input type="checkbox"/>	
Safety and infection control education materials.	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency preparedness education materials.	<input type="checkbox"/>	<input type="checkbox"/>	
Potential Patient Interview Questions			
Clinician ensures that the client/patient is aware of and has the ability to answer the following types of questions:			
Did you receive information about services covered under the hospice, the scope of services the hospice will provide, and specific limitations on those services?	<input type="checkbox"/>	<input type="checkbox"/>	
Were you given the opportunity to choose your healthcare provider/attending physician?	<input type="checkbox"/>	<input type="checkbox"/>	
How did the hospice inform you of your patient rights?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you receive information on advance directives?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you know how to contact the hospice after hours?	<input type="checkbox"/>	<input type="checkbox"/>	
Were you informed of your financial responsibilities at the start of care/service or when changes occurred?	<input type="checkbox"/>	<input type="checkbox"/>	
Has the hospice responded timely to any concerns or issues you've had?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you received education on disease management as appropriate to the care/service being provided?	<input type="checkbox"/>	<input type="checkbox"/>	
Are you aware of the proper use, safety hazards, and infection control issues related to the use and maintenance of any equipment and care/services provided?	<input type="checkbox"/>	<input type="checkbox"/>	

Performance Expectations	Met	Not Met	Comments
What safety training/education have you received?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you participate in, and have you been instructed on your plan of care?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you know when staff are going to visit and if there is a change, do they let you know?	<input type="checkbox"/>	<input type="checkbox"/>	
Are you aware of what is provided by the Medicare hospice benefit?	<input type="checkbox"/>	<input type="checkbox"/>	
How would you notify the hospice of problems, concerns, and complaints?	<input type="checkbox"/>	<input type="checkbox"/>	
Are you satisfied with the services you are receiving?	<input type="checkbox"/>	<input type="checkbox"/>	