



NHPCO'S QUALITY PROGRAM AND Standards of Practice

National Hospice and Palliative Care Organization's Quality Program, Quality Partners, encompasses ten key components of quality that offer hospice providers a clear framework for a 360-degree surveillance of their entire operation, focusing on both clinical and non-clinical areas. The overall goal of the program is to help hospice providers measurably show organizational excellence and demonstrate improvement efforts across all areas of hospice operations. In addition, Quality Partners will assist hospice providers in meeting requirements in the Medicare Hospice Conditions of Participation which now require Medicare-certified providers to implement and maintain a Quality Assessment Performance Improvement (QAPI) process for their organization. For more information about the Quality Partners program, see page ii and visit www.nhpc.org/quality.

The *Standards of Practice for Hospice Programs (2010)* have been organized around the following ten components, which provide a framework for developing and implementing QAPI, thus reflecting NHPCO's commitment to ensuring that members have the tools and resources that ultimately will result in improving care of patients and their families.

- ✘ **Patient and Family-Centered Care:** Providing care and services that are responsive to the needs and exceed the expectations of those we serve.
- ✘ **Ethical Behavior and Consumer Rights:** Upholding high standards of ethical conduct and advocating for the rights of patients and their family caregivers.
- ✘ **Clinical Excellence and Safety:** Ensuring clinical excellence and promoting safety through standards of practice.
- ✘ **Inclusion and Access:** Promoting inclusiveness in our community by ensuring that all people — regardless of race, ethnicity, color, religion, gender, disability, sexual orientation, age, disease or other characteristics — have access to our programs and services.
- ✘ **Organizational Excellence:** Building a culture of quality and accountability within our organization that values collaboration and communication and ensures ethical business practices.
- ✘ **Workforce Excellence:** Fostering a collaborative, interdisciplinary environment that promotes inclusion, individual accountability and workforce excellence, through professional development, training, and support to all staff and volunteers.
- ✘ **Standards:** Adopting the NHPCO *Standards of Practice for Hospice Programs* and/or the National Consensus Project's *Clinical Practice Guidelines for Quality Palliative Care* as the foundation for our organization.
- ✘ **Compliance with Laws and Regulations:** Ensuring compliance with applicable laws, regulations, and professional standards of practice, implementing systems and processes that prevent fraud and abuse.
- ✘ **Stewardship and Accountability:** Developing a qualified and diverse governance structure and senior leadership who share the responsibilities of fiscal and managerial oversight.
- ✘ **Performance Measurement:** Collecting, analyzing, and actively using performance measurement data to foster quality assessment and performance improvement in all areas of care and services.