

UTAH DEPARTMENT OF HEALTH

UTAH HOSPICE & PALLIATIVE CARE
ORGANIZATION
ANNUAL MEETING
NOVEMBER 13-14, 2019

Introductions



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Region VIII Certified Current Active Hospice Agencies

as of 8/28/19

State	# of Hospice Agencies	*2018 Population Estimate
Utah	86	3,161,105
Colorado	70	5,695,564
Montana	29	1,062,305
North Dakota	13	760,077
South Dakota	15	882,235
Wyoming	15	577,737

*From U.S. Census Bureau

Terminated Hospice Providers Calendar Year 2019

State	Terminated Providers
Utah	1
Colorado	0
Montana	0
North Dakota	0
South Dakota	0
Wyoming	0

Hospice Surveys Completed Fiscal Year 2019

As of 8/18/19

State	Recertification Surveys		Complaint Surveys		Total
	# of Surveys	% of Providers	# of Surveys	% of Providers	
Utah	13	14.9%	5	5.8%	18
Colorado	12	17.1%	7	10%	19
Montana	9	31%	0	0.0%	9
North Dakota	5	38.5%	0	0.0%	5
South Dakota	4	26.7%	1	6.7%	5
Wyoming	4	26.7%	1	6.7%	5

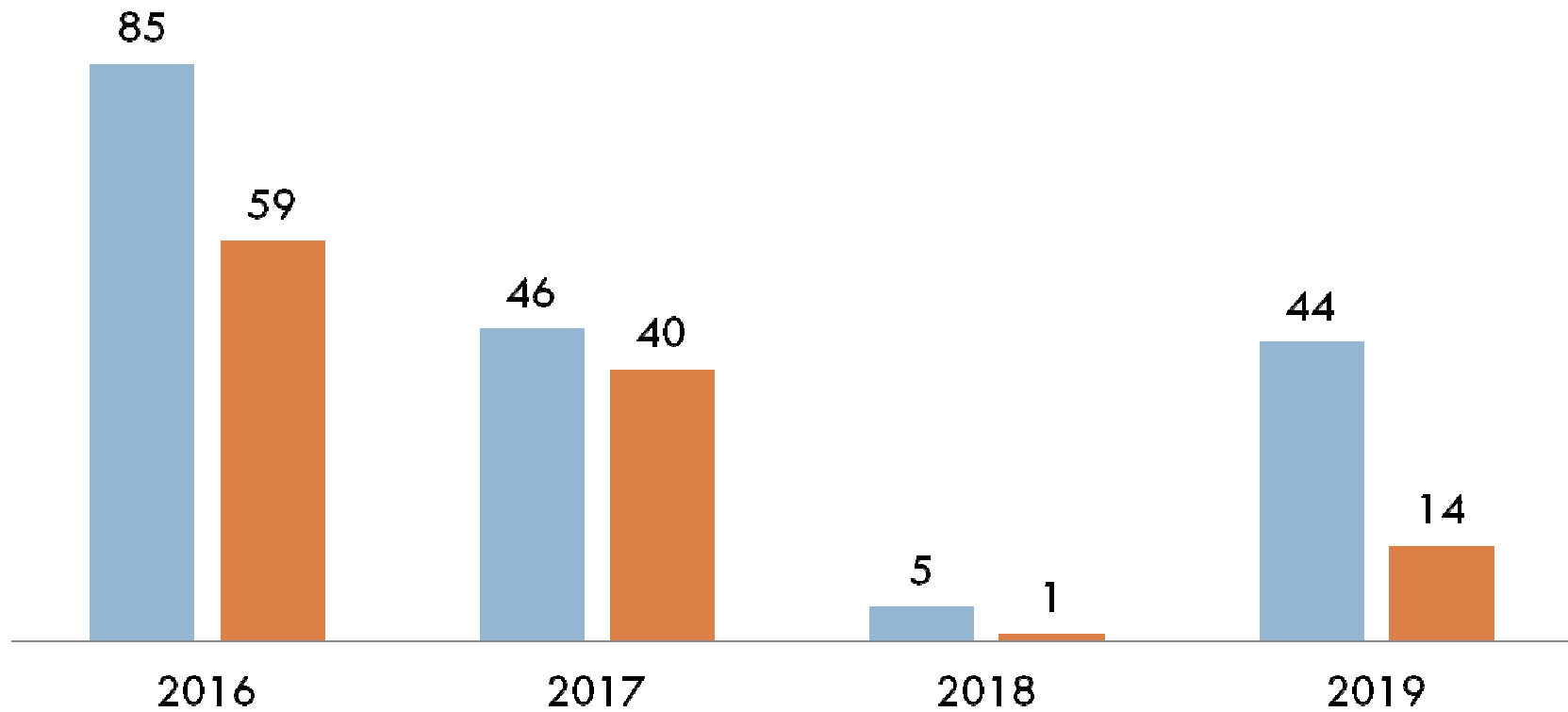
Hospice Deficiency Count Fiscal Year 2019

State	Standard Level Deficiencies	Condition Level Deficiencies	Total
Utah	44	14	58
Colorado	37	4	41
Montana	19	0	19
North Dakota	5	0	5
South Dakota	6	0	6
Wyoming	5	0	5

Deficiency Count Over the Years

Chart Title

■ Standards ■ Conditions



Hospice Average Deficiencies Per Recertification Survey Fiscal Year

2019

State	Standard Level Deficiencies	Condition Level Deficiencies
Utah	2.4	0.8
Colorado	1.8	0.1
Montana	2.1	0.0
North Dakota	1.0	0.0
South Dakota	1.5	0.0
Wyoming	1.3	0.0

Hospice Average Deficiencies Per **Complaint** Survey Fiscal Year

2019

State	Standard Level Deficiencies	Condition Level Deficiencies
Utah	2.6	0.6
Colorado	2.3	0.4
Montana	N/A	N/A
North Dakota	N/A	N/A
South Dakota	N/A	N/A
Wyoming	N/A	N/A

Most Cited Deficiencies Of 2019 - Utah

Tag #	Description	% Surveys Cited
531	Content of comprehensive assessment	17.6%
692	Administration of drugs and biologicals	11.8%
545 547	Content of plan of care	11.8%
587	Core services	11.8%
596	Counseling services	11.8%
795	Criminal background checks	11.8%
648	Organizational environment	11.8%
653	Services	11.8%

L-531

Description

Standard Level Deficiency- Content of Comprehensive Assessment

Bereavement. An initial bereavement assessment of the needs of the patient's family and other individuals focusing on the social, spiritual, and cultural factors that may impact their ability to cope with the patient's death.

L-545

Description

Standard Level Deficiency- Content of the POC

The hospice must develop an individualized plan of care for each patient. The POC must reflect patient and family goal and interventions based on the problems identified in the initial, comprehensive, and updated comprehensive assessment.

L-692

Description

Standard Level Deficiency- Administration of drugs & biologicals

The interdisciplinary group, as part of the review of the plan of care, must determine the ability of the patient and/or family to safely self-administer drugs and biologicals to the patient in his or her home.

L-547

Description

Standard Level Deficiency- Content of the POC

A detailed statement of the scope and frequency of services necessary to meet the specific patient and family needs.

L-795

Description

Standard Level Deficiency- Criminal Background Checks

The hospice must obtain a criminal background check on all hospice employees who have direct patient contact or access to patient records. Hospice contracts must require that all contracted entities obtain criminal background checks on contracted employees who have direct patient contact or access to patient records.

L-587 & L-596

Tag #	Description
L 587	Condition Level Deficiency- Core Services Physician, Nursing, Social, and Dietary Services as well as Spiritual Counseling
L 596	Have an organized program for the provision of bereavement services furnished under the supervision of a qualified professional with experience or education in grief or loss counseling.

L-648 & L-653

Tag #	Description
L 648	Condition Level Deficiency- Organization & Administration of Services
L 653	Nursing services, physician services, and drugs and biologicals (as specified in §418.106) must be made routinely available on a 24-hour basis 7 days a week. Other covered services must be available on a 24-hour basis when reasonable and necessary to meet the needs of the patient and family.

The Importance of Transparency



- Transparency is the ease in which an outsider can tell what is going on inside a process.
 - Lack of transparency. What the surveyor sees:
 - ❖ Manufacturing documentation
 - ❖ Disorganized/inefficient
 - ❖ Objectionable competence

Hospice Survey Forms



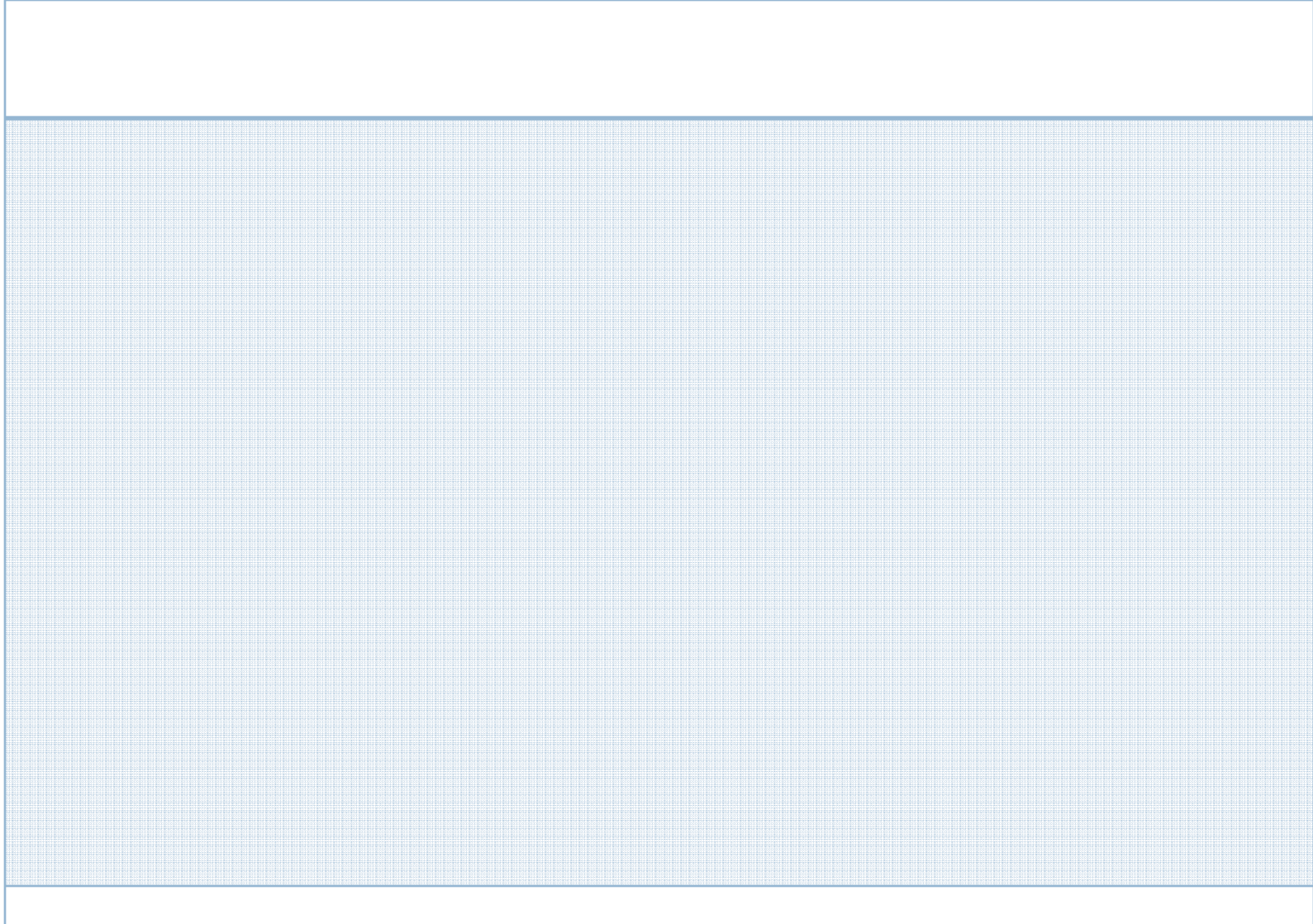
- Google Drive

- Type the following in the search bar: Hospice – Utah
Department of Health

OR here is the link:

- <https://drive.google.com/open?id=1Mew3W07V1nWduv5YIDkIA9QXUDVEyk1p>

Certification Updates



Thanks for your time and participation!

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State Operations Manuals

Appendix M- Hospice: https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107ap_m_hospice.pdf

Appendix Z – Emergency Preparedness: <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/Advanced-Copy-SOM-Appendix-Z-EP-IGs.pdf>

Electronic CFR: <https://www.ecfr.gov/cgi-bin/ECFR?page=browse>