

Compliance

Volunteer Training 2019

- ACHC Standards
- Compliance Plan
- QAPI
- Performance Evaluation
- Policy and Procedure for compliance



ACHC: Accreditation Commission for Health Care

- Accreditation Commission for Health Care (ACHC) is a nonprofit accreditation organization that has stood as a symbol of quality and excellence since 1986.
- ACHC offers a collaborative survey approach designed to enhance business operations and ensure the highest quality patient care

Compliance Plan

We will do what we say we will do:

- Volunteers must complete the orientation process including background check prior to patient contact.
- Volunteers/Employees with direct patient care will receive 12 hours of annual training
- Volunteers/Employees without direct patient care will receive 8 hours of annual training
- Volunteers will document all patient contact.
- Volunteers will follow the plan of care created for each patient
- Maintain patient confidentiality
- Participate in Infection control
- Volunteers will do no more or no less than what is outlined in the Volunteer Service Agreement
- Complete yearly observation/evaluations



QAPI: Quality Assurance and Performance Improvement

What is QAPI?

- Patient-focused and outcome oriented
- Goals is to monitor quality/performance, find opportunities for improvement and improve performance
- Annual report will be submitted to the Board of Directors to review hospice adequacy, effectiveness, and efficiency.

Where to find our current goals?

- Hospice Conference Room
- Ask Volunteer Coordinator

QAPI: Quality Assurance and Performance Improvement and Infection Control

PILLAR: Quality			
GOAL 4: Infection Control - Hand Hygiene Target: 100% Compliant			
MEASUREMENT: # of compliant hand hygiene practices / # hand hygiene observations			
1ST QUARTER (Oct/Nov/Dec)	2ND QUARTER (Jan/Feb/Mar)	3RD QUARTER (Apr/May/June)	4TH QUARTER (Jul/Aug/Sep)
<p>Results: Details: Oct 25/26=96%, Nov – no data, Dec 4/4=100%</p> <p>Evaluation: Below target goal</p> <p>Action Plan: Develop new audit tool for staff to use during joint visits.</p>	<p>Results: Jan & Feb, no data</p> <p>Evaluation: Not on target</p> <p>Action Plan: New tool created and rolled out to nursing staff at March nurse's meeting to begin immediately.</p>	<p>Results:</p> <p>Evaluation:</p> <p>Action Plan:</p>	<p>Results:</p> <p>Evaluation:</p> <p>Action Plan:</p>

QAPI: Quality Assurance and Performance Improvement and Infection Control

- Employees complete 2 observations each month,
- Volunteers are observed at least 1 time a year with yearly observations
- Was hand hygiene completed upon entry into the room or patient's home?
- Was hand hygiene completed after each contact with the patient?
- Was hand hygiene completed after each contact with the staff member's bag?
- Was hand hygiene completed upon exiting the room or patient's home?

Questions

Thank you