

POLICY:

A systematic review of all clinical, financial and operational aspects of Lifesong Hospice and Palliative Care is conducted annually to evaluate the hospice's performance in relation to its vision, mission and goals

PROCEDURE:

1. At the end of each fiscal year, the hospice Administrator solicits a report and data from each department related to clinical, financial and operational achievement of goals.
2. Components of the hospice program that are evaluated annually may include but not be limited to:
 - a. policies and procedures;
 - b. organizational structure and system;
 - c. achievement of goals;
 - d. patient outcomes;
 - e. programs, services and products provided;
 - f. patient care data;
 - g. human resources;
 - h. emergency preparedness plan;
 - i. safety practices;
 - j. risk management;
 - k. financial resources and billing practices;
 - l. compliance with regulations;
 - m. information systems;
 - n. quality assessment and performance improvement program; and
 - o. corporate compliance program.
3. Data collection may include, but is not limited to:
 - a. clinical data;
 - b. quality assessment and performance improvement data;
 - c. risk management data;
 - d. human resources data; and
 - e. financial data
4. Based on the reports and data received, the hospice Administrator develops an *Annual Evaluation Report* that summarizes areas of strength and weakness and identifies priorities for performance improvement.
5. The *Annual Evaluation Report* is presented to and acted upon by the Board of Directors.

Created:	Reviewed:	Revised:	Effective:
05/2018	09/2018		4/2019

6. A copy of the *Annual Evaluation Report* is retained as an administrative record and provides a basis for future planning and performance improvement activities.

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