

### Volunteers - Recordkeeping HR.V25

**Regulation(s):** 42 CFR 418.78(d)(e)

**L-Tag(s):** 646, 647

**POLICY:** Volunteer hours of service and cost savings are recorded monthly to ensure compliance with Federal regulations.

**PROCEDURES:**

1. Volunteers are required to complete documentation of visits and submit a time sheet that records services provided to hospice patients and their caregivers.
2. The Volunteer Coordinator verifies that documentation has been provided for each patient/family visit or contact listed on the *Volunteer Time Sheet*.
3. The Volunteer Coordinator summarizes the volunteer activity that has occurred each month and estimates the total cost savings achieved through the use of donated volunteer hours.
4. Data from the monthly volunteer activity summaries is compiled annually to document and demonstrate that the services provided by hospice volunteers equals or exceeds five% (5) percent of the total patient care hours of all paid hospice employees and contract staff.
5. The Volunteer Coordinator compiles the monthly data and submits the information to the Executive Director and Director of Clinical Operations by the 15<sup>th</sup> of the following month.
6. The annual volunteer data is tabulated by January 30<sup>th</sup> of the following year and is submitted to the Administrator.
7. All volunteer data is reported to and included in the agency's QAPI.

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