



Annual Compliance Acknowledgement 2017

Hospice & Community Care requires all employees, board members and volunteers to conduct themselves in a manner that fully complies with applicable laws and regulations, and to know and understand their individual responsibilities related to any known activity of practices that might violate applicable laws or regulations. The agency also expects strict adherence to established standards of conduct. **We have a corporate compliance plan that includes standards, expectations, reporting and oversight. If you would like a copy of this document please request from volunteer services.** Hospice staff and volunteers will receive related information regarding compliance issues, expectations, standards, policies and procedures on an as needed basis.

Regulatory Components

- **Licensure (State Law)**
A license is required in order to provide hospice services in the State of Pennsylvania. Hospice & Community Care is licensed by the state, via the Department of Health, on a yearly basis in order to operate as a hospice. Unannounced on-site surveys are conducted every 3 years.
- **Certification (Federal Law)**
Certification is required in order to be a provider of hospice under Medicare. The Department of Health certifies hospice programs as Medicare providers for the federal government. *The Hospice Medicare Conditions of Participation* (COP's) define the criteria established by federal law for certification and reimbursement. PA Department of Health ensures we are compliant with the COP's when they do their survey/
- **Accreditation**
Hospice & Community Care chooses to validate the quality of our services by undergoing accreditation through the Joint Commission (formerly JCAHO). This organization examines both patient and organizational standards. They perform an on-site survey every 3 years and the off years we do a self-assessment of the over 200 standards.

Standards of Conduct

Workplace ethics are governed by our mission and values. We have provided you with a copy of the Standards of Conduct, as well as our mission and values, which represent the central values of the agency and its commitment to assure integrity in every facet of operation.

Compliance Concerns/Reporting

Hospice & Community Care takes issues of fraud and abuse very seriously. Staff and volunteers are encouraged to immediately report any known or suspected activities or practices believed to be against the law or inconsistent with regulatory requirements. Should you have a compliance related concern or complaint, please contact the Director of Quality and Compliance, directly at 717-735-8718 **or you may call the compliance hotline at 717-391-2446. You also have the right to discuss with Home Hospice & Community Care Leadership Team or report your concerns to the PA Department of Health or the Joint Commission without any punitive or disciplinary actions from the agency.** You do not need to reveal your identity when reporting.