	Department: Corporate Compliance	Policy No.: 504
	TITLE: PROVISION OF CORE AND NON-CORE SERVICES	
Effective Date: 1/1/15	Revised: 1/1/15	

PROVISION OF CORE AND NON-CORE SERVICES

SCOPE:

All Ascension At Home, LLC colleagues. For purposes of this policy, all references to “colleague” or “colleagues” include temporary, part-time and full-time employees, independent contractors, clinicians, officers and directors.

PURPOSE:

The purpose of this Policy is to set forth the general guidelines established by Ascension At Home, LLC and its subsidiaries (the “Company”) to ensure that the core services are being appropriately and directly provided, and to outline the standards for the management of non-core services.

POLICY:


It is Company policy that core and non-core services be provided in accordance with applicable law and this policy.

PROCEDURE:

Core Services

Core services include physician services, nursing services, medical social services, and counseling.

- The Company must provide substantially all core services directly by hospice associates.
- The Company may contract for the provision of core services only in extraordinary or other non-routine circumstances, including:
 1. Unanticipated periods of high patient volume;
 2. Staffing shortages due to a temporary situation such as illness; or
 3. Temporary travel of a Company patient outside of the Company’s service area.

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- Contracted services must be supported by written agreements that require that all services be authorized by the Company, be furnished in a safe and effective manner by qualified personnel, and be delivered in accordance with the patient’s plan of care. Any contracted services shall be provided in accordance with the Company’s Oversight of Contracted Services Policy, Policy #508.

- Physician Services
 1. The Company may contract for physician services to provide the palliation and management of the terminal illness and related conditions.
 2. All Company physician associates and all those under contract must function under the supervision of the Company Medical Director.

- Nursing Services
 1. The Company must provide nursing care by or under the supervision of a registered nurse.
 2. The Company may contract for highly specialized nursing services that are needed so infrequently that provision of such services by Company associates would be impracticable and/or prohibitively expensive.

- Medical Social Services
 1. Medical social services must be provided by a qualified social worker. The qualified social worker must work under the direction of a physician.
 2. The provision of social work services should be based on the patient’s psychosocial assessment and the patient’s and family’s needs and acceptance of these services.


- Counseling Services
 1. The Company must make counseling services available to the patient and family.
 2. The Company counseling services must include, but are not limited to:

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- Bereavement counseling – The Company staff involved in bereavement counseling should develop a plan of care for each patient that notes the kind of bereavement services to be offered. Bereavement services should be available to the family and other individuals in the bereavement plan of care up to one year following the death of the patient.
- Dietary counseling – A patient’s plan of care must identify whether dietary counseling is necessary. When identified, dietary counseling must be performed by a dietician, nurse, or other qualified individual.
- Spiritual counseling – The Company must provide an assessment of the patient’s and family’s spiritual needs and must provide spiritual counseling to meet those needs. The patient and family must be made aware of this service. The Company must also make all reasonable efforts to facilitate visits by local clergy, pastoral counselors, or other individuals who can support the patient’s spiritual needs.

Non-Core Services

- In addition to providing core services, the Company must also provide the following non-core services, either directly or under arrangements:
 1. Physical and occupational therapy and speech-language pathology services.
 2. Hospice aide services by qualified individuals.
 3. Homemaker services.
 4. Volunteer services, as described in Section III of this policy.
 5. Medical supplies.
 6. Short-term inpatient care.
- All non-core services, whether provided directly or under arrangements, must be provided in a manner consistent with current standards of practice.
- Any services provided under arrangement shall be in accordance with the Company’s Oversight of Contracted Services Policy, Policy #508.

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Volunteer Services

- The Company shall use volunteers to provide, at a minimum, five percent (5%) of the total patient care hours of all paid hospice colleagues and contract staff.
- The Company shall use volunteers to provide defined day-to-day administrative and/or direct patient care services. The use of volunteers shall comply with all applicable federal and state laws including, but not limited to, the Fair Labor Standards Act.
- The Company shall properly orient and train volunteers and volunteers shall work under the supervision of a designated Company colleague.
- The Company must document its ongoing efforts to recruit and retain volunteers, and should document the cost savings achieved through the use of volunteers.
- The Company shall maintain records on the use of volunteers for patient care and administrative services, including the time worked and the type of services provided.