	epartment of		Insp	ection Checklist	This inspection checklist is the tool OL				
	th & Human Services g & Background Checks		R4:	32-750 Hospice		licensors use to ensure consistency for every inspection. (Revised 02/2025)			
Facility Name:		Facility ID:		Phone Number:		Notes / Sticky Notes			
Address:	lress:		Email Address:						
P (Ma	lease review the following items rk with a check mark if completed and	during the inspe make and necessa	se review the following items di ith a check mark if completed and m						
	Governing Body/Organizational Chart				List of Professional Staff (Physician, DON, Social Worker, Counseling Services, Pastoral)				
	Policies and Procedure Manual				Volunteer Services				
	Current Patient list and former patients past 6 months				Bereavement Services				
	Current Employee Roster and former employees past 6 months				Inpatient Hospice Services?				
	Patients Rights								
	Quality Assurance Meeting Minutes past 12 months								
Inspection Infor	mation:								
- All areas that are i during the inspection		this inspection. Du	ring the inspection, the lice	ensor will ask to have locke	ed areas unlocked. All accessible areas	must be compliant with all applicable rules			
- I will email you th	- I will email you this inspection checklist after the inspection is completed. I will send you an official inspection report once this inspection has been approved by OL management.								
	ncompliances are documentation and sure compliance maintenance.	or records, please	submit them to Licensing	by the correction require	ed date listed. A licensor may condu	ct a follow-up inspection to verify			
- You may submit f	eedback on this inspection through yo	ur Licensing Portal	or at: DLBC.utah.gov						

	Signature Information											
Inspection Type:		Date:		Time Started:		Time Ended:						
	Number of rule noncompliances:	Name of Individual Informed of this Inspection:										
Licensor(s) Conducting this Inspection:			OL Staff Observing Inspection:									
	The Licensor reviewed compliance. Please sign/type individual informed name and date of review:											

		R	ULES	СНЕСК	CLIST		
Rule # R432	Rule Description C = Compliant NC = Not Compliant NA = Not Assessed during this inspection	С	NC	NA	Compliance Required By Date:	Corrected During Inspection	Notes
R432-35-3. Covered Pro	ovider - DACS Process		С	NC	NA	Date	
R432-35-3(1)	(1) The covered provider shall enter required information into DACS to initiate a certification for direct patient access of each covered individual before issuance of a provisional license, license renewal, or engagement as a covered individual.						
R432-35-3(2)(a)-(b)	(2) The covered provider shall ensure the engaged covered individual:(a) signs a criminal background check authorization form that is available for review by the OBP; and(b) submits fingerprints within 15 working days of engagement.						
R432-35-3(3)	(3) The covered provider shall ensure DACS reflects the current status of the covered individual within five working days of the engagement or termination.						
R432-35-3(4)	(4) The covered provider may provisionally engage a covered individual while certification for direct patient access is pending as permitted in Section 26B-2-239.						
R432-35-3(5)	(5) If the OBP determines an individual is not eligible for direct patient access, based on information obtained through DACS and the sources listed in Section R432-35-8, the OBP shall send a notice of agency action, as outlined in Section R497-100-5, to the covered provider and the individual.						
R432-35-3(6)	(6) The covered provider may not arrange for a covered individual who has been determined not eligible for direct patient access to engage in a position with direct patient access.						

R432-35-3(7)	(7) The OBP may allow a covered individual to have direct patient access with conditions, during an appeal process, if the covered individual demonstrates to the OBP, the work arrangement does not pose a threat to the safety and health of patients or residents.			
R432-35-3(8)	(8) The covered provider that provides services in a residential setting shall enter required information into DACS to initiate and obtain certification for direct patient access for each individual 12 years of age and older, who is not a resident, and resides in the residential setting. If the individual is not eligible for direct patient access and continues to reside in the setting, the OL may revoke an existing license or deny licensure.			
R432-35-3(9)(a)-(d)	 (9) The covered provider seeking to renew a license as a health care facility shall utilize DACS to run a verification report and verify each covered individual's information is correct, including: (a) address; (b) email address; (c) employment status; and (d) name. 			
R432-35-3(10)	(10) An individual or covered individual seeking licensure as a covered provider shall submit required information to the OBP to initiate and obtain certification for direct patient access before the issuance of the provisional license. If the individual is not eligible for direct patient access, the OL may revoke an existing license or deny licensure as a health care facility.			

		RU	LES C	HECKL	.IST		
Rule # R432-750	Rule Description C = Compliant NC = Not Compliant NA = Not Assessed during this inspection		NC	NA	Compliance Required By Date:	Corrected During Inspection	Notes
R380-80-4. Providers'	Duty to Help Protect Clients.	С	NC	NA	Date		Notes
R380-80-4(1)	(1) The provider shall protect each client from abuse, neglect, exploitation, and mistreatment.						
R380-80-5. Provider Co	ode of Conduct.	С	NC	NA	Date		
R380-80-5(4)	(4) Each provider shall protect clients from abuse, neglect, harm, exploitation, mistreatment, fraud, and any action that may compromise the health and safety of clients through acts or omissions and shall instruct and encourage others to do the same.						
R432-750-4. Governin	g Body and Administration.	С	NC	NA	Date		Notes
4(1)	The licensee shall ensure that the hospice agency is organized under a governing body that assumes full legal responsibility for the conduct and operations of the agency.						
4(2)	The licensee shall develop an organization chart that shows the administrative structure of the hospice agency.						

	(4) The hospice administrator shall oversee the overall				
	management of the hospice agency and shall:				
	(a) appoint the following, by name and in writing:(i) a physician or registered nurse to provide				
	general supervision, coordination, and direction for				
	professional services of the hospice agency;				
	(ii) a registered nurse to be the director of nursing services;				
	(iii) a person responsible for maintaining a clinical				
	record system on any patients;				
	(iii) the members and their terms of membership in the interdisciplinary quality assurance committee; and				
	(iv) other committees as deemed necessary,				
	describe committee functions and duties, and outline				
	the selection, term of office, and responsibilities of committee members;				
	(b) complete, submit, file, and make available any				
	records, reports, and documentation required by OL;				
	(c) conduct an annual evaluation of the hospice agency's overall function and submit a written report of the				
	findings to the governing body;				
	(d) develop a staff communication system that:				
	(i) coordinates implementation of plans of treatment;				
	(ii) coordinates interdisciplinary team services;				
	(iii) promotes an orderly flow of information within				
4(4)(a-m)	the organization; and (iv) utilizes services or resources to meet patient				
	needs;				
	(e) designate in writing the name and position title of a qualified person, who has enough power, authority, and				
	freedom to act in the best interest of patient safety and				
	well-being, as hospice administrator in the temporary				
	absence of the hospice administrator; (f) employ or contract with competent personnel whose				
	qualifications are commensurate with job				
	responsibilities and authority, who have the appropriate				
	license or certificate of completion; (g) establish, when appropriate, a billing system that				
	itemizes services provided and charges submitted to the				
	payment source;				
	(h) implement a program of budgeting and accounting;(i) implement hospice agency policies and procedures;				
	(j) maintain current written designations or letters of				
	appointment for the hospice agency; (k) organize and coordinate functions of the hospice				
	agency by delegating duties and establishing a formal				
	system of staff accountability;				
	(l) review hospice agency policies and procedures at least annually and recommend necessary changes to the				
	governing body; and				
	(m) secure contracts for services not directly provided				
	by the hospice agency.				
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4(5)	(5) The licensee shall ensure the hospice administrator or designee is available during the hours of operation.						
R432-750-5. Personno	<u>.</u>	С	NC	NA	Date	CDI	Notes
5(1)	(1) The hospice administrator shall maintain qualified, competent personnel to perform their respective dutie services, and functions.	5,					
5(2)(a-h)	(2) The licensee shall develop and implement written policies and procedures that address the: (a) contents of personnel files of employed and volunteer staff; (b) criteria for, and frequency of, performance evaluations; (c) frequency and documentation of in-service training (d) job descriptions, qualifications, and validation of licensure or certificates of completion as appropriate for each position; (e) method and period of staff payment; (f) orientation for direct and contract employees, and volunteers; (g) staff benefits, including sick leave, vacation, and insurance; and (h) staff work schedules.						
5(3)	(3) The licensee shall require that each employee provide proof of registration, certification, or licensure required by the Utah Department of Commerce within 45 days of hire.	as 🗆					

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5(5)(a-i)	(5) The licensee shall document that each employee, volunteer, and contract personnel is oriented to the hospice agency and the job that they are hired to perform. Orientation shall include: (a) each duty for an individual who is trained, holds a certificate, or is licensed; (b) ethics, confidentiality, and patient rights training; (c) information about other community agencies, including emergency medical services; (d) job descriptions training; (e) opportunities for continuing education appropriate to the patient population served; (f) the policy related to volunteer documentation, charting, hours, and emergencies; (g) reporting requirements as outlined in Rule R380-600 including reporting when observing or suspecting abuse, neglect, and exploitation pursuant to Section 26B-6-205; (h) the functions of each hospice agency employee and the relationships between various positions or services; and (i) the hospice agency concept and philosophy of care.			
5(6)(a-d)	(6)(a) The licensee shall provide and document in-service training and continuing education for staff at least annually. (b) Members of the hospice agency interdisciplinary team shall have access to in-service training and continuing education appropriate to their responsibilities and to the maintenance of skills necessary for the care of the patient and family. (c) The training programs shall include the introduction and review of effective physical and psychosocial assessment and symptom management. (d) The licensee shall train personnel in appropriate Centers for Disease Control infectious disease protocols.			

5(7)(a-d)	 (7) The hospice administrator shall appoint a person to coordinate the activities of the interdisciplinary team and to: (a) annually review and make recommendations, where appropriate, of hospice agency policies covering admissions and discharge, medical supervision, care plans, clinical records, and personnel qualifications; (b) assure that ongoing assessments of the patient and family needs and implementation of the interdisciplinary team care plans are accomplished; (c) assure that the team meets regularly to develop and maintain appropriate plans of care and to determine that staff will be assigned to each case; and (d) schedule adequate quality and quantity of any level of hospice care. 						
5(8)	(8) The licensee shall provide access to individual or group support for interdisciplinary team members to assist with stress or grief management related to providing hospice care.						
R432-750-6. Contract	<u>S.</u>	С	NC	NA	Date	CDI	Notes
6(1)	(1) The hospice administrator shall secure a legally binding written contract for the provision of arranged patient services.						

6(2)(a-h)	 (2) The licensee shall make the contract or agreement available for review by the OL and ensure the contract or agreement includes: (a) a copy of the professional license of any contracted personnel; (b) a description of goods or services provided by the contractor to the hospice agency; (c) a description of the contractor's role in the development of plans of treatment and the process to keep hospice agency staff informed about the patient's needs or condition; (d) a statement that contract personnel shall perform according to hospice agency policies and procedures and shall conform to standards required by laws, rules, and regulations; (e) the effective and expiration dates of the contract; (f) the financial terms of the contract, including methods to determine charges, reimbursement, and the responsibility of contract personnel in the billing procedure; (g) the method of supervision of contract personnel and the manner in which services will be controlled, coordinated, and evaluated by the hospice agency; and (h) the terms of termination of the contract. 						
R432-750-7. Acceptan	ce and Termination.	С	NC	NA	Date	CDI	Notes
7(1)	(1) The licensee shall develop written acceptance and termination policies and make these policies available to the public upon request.						
	(2) The licensee shall make available to the public, upon						

7(3)(a-c)	(3) The licensee shall accept a patient for treatment if there is a reasonable expectation that the patient's needs can be met by the hospice agency regardless of the ability to pay for the services. The licensee shall base the acceptance determination on the following: (a) the patient, family or responsible person agrees that hospice care is appropriate and completes a signed informed consent document requesting hospice services, or if no primary care person is available, the licensee shall complete an evaluation to determine the patient's eligibility for service; (b) the patient's attending physician shall order hospice care; and (c) the licensee determines that the patient's place of residence is adaptable and safe for the provision of hospice services.						
7(4)(a-g)	(4) The licensee may end services to a patient if any of the following circumstances occur: (a) the family situation changes that affects the delivery of services; (b) the licensee can no longer provide quality care in the existing environment due to the safety of staff, patient, or family; (c) the patient is no longer terminal; (d) the patient moves from the geographic area served by the hospice agency; (e) the patient or family is uncooperative in efforts to attain treatment objectives; (f) the patient or family requests that hospice agency services be discontinued; or (g) the physician does not renew orders, or the patient changes their physician, and the licensee cannot obtain orders to continue services from the new physician.						
7(5)	(5) Upon transfer from a home program to an inpatient facility, or the reverse, the transferring program staff shall forward the plan of care to the receiving program						
R432-750-8. Patient Ri	ights.	С	NC	NA	Date	CDI	Notes
8(1)(a-b)	 (1)(a) The licensee shall establish and make available, written patient rights to the patient before or at admission and to the responsible individual, next of kin, sponsoring agency, representative payee, and the public upon request. (b) The licensee may determine how patient rights information is distributed in the hospice agency policy. 						

9(1)(a-g)	 (1)(a) The hospice administrator shall develop and implement record-keeping policies and procedures that address the use of patient records by authorized staff, content, confidentiality, retention, and storage. (b) The licensee shall ensure that records are organized in a uniform medical record format. (c) The licensee shall maintain an identification system to facilitate the location of each patient's current or closed record. (d) The licensee shall maintain an accurate, current record for each patient receiving service. (e) Each licensee who has a patient contact or provides a service shall ensure that a clinical note entry of that contact or service is made in the patient's record. (f) Any person making the entry shall date and authenticate the entry with the person's signature and job title. (g) The licensee shall document each service provided and the outcome of each service in the individual patient record. 			
9(2)(a-b)	(2)(a) The licensee shall ensure that signed and dated physician's orders are incorporated into the plan of care and renewed at least every 90 days. (b) A copy of the order is acceptable as long as the original order is available on request.			

9(3)(a-i)	(3) The licensee shall ensure that each patient record contains the following information: (a) a signed, dated patient assessment that includes the following: (i) a description of the patient's functional limitations; (ii) a physical assessment noting chronic or acute pain and other physical symptoms and their management; (iii) a psychosocial assessment of the patient and family; (iv) a spiritual assessment; and (v) a written summary report of hospice services provided that is additionally sent to the patient's attending physician at least every 90 days; (b) a written and signed informed consent to receive hospice services; (c) a written plan of care; (d) contact information of: (i) the name and address of the nearest relative or responsible person; (ii) the name and telephone number of the person or family member who, in addition to hospice agency staff, provides care in the place of residence; and (iii) the name and telephone number of the physician with primary responsibility for patient care; (e) demographic information that includes the patient's age, name, address, patient date of birth; (f) diagnosis; (g) medications and treatments as applicable; (h) pertinent medical and surgical history if available; and (i) orders by the attending physician for hospice services.			
9(4)(a-b)	(4)(a) The person assigned to supervise or coordinate care for a patient shall complete a discharge summary when services to the patient are terminated. (b) The discharge summary shall include the reason for discharge and the name of the facility or agency if the patient is referred or transferred.			

9(5)(a-d)	 (5) The licensee shall: (a) ensure that written consent is required for the release of patient information and photographing recorded information; (b) ensure that written procedures govern the use and removal of records and conditions for the release of patient information; (c) safeguard clinical record information against loss, destruction, and unauthorized use; and (d) send a copy of the record to the new facility or agency when a patient is transferred. 						
9(6)(a-c)	 (6)(a) The licensee shall provide an accessible area for filing and safe storage of medical records. (b) The licensee shall ensure that each patient record is retained for at least seven years after the last date of patient care. (c) The licensee shall transfer any patient records to a new owner upon a change of hospice agency ownership. 						
R432-750-10. Quality	Assurance.	С	NC	NA	Date	CDI	Notes
10(1)	(1) The governing body shall evaluate the quality, appropriateness, and scope of services provided by the licensee at least annually to determine if the licensee has met its objectives.						
10(2)(a-b)	 (2) An interdisciplinary quality assurance committee shall: (a) evaluate patient services at least quarterly and maintain a written report of findings; and (b) submit written recommendations to the hospice administrator. 						
10(3)	(3) The hospice administrator shall appoint the members of the quality assurance committee for a given term of membership.						
10(4)	(4) The quality assurance committee shall include a minimum of three individuals who represent three different healthcare services.						

R432-750-11. Hospice	Services.	С	NC	NA	Date	CDI	Notes
11(1)(a-b)	(1)(a) The licensee shall ensure that a unit of care includes the patient and the patient's family. (b) The licensee shall ensure that the patient, family, or other primary care individual participates in the development and implementation of the interdisciplinary care plan according to their ability.						
11(2)(a-g)	(2) The licensee shall ensure that written policies and procedures include: (a) a clearly defined and integrated administrative structure between in-home care and inpatient services; (b) a procedure for accepting referrals; (c) a procedure for completing an initial assessment and developing the interdisciplinary care plan; (d) a procedure for coordination of the care plan between in-home hospice and inpatient hospice care; (e) a procedure for providing for and documenting that the interdisciplinary team meets regularly to evaluate care and includes inpatient and in-home care staff; (f) a procedure for the appropriate transfer of care from hospice in-home care to hospice inpatient care and vice-versa where available; and (g) a requirement that the care plan is available to each team member for in-home and inpatient services.						
11(3)(a-c)	(3) The licensee: (a) may include ancillary staff when appropriate; (b) shall meet at least twice a month to develop and maintain an appropriate plan of care; and (c) shall provide hospice care.						
11(4)(a-f)	 (4) The attending physician shall sign each patient's care plan and ensure it includes: (a) a description of each service provided, at what interval, and by whom; (b) any pertinent diagnosis; (c) each objective, intervention, and goal of treatment, based upon needs identified in a comprehensive patient assessment; (d) the date the plan was initiated; (e) the dates of subsequent reviews; and (f) the name of patient. 						

11(5)(a-g)	 (5)(a) A hospice nurse may not give any medication or treatment requiring an order except when ordered by an individual legally authorized to issue the order. (b) The hospice nurse shall ensure an initial order and subsequent changes in the order for the administration of medication is signed by the person lawfully authorized to give the order and incorporated in the patient's record. (c) The licensee shall ensure that only licensed personnel may receive a telephone order and each telephone order is: (i) countersigned by the initiator within 15 days of the date of issue; and (ii) recorded immediately in the patient's medical record. (d) The licensee shall ensure an order for therapy services includes the specific procedures to be used and the frequency and duration of the services. (e) The attending physician shall review, sign, and date orders at least every 90 days. (f) Only licensed hospice agency employees may administer medications to patients. (g) A hospice agency employee shall administer medications and treatments as prescribed and recorded in the patient's record. 						
R432-750-12. Physicia	nn Services.	С	NC	NA	Date	CDI	Notes
						CDI	
12(1)(a-e)	 (1) The licensee shall ensure each patient admitted for hospice services, is under the care of a licensed physician, who provides the: (a) admitting diagnosis and prognosis; (b) approval for hospice care; (c) current medical findings; (d) pertinent orders regarding the patient's terminal condition; and (e) medications and treatment orders. 						

R432-750-13. Nursing	Services.	С	NC	NA	Date	CDI	Notes
13(1)	(1) A registered nurse shall provide or direct nursing services.						
13(2)(a-i)	(2) Registered nursing personnel shall: (a) assign, supervise, and teach other nursing personnel and primary care individuals; (b) coordinate any services provided to members of the interdisciplinary team; (c) inform the physician and other personnel of changes in the patient's condition and needs; (d) initiate the plan of care and necessary revisions; (e) make the initial nursing evaluation visit; (f) participate in in-service training programs; (g) prepare clinical progress notes; (h) provide directly, or by contract, skilled nursing care; and (i) re-evaluate the patient's nursing needs as required.						
R432-750-14. Medical	Social Work Services.	С	NC	NA	Date	CDI	Notes
14(1)	(1) The licensee shall provide social work services by a social worker who has received a degree from an accredited school of social work and is licensed under Title 58, Chapter 60, the Mental Health Professional Practice Act.						
14(2)	(2) The social worker shall participate in in-service training to meet the care needs of the patient and family.						
R432-750-15. Professi	onal Counseling Services.	С	NC	NA	Date	CDI	Notes
15(1)	(1) The licensee shall provide social work services by a social worker who has received a degree from an accredited school of social work and is licensed under Title 58, Chapter 60, the Mental Health Professional Practice Act.						
15(2)	(2) The licensee shall ensure that individuals who provide counseling services, whether employed or contracted by the licensee, are licensed, certified, registered, or qualified through education, training, or experience according to law.						
R432-750-16. Pastora	Care Services.	С	NC	NA	Date	CDI	Notes

16(1)	(1) The licensee shall provide pastoral services through a qualified staff person who has a working relationship with local clergy or spiritual counselors.						
16(2)(a-c)	 (2) The licensee shall ensure that pastoral services include: (a) communication with and support of clergy or spiritual counselors in the community as appropriate; (b) consultation and education to patients and families and interdisciplinary team members as requested; and (c) spiritual counseling consistent with patient and family belief systems. 						
R432-750-17. Volunte	er Services.	С	NC	NA	Date	CDI	Notes
17(1)	(1) Hospice agency volunteers may provide a variety of services as defined by the policies of each program and under the supervision of a designated and qualified hospice agency staff member.						
17(2)(a-m)	(2) The licensee shall ensure that each volunteer receives a minimum of 12 hours of documented orientation and training that includes: (a) care and comfort measures; (b) communication skills; (c) concepts of death and dying; (d) confidentiality; (e) family dynamics, coping mechanisms, psychosocial and spiritual issues surrounding the terminal disease, death, and bereavement; (f) infection control and safety; (g) patient's and family's rights; (h) procedures to follow in an emergency; (i) procedures to follow when a patient dies; (j) the hospice agency services, goals, and philosophy of care; (k) the physiological aspects of terminal disease; (l) the volunteer's role and documentation requirements; and (m) stress management.						
17(3)	(3) The licensee shall maintain records of hours of services and activities provided by each volunteer.						

17(4)	(4) The licensee shall have on file a copy of the certification, registration, or license of each volunteer providing professional services.						
R432-750-18. Bereave	432-750-18. Bereavement Services.		NC	NA	Date	CDI	Notes
18(1)(a-c)	(1) The licensee shall ensure that bereavement services address the family needs following the death of the patient include: (a) assurance that each volunteer and staff member who provides bereavement services receives bereavement training; (b) making bereavement services available, as needed, to supervisors for at least one year; and (c) supervised bereavement services, an individual possessing a degree or documented training in a field that addresses psychological needs, counseling, and bereavement services.						
18(2)(a-c)	 (2) The licensee shall ensure that bereavement services include the following: (a) a process for the assessment of possible pathological grief reactions and, as appropriate, referral for intervention; (b) an interchange of information between the team members regarding bereavement activities; and (c) survivor contact, as needed and documented, following a patient's death. 	0					
R432-750-19. Other So	ervices.	С	NC	NA	Date	CDI	Notes
19(1)(a-d)	(1) Other services offered by the licensee may include:(a) a certified nursing aide;(b) occupational therapy;(c) physical therapy; and(d) speech therapy.						
19(2)	(2) A physician shall order each service provided directly by the licensee or through contract and the licensee shall ensure each service is documented in the clinical record.						
R432-750-20. Freesta	nding Hospice Inpatient Facilities.	С	NC	NA	Date	CDI	Notes

	A freestanding hospice inpatient facility licensee shall additionally meet the Construction and Physical Environment requirements of Rules R432-4, R432-5, and R432-12, depending on facility size and type of patient admitted.						
R432-750-21. Hospice	432-750-21. Hospice Inpatient Facilities.		NC	NA	Date	CDI	Notes
	A hospice inpatient facility licensee shall additionally meet the requirements of Sections R432-750-23 through R432-750-37.						
R432-750-22. Hospice	Inpatient Facility Staffing Requirements.	С	NC	NA	Date	CDI	Notes
22(1)	(1) A hospice inpatient facility licensee shall provide competent hospice-trained nursing staff 24 hours a day to meet the needs of a patient in accordance with the patient's plan of care.			0			
22(2)	(2) The licensee shall ensure a hospice-trained registered nurse is on duty 24 hours a day to provide direct patient care and supervision of any nursing services.			0			
22(3)	(3) Nursing services shall include treatments, medications, and diet as prescribed.						
R432-750-23. Infectio	n Control.	С	NC	NA	Date	CDI	Notes
23(1)	(1) The licensee shall develop and implement an infection control program to protect patients, family, and hospice personnel from community-associated infections.			0			
23(2)	(2) The hospice administrator and medical director shall develop written policies and procedures governing the infection control program.	0					

23(3)	(3) The licensee shall ensure that each employee wears clean garments or protective clothing and practices good personal hygiene and cleanliness.						
23(4)	(4) The licensee shall develop and implement a system to investigate, report, evaluate, and maintain records of infections among patients and personnel.						
23(5)	(5) The licensee shall comply with Occupational Safety and Health Administration, 29 CFR 1910.1030 (2001).						
R432-750-24. Pharma	ceutical Services.	С	NC	NA	Date	CDI	Notes
24(1)	(1) The licensee shall establish and implement written policies and procedures to govern the procurement, storage, administration, and disposal of any drugs and biologicals in accordance with federal and state laws.						
24(2)(a-d)	(2)(a) A licensed pharmacist shall supervise pharmaceutical services. (b) The licensee shall ensure the pharmacist advises the hospice and hospice interdisciplinary team regarding: (i) counseling staff on appropriate and new drugs; (ii) interactions of drugs; and (iii) procurement, storage, administration, disposal, and record-keeping of drugs and biologicals. (c) The licensee shall ensure the pharmacist conducts patient drug regimen reviews at least monthly, or more often if necessary, and make recommendations to physicians and hospice staff. (d) The licensee shall ensure the pharmacist inspects each drug storage area at least monthly.						
24(3)(a-c)	(3) The licensee shall: (a) establish and implement written policies and procedures for drug control and accountability; (b) maintain receipts and disposition of each controlled drug for accurate reconciliation; and (c) keep these records for accurate reconciliation.						

R432-750-25. Hospice	Inpatient Facility Patient's Rights.	С	NC	NA	Date	CDI	Notes
24(8)(a-b)	(8)(a) A hospice inpatient facility licensee shall maintain an emergency drug kit appropriate to the needs of the facility, assembled in consultation with the pharmacist, and readily available for use. (b) The pharmacist shall check and restock the emergency drug kit at least monthly.						
24(7)(a-b)	(7)(a) The pharmacist and a registered nurse shall dispose of any controlled drugs no longer needed by the patient.(b) The licensee shall maintain written documentation of the disposal.						
24(6)(a-b)	(6)(a) The licensee shall provide separately locked compartments for the storage of controlled drugs as well as other drugs subject to abuse.(b) Per state and federal laws, only authorized personnel shall have access to the locked medication compartments.						
24(5)	(5) The licensee shall provide secure storage for medications and ensure medications that require refrigeration are maintained between 36 and 46 degrees Fahrenheit.						
24(4)	(4) The licensee shall ensure that pharmaceutical service drugs and biologicals are labeled based on currently accepted professional principles and include the appropriate accessory and cautionary instructions and the expiration date when applicable.						

26(1)(a-e)	 (1) The licensee shall have a written plan to follow when a patient dies that includes: (a) an authorization and release of the body to the funeral home; (b) documentation of the death; (c) the notification of the attending physician responsible for signing the death certificate; (d) the notification of the next of kin or legal guardian; and (e) the recording the time of death. 						
26(2)	(2) The licensee shall notify the OL of any death resulting from injury, accident, or other possible unnatural cause.						
R432-750-27. First Aid	4	С	NC	NA	Date	CDI	Notes
27(1)	(1) The licensee shall ensure that at least one staff person is on duty 24 hours a day who is certified in cardiopulmonary resuscitation and has training in basic first aid, the Heimlich maneuver, and emergency procedures.			0			
27(2)	(2) The licensee, except those attached to a medical unit, shall ensure that a first aid kit is available at a designated location in the facility.						
27(3)	(3) The licensee shall have a basic first aid manual approved by the American Red Cross, the American Medical Association, or a state, or federal health agency.						
R432-750-28. Safegua	rds for Patients Funds and Valuables.	С	NC	NA	Date	CDI	Notes
28(1)	(1) The licensee shall safeguard patient cash resources, personal property, and valuables that have been entrusted to the licensee or hospice staff.			0			

28(2)(a-b)	(2)(a) The licensee may handle the patient's cash resources or valuables. (b) If the licensee accepts a patient's cash resources or valuables, the licensee shall safeguard the patient's cash resources in accordance with the following: (i) any money entrusted with the facility in a patient account over \$150 is deposited in an interest-bearing account in a local financial institution within five days of receipt; (ii) each account is current with columns for debits, credits, and balance; (iii) each record of patient funds, and other valuables entrusted to the licensee for safekeeping, shall include a copy of the receipt furnished for funds received; (iv) each record of patient funds that is maintained as a drawing account shall include a control account for each receipt and expenditure, an account for each patient, and supporting receipts filed in chronological order; (v) the licensee or staff member may not use patient funds or valuables as their own or mingle them with own; (vi) the licensee shall ensure patient funds and valuables are separate, intact, and free from any liability that the licensee incurs in the use of the patient's funds or the institution's funds and valuables; and (vii) the licensee shall maintain accurate records of patient funds and valuables entrusted to the licensee.						
28(3)	(3) The licensee shall maintain a separate account for patient funds specific to that hospice inpatient facility and may not commingle with patient funds from another hospice inpatient facility.						
28(4)(a-b)	(4)(a) The licensee shall return any money and valuables entrusted to the license on the day of discharge.(b) The licensee shall make any money and valuables maintained in an interest-bearing account available to the patient within three working days.						
28(5)	(5) The licensee shall surrender the patient's money and valuables entrusted to the licensee to the responsible individuals or the hospice administrator of the estate within 30 days following the death of a patient, except in a case under investigation by the medical examiner.						
R432-750-29. Emergen	cy and Disaster.	С	NC	NA	Date	CDI	Notes

29(1)	(1) The licensee is responsible for the safety and well-being of patients in the event of an emergency or disaster.	-		
29(2)(a-f)	(2)(a) The licensee and the hospice administrator shall develop plans coordinated with the state and local emergency disaster authorities to respond to potential emergencies and disasters. (b) The plan shall outline the protection or evacuation of any patients and include arrangements for staff response, or provisions of additional staff to ensure the safety of any patient with physical or mental limitations. (c) Emergencies and disasters as referred to in this section include fire, severe weather, missing patients, interruption of public utilities, explosion, bomb threat, earthquake, flood, windstorm, epidemic, or mass casualty. (d) To assure prompt and efficient implementation, the licensee shall distribute and make available, the emergency and disaster response plan to any facility staff and patients. (e) The licensee and the hospice administrator shall review and update the plan as necessary to conform with local emergency plans. (f) The licensee shall make the plan available for review by the OL.			

R432-750-30. Food Ser	vice.	С	NC	NA	Date	CDI	Notes
29(9)	(9) Fire drills and fire drill documentation shall comply with Rule R710-4.						
29(8)	(8) The licensee shall post emergency telephone numbers at each nursing station.						
29(7)(a-c)	(7) The licensee shall post the following information in appropriate locations throughout the facility to include: (a) evacuation routes, location of fire alarm boxes, and fire extinguishers; (b) the name of the individual in charge; and (c) the names and telephone numbers of emergency medical personnel, agencies, and appropriate communication and emergency transport systems.						
29(6)	(6) Each hospice inpatient facility licensee shall provide in-house any equipment and supplies required in an emergency including emergency lighting, heating equipment, food, potable water, extra blankets, a first aid kit, and a radio.						
29(5)(a-b)	(5)(a) The licensee shall ensure the hospice administrator is in charge during an emergency.(b) If not on the premises, the hospice administrator shall make every effort to report to the hospice, relieve subordinates, and take charge.						
29(4)(a-c)	 (4) The licensee shall ensure personnel and patients receive instruction and training in accordance with the plans to respond appropriately in an emergency and the licensee shall: (a) annually review the procedures with existing staff and patients; (b) document any drills, including the date, participants, problems encountered, and the ability of each patient to evacuate; and (c) hold simulated disaster drills semi-annually. 						

30(1)	(1) The licensee may provide dietary services directly, or through a written agreement with a food service provider.			
30(2)	(2) The licensee's food service shall comply with Rule R392-100.			
30(3)	(3) The licensee shall maintain, for OL review, any inspection reports by the local health department.			
30(4)	(4) If the licensee accepts patients requiring therapeutic or special diets, the hospice shall have an approved dietary manual for reference when preparing meals.			
30(5)	(5) The licensee shall ensure dietary staff receive a minimum of four hours of documented in-service training each year.			
30(6)	(6) The licensee shall employ or contract with a certified dietitian to provide documented quarterly consultation is serving patients requiring therapeutic diets.			
30(7)	(7) The licensee shall ensure that enough food service personnel are on duty to meet the needs of patients.			
30(8)	(8) The cook and other kitchen staff may not perform concurrent duties outside the food service area while performing food service duties.			

30(9)	(9) The licensee shall ensure any person that prepares or serves food has a current food handler's permit.						
R432-750-31. Nutritio	n and Menu Planning.	С	NC	NA	Date	CDI	Notes
31(1)	(1) The licensee shall provide at least three meals daily.						
31(2)	(2) The licensee shall ensure meals are served with no more than a 14-hour interval between the evening meal and breakfast unless a substantial snack is available in the evening.						
31(3)	(3) The licensee shall make between-meal snacks of nourishing quality available on a 24-hour basis.						
31(4)	(4) The licensee shall provide and plan a different menu each day of the week.						
31(5)	(5) The licensee shall ensure that patients' favorite foods are included in their diets when possible.						
31(6)	(6) The licensee shall maintain at least a one-week supply of non-perishable food and a three-day supply of perishable food.						
31(7)	(7) The licensee shall ensure that any food is nutritious, of good quality, and appealing to the patient.						

R432-750-32. Pets in t	he Facility.	С	NC	NA	Date	CDI	Notes
32(1)	(1) The licensee may allow patients to keep household pets such as dogs, cats, birds, fish, and hamsters if permitted by local ordinances.						
32(2)(a-e)	 (2) The licensee shall ensure that: (a) each pet is clean and disease-free; (b) each pet that is not confined is under leash control or voice control; (c) each pet that resides at the facility has documented current vaccinations; (d) the pet environment is clean; and (e) each small pet is in an appropriate enclosure. 						
32(3)(a-b)	(3)(a) Upon approval of the hospice administrator, a family member may bring a patient's pets to visit. (b) The hospice administrator shall ensure that the visiting pets have current vaccinations.						
32(4)(a-b)	(4)(a) A licensee that allows birds shall have procedures that prevent the transmission of psittacosis.(b) Procedures shall ensure minimal handling of droppings and placing of droppings into a closed plastic bag for disposal.						
32(5)	(5) Pets may not be permitted in food preparation, storage, or central dining areas, or in any area where their presence would create a significant health or safety risk to others.						
R432-750-33. Laundry	Services.	С	NC	NA	Date	CDI	Notes
33(1)	(1) The licensee shall provide laundry services to meet the needs of the patients.						
33(2)	(2) If the licensee contracts for laundry services, the licensee shall obtain a signed, dated agreement detailing any services provided.						

33(3)(a-f)	 (3) Each licensee that provides in-house laundry services shall ensure: (a) clean bed linens are changed as often as necessary, but no less than twice each week; (b) laundry equipment is in good repair; (c) a supply of clean linen is maintained to meet the needs of the patients; (d) personnel handle, store, process, and transport linens in a manner to minimize contamination by air-borne particles and to prevent the spread of infection; (e) soiled linen and clothing are stored separate from clean linen and not allowed to accumulate in the facility; and (f) the laundry area is separate and apart from any room where food is stored, prepared, or served. 						
R432-750-34. Mainten	ance Services.	С	NC	NA	Date	CDI	Notes
34(1)	(1) The licensee shall provide maintenance services to ensure that equipment, buildings, furnishings, fixtures, spaces, and grounds are safe, clean, operable, and in good repair.						
34(2)(a-b)	(2)(a) The licensee shall conduct a pest control program through a licensed pest control contractor or a qualified employee to ensure the absence of rodents.(b) The licensee shall maintain, for OL review, documentation of the pest control program.						
34(3)	(3) The licensee shall maintain entrances, exits, steps, and outside walkways in a safe condition with regard to ice, snow, and other hazards.						
R432-750-35. Waste St	orage and Disposal.	С	NC	NA	Date	CDI	Notes
	The licensee shall provide facilities and equipment for the sanitary storage and treatment or disposal of any categories of waste, including hazardous and infectious wastes, if applicable, using techniques acceptable to the Department of Environmental Quality and the local health authority.						
R432-750-36. Water Su	ıpply.	С	NC	NA	Date	CDI	Notes

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36(1)	(1) The licensee shall ensure that hot water provided to patient tubs, showers, whirlpools, and hand washing facilities is regulated for safe use within a temperature range of 105 to 120 degrees Fahrenheit.						
36(2)	(2) Thermostatically controlled automatic mixing valves may be used to maintain hot water at the required temperatures.						
R432-750-37. Housekee	ping Services.	С	NC	NA	Date	CDI	Notes
37(1)	(1) The licensee shall provide housekeeping services to maintain a clean, sanitary, and healthful environment.						
37(2)	(2) If the licensee contracts for housekeeping services with an outside entity, the licensee shall obtain a signed and dated agreement that details the services provided.						
37(3)(a-b)	(3)(a) The licensee shall provide safe and secure storage of cleaners and chemicals.(b) The licensee shall lock chemicals in a secure area to prevent unauthorized access or potential access by children or disoriented patients.						
37(4)	(4) Personnel engaged in housekeeping or laundry services may not be concurrently engaged in food service or patient care.						
37(5)	(5) The licensee shall establish and implement policies and procedures to govern the transition of housekeeping personnel to food service or direct patient care duties.						
R432-750-38. Penalties.		С	NC	NA	Date	CDI	Notes
	this rule may be subject to the penalties in Rule R380-600 and 7, Penalties and Investigations.	С	NC	NA	Date	CDI	Notes

R432-31-3. Order for Life-Sustaining Treatment Forms.				NA	Date	CDI	Notes
31-3(1)	(1) An individual who desires to execute an OLST shall use a form or electronic format approved by OL. The form may not be altered in layout or style, including font style and size, without the express written permission of OL.						
31-3(2)	(2) Any person, health care provider, or health care facility licensee may obtain a form from the OL website.						
31-3(3)	(3) A health care provider, licensee, or Emergency Medical Services (EMS) provider shall act upon a copy of an OLST as if it were the original.						
R432-31-4. Facility Pol	licies and Procedures.	С	NC	NA	Date	CDI	Notes
31-4(1)	(1) A licensee shall establish and implement policies and procedures that comply with Section 75A-3-106.						
31-4(2)(a-i)	(2) A licensee shall ensure policies and procedures address the licensee's responsibility to: (a) determine upon admission whether each individual has an OLST; (b) ensure an OLST is done in accordance with Subsection 75A-3-106(3); (c) identify circumstances when an individual with an OLST is offered the opportunity to change the order; (d) identify circumstances when the facility would not follow an OLST; (e) identify any individual who may be offered the opportunity to complete an OLST, including an individual who has: (i) a serious illness and is likely to face a life-threatening health crisis; (ii) declining cognitive abilities and lacks a surrogate or guardian to make decisions for them; or (iii) specific preferences for end-of-life treatments; (f) make a referral to the primary health care provider to create, replace, or change an OLST, if the licensee's services do not include the supervision of a physician, APRN, or physician assistant; (g) maintain the OLST in the individual's medical record; (h) only permit a qualified provider to assist with the completion of an OLST; and (i) outline that they are not required to offer each individual the opportunity to complete an OLST.						
R432-31-5. Training.		С	NC	NA	Date	CDI	Notes

	A licensee shall appropriately train relevant health care, quality improvement, and record keeping staff on the requirements of						
	Section 75A-3-106, this rule, and the facility's policies and procedures established in accordance with this rule.		_				
R432-31-6. Transferab	R432-31-6. Transferability of OLST.					CDI	Notes
31-6(1)	31-6(1) (1) An OLST is fully transferable among any licensed health care facility.						
31-6(2)	(2) Any health care provider assuming an individual's care at the receiving licensed health care facility shall read the individual's OLST.						
31-6(3)	(3) The receiving health care provider shall have policies and procedures to address any circumstance under which the health care provider will not follow the instructions contained in the OLST.						
31-6(4)(a-b)	(4)(a) A licensee that discharges a resident, shall provide a copy of the resident's OLST to the individual upon discharge.(b) If the individual lacks the capacity to make health care decisions, as defined in Section 75A-3-201, the licensee shall also provide a copy to the individual's surrogate or guardian.						
31-6(5)	(5) A licensee that transfers an individual with an OLST to another licensed health care facility shall provide a copy of the OLST to the receiving facility.						
31-6(6)	(6) A licensee shall allow an individual to complete, amend, or revoke an OLST at any time upon request.						
R432-31-7. Presentatio	432-31-7. Presentation of OLST to EMS Personnel.				Date	CDI	Notes
31-7(1)	(1) Except for home health, personal care, and home-based hospice agencies, a licensee in possession of an OLST shall present the individual's OLST to EMS personnel upon arrival to treat or transport the individual.						
31-7(2)	(2) For an individual who resides at home, if the home health, personal care, or home-based hospice agency personnel are present when EMS personnel arrive at the home, the personnel shall present the individual's OLST to the EMS personnel.						
R432-31-8. Home Placement of OLST.				NA	Date	CDI	Notes
31-8(1)	(1) If an individual under the care of a home health, personal care, or hospice agency possesses an OLST, the agency shall ensure that a copy of the OLST is left at the individual's place of residence.						

31-8(2)	(2) For an individual adult or emancipated minor who resides at home the licensee shall ensure that a copy of the [P]OLST is posted on the front of the refrigerator or over the individual's bed.						
31-8(3)	(3) For a minor who resides at home, it is recommended that a copy of the OLST be placed in a container and placed on the top shelf of the door inside the refrigerator.						
R432-31-9. Prior Order	s and Out of State Orders.	С	NC	NA	Date	CDI	Notes
31-9(1)(a-b)	 (1)(a) EMS and other health care providers may recognize as valid any prior or out of state OLST forms or medical orders for life-sustaining treatment, including the national OLST form. (b) This may also include a bracelet or necklace, unless superseded by a subsequent OLST. 						
31-9(2)(a-b)	 (2)(a) A physician shall complete and sign a new OLST for an individual with prior forms who no longer has the capacity to complete a new order and who does not have a surrogate or guardian to authorize the new order. (b) The physician shall state on the new order that the individual's preferences from a prior order is still applicable. 						
31-9(3)(a-b)	 (3) A form that an individual executed while in another state may be honored as if it were executed in compliance with this rule and Section 75A-3-106 if it: (a) is substantially similar to an OLST or a medical order for life-sustaining treatment; and (b) was executed according to the laws of that state. 						
R432-31-10. Signature	132-31-10. Signature Requirement.				Date	CDI	Notes
31-10(1)	(1) The patient or surrogate or guardian decision maker and a medical health care provider, including an MD, DO, PA, or APRN, shall sign the OLST for it to be valid.						
31-10(2)	(2) For pediatric patients, two different medical health care providers shall sign the OLST to make it valid.						
31-10(3)	(3) Electronic signatures are acceptable for OLST forms.						
31-10(4)	(4) In the event the surrogate or guardian decision maker cannot sign in-person or electronically, a verbal signature may be noted if confirmed by two medical professionals caring for the patient.						
31-10(5)	(5) Photocopies and faxes of signed OLST forms are legal and valid.						
R432-31-11. Complian	32-31-11. Compliance.				Date	CDI	Notes

	Any person who violates this rule may be subject to the penalties in Rule R380-600 and Title 26B, Chapter 2, Part 7, Penalties and Investigations.						
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