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# COMPLIANCE

VOLUNTEER TRAINING 2021

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## Learning Objectives

- ACHC Standards
- Compliance Plan
- QAPI
- Performance Evaluation
- Policy and Procedure for compliance 101



# ACHC: ACCREDITATION COMMISSION FOR HEALTH CARE

Accreditation Commission for Health Care (ACHC) is a nonprofit accreditation organization that has stood as a symbol of quality and excellence since 1986.

ACHC offers a collaborative survey approach designed to enhance business operations and ensure the highest quality patient care

**QUALITY** 

# COMPLIANCE

WE WILL DO WHAT WE SAY WE WILL DO:

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- Volunteers must complete the orientation process including background check prior to patient contact.
- Volunteers/Employees with direct patient care will receive 12 hours of annual training
- Volunteers/Employees without direct patient care will receive 8 hours of annual training
- Volunteers will document all patient contact.
- Be compliant with all health requirements
- Volunteers will follow the plan of care created for each patient
- Maintain patient confidentiality
- Participate in Infection control
- Volunteers will do no more or no less than what is outlined in the Volunteer Service Agreement
- Understand hospice use QAPI to help measure performance
- Volunteers will complete yearly evaluations and observations.

# QAPI: QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT

## What is QAPI?

- Patient-focused and outcome oriented
- Goals is to monitor quality/performance, find opportunities for improvement and improve performance
- Annual report will be submitted to the Board of Directors to review hospice adequacy, effectiveness, and efficiency.

## Where to find our current goals?

- Hospice Office
- Ask Volunteer Coordinator



# PERFORMANCE EVALUATION

Yearly, the Volunteer Coordinator will schedule a time to do a Patient Visit with you to complete the annual observation/evaluation

You will also be asked to complete a self evaluation.

## Evaluation will look at the following:

- Demonstrate I Care Standards
- Complete AIDET
- Proper Infection Control Procedures
- Performs only Service Agreement Activities
- Maintains boundaries
- Demonstrates effective communication with team members

# PLEASE COMPLETE YOUR EVALUATION

If you have any questions please  
email or call your volunteer  
coordinator.

