

# Compliance Tip Sheet

National Hospice and Palliative Care Organizations  
www.nhpco.org/stepsofcompliance



## CMS FY 2010 Top Ten Hospice Survey Deficiencies (Compliance Tip Sheet)

### Introduction

The Centers for Medicare and Medicaid Services (CMS) identifies the top ten most frequent survey deficiencies cited during Medicare hospice recertification surveys annually. This compliance tip sheet will:

- ✓ List the survey deficiency by Medicare hospice Condition of Participation\* (CoP) and by Hospice Program Interpretive Guidance\*\* L-Tag from federal Fiscal Year 2000.
- ✓ Provide an example of the deficiency based on actual CMS survey deficiency data.
- ✓ Provide suggestions from a clinical, documentation, and administrative perspective for compliance.
- ✓ List the standard and practice example from the NHPCO [Standards of Practice for Hospice Programs \(2012\)](#) related to the cited deficiency.

\* The [Medicare hospice Conditions of Participation \(2008\)](#) contain the federal regulations that govern all Medicare-certified hospice programs.

\*\* The Hospice Program Appendix M: [Interpretive Guidelines \(2000\)](#) are guidance to personnel conducting surveys of hospices, and serve to clarify and/or explain the intent of the regulations. All surveyors are required to use them in assessing compliance with federal requirements. The purpose of the protocols and guidelines is to direct the surveyor's attention to avenues of investigation in preparation for the survey, conducting the survey and evaluating the survey findings.

### CMS Top Ten Hospice Survey Deficiencies

The top ten hospice survey deficiencies listed in order of the most frequently cited are:

1. **Medicare hospice CoP: §418.56(b) Standard: Plan of care.**  
All hospice care and services furnished to patients and their families must follow an individualized written plan of care established by the hospice interdisciplinary group in collaboration with the attending physician (if any), the patient or representative, and the primary caregiver in accordance with the patient's needs if any of them so desire.  
**Interpretive Guidelines L-Tag: L1411**
2. **Medicare hospice CoP: §418.56(c) Standard: Content of the plan of care.**  
The hospice must develop an individualized written plan of care for each patient. The plan of care must reflect patient and family goals and interventions based on the problems identified in the

# Nhpco Recertification Tip Sheet

**Terry C. Jones**

A red circular graphic with a gradient, appearing as a partial circle or a thick curved line, located to the right of the Terry C. Jones text bar.

## **Nhpco Recertification Tip Sheet:**

## Unveiling the Power of Verbal Artistry: An Emotional Sojourn through **Nhpco Recertification Tip Sheet**

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