



CORPORATE COMPLIANCE

Following are Calvert Hospice's Standards of Conduct. Using these Standards, review the following scenario and complete the questionnaire as if the Standards applied to XYZ Hospice.

STANDARDS OF CONDUCT

1. No Calvert Hospice employee or volunteer shall knowingly mislead a patient, family member, or caregiver concerning services, charges, or use of equipment.
2. No Calvert Hospice employee or volunteer shall misuse or misappropriate any property, real or personal, belonging to any patient, family member or caregiver.
3. No Calvert Hospice employee, volunteer or patient shall be coerced into participating in Calvert Hospice or fund-raising activities.
4. No Calvert Hospice employee or volunteer will engage in any illegal or improper activities; and, if aware of such activities, will immediately report them to the Compliance Officer.
5. Calvert Hospice shall accept patient referrals in a professional manner with no remuneration provided to the referring agency.
6. Patient clinical records, administrative records, and financial records shall not be falsified by any individual for any reason.

The Story of XYZ Hospice

Mr. Modest has a long history of cancer. His doctor, Dr. Q., has referred him to XYZ Hospice. Harriet Hospice Director sends Dr. Q the standard \$250 gift certificate to the town's finest restaurant as a thank-you gift for the referral.

Crooked Caroline, a Hospice Admission Specialist, scheduled a visit with the Modest's and is now sitting in their living room talking with Mr. Modest, his wife and his daughter about Hospice. "Our staff will be here 24 hours a day," she tells them, even though she knows the nurse will only visit once a week and the home health aide two days a week at most. "You will not have to do anything about caring for Mr. Modest." The Modest's agree to sign up with Hospice.

While filling out the paperwork, she tells the Modest's that she will need both Mr. and Mrs. Modest's social security numbers of to be sure they receive all the benefits they're entitled to.

On her way out, the staff member sees a small glass elephant on the hall table. She collects elephants and this is a particularly nice one. She has offered to see herself out, so the Modest's are still sitting in their living room out of sight. She slips the elephant into her purse. "They'll never miss it," she says to herself.

Back at the office, she gives both Mr. and Mrs. Modest's social security numbers to Billy the Biller in the Billing Department. Billy knows that he should receive only Mr. Modest's social security number, but he doesn't say anything to anyone about it. When it comes time to bill Medicare for Mr. Modest's hospice care, Billy bills for services on both Mr. and Mrs. Modest's social security numbers.

Patsy Patient Care Coordinator assigns a nurse and social worker to the family, but decides that they don't need a home health aide. To keep the chart complete, she writes a home health aide note and puts it in the chart, and scribbles an unreadable signature on the form.

At Staff Meeting, Harriet Hospice Director tells the staff that they will all be required to report to the XYZ Hospice Fundraiser the follow Saturday and each will have to make a pledge of \$100 to the event. She says that attendance will be counted in each employee's annual evaluation.



CORPORATE COMPLIANCE - POST-TEST

NAME _____ DATE _____

Pick all that apply to each question.

Which of the following are violations of the Standards of Conduct committed by Crooked Caroline?

- Telling the Modest “our staff will be here 24 hours a day”
- Taking Mr. Modest’s Social Security Number
- Taking Mrs. Modest’s Social Security Number
- Taking the elephant

Which of the following are violations of the Standards of Conduct committed by Billy the Biller?

- Not reporting Caroline
- Billing for Mr. Modest
- Billing for Mrs. Modest

Which of the following are violations of the Standards of Conduct committed by Harriet Hospice Director?

- Sending gift card to Dr. Q
- Having a fundraiser
- Requiring staff to attend fundraiser and make donation

Which of the following are violations of the Standards of Conduct committed by Patsy Patient Care Coordinator?

- Assigning a nurse and social worker
- Writing a note for aide visit and putting it in the chart
- Unreadable signature