



10 Questions Every Hospice Employee Should Be Able to Answer

The following is a sampling of questions that auditors have often posed to hospice staff members at all levels when conducting onsite interviews:

- 1. Have you received training about Medicare regulations?
- 2. Do you have access to the hospice's policies and procedures, and know where they are kept?
- 3. What are the criteria for admitting a patient?
- 4. Who determines if a patient is appropriate or eligible for hospice?
- 5. Do you know the process for recertification?
- 6. What is your discharge process, and who determines if and when a patient will be discharged?
- 7. Do you know why a patient is admitted to GIP or continuous care?
- 8. Who determines if a patient starts or ends GIP or continuous care?
- 9. Who determines the primary terminal diagnosis?
- 10. Can anyone—you, upper management, or IT—make changes to your documentation or someone else's documentation?

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