Agency:

Date:

Surveyor:

Questions for Home Visits to Patients

Purpose: Surveyors may use this worksheet for notes when interviewing patients receiving home visits, while conducting a survey of a hospice.

Directions: Fill in appropriate information.

Patient Identifier:

Time:

Person Interviewed:

1. How long have you received hospice services?

2. Who comes to see you from hospice (aide, chaplain, volunteer, dietitian, therapists, etc.)?

3. How frequently do you receive services and care? Is that enough?

4. Do you know how to reach the hospice in an emergency or if you have questions?

5. Have you ever needed to call the hospice after hours or on the weekends, evenings, nights, or holidays? What was your experience with this?

6. Were volunteer, spiritual, and homemaker services offered and explained?

7. Since you have been receiving care from the hospice, have you had any out-of-pocket expenses for your health care? If yes, what kind?

8. What medications are you taking and why?

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9. Has the nurse talked with you about treating your pain and/or other uncomfortable symptoms?

10. Have there been any instances where the hospice failed to respond to your request for pain medication or symptom management?

11. Have you ever had to wait a long time to get pain medications or other medications to control symptoms? (Determine how long.)

12. Are you satisfied with your pain and/or symptom control?

13. Do you know when to expect a visit from the hospice staff?

14. Do they come as scheduled and are they on time?

15. Does the hospice involve you and your family in the plan of care?

16. If you had complaints and/or concerns, how would you handle them?

17. Has someone from the hospice given you a chance to talk about your religious or spiritual beliefs or concerns?

18. Have you received care in any other setting while under hospice care? If so, what was your experience?

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19. How satisfied are you with the services provided? Do you have any suggestions for improvement?

20. At time of admission, did you receive information regarding your rights and advance directives? (Look at home folder for written information.)

21. Would you recommend this hospice?

(State Operations Manual Appendix M - Guide to Surveyors: Hospice 2015)