

Notes from Quality Partners Call  
June 17, 2008  
Organizational Excellence (OE)

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*Go to [www.nhpc.org](http://www.nhpc.org)*

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1.1 Marketing materials for most hospices are addressing costs by noting that hospice care is covered by Medicare and most insurances.

1.1a Frances Hoffman will research/create training materials for volunteers who are representing hospices in the community. These will include information on benefits, scope, capabilities, and cost of the hospice programs.

2.1f Frances reminded everyone that the OCS QAPI snapshot and the IHO Benchmarking project are both available to help in collecting and analyzing outcomes data.

3.1 Most hospices are communicating information to their staff through monthly meetings, team meetings, or via e-mail.

3.1a and b This information is shared as noted in 3.1 above.

3.3 Minutes are used to document that decisions are made based on data.

3.3b Most hospices are using staff surveys to obtain input regarding planning for the future. One hospice uses its Process Improvement Committee for this purpose as it has representation from all disciplines.