

Hospice Code of Ethics

Hospice is a health care system of interdisciplinary services provided to patients and their families during the final stage of life. These services are delivered with sensitivity to the fact that, as hospice and palliative professionals, we have entered into people's lives and affairs during a period of heightened need and potential vulnerability.

Alliance Hospice is an advocate for patients and their families facing the end of life. Through our standards, policies and procedures, Alliance seeks to promote an ethical culture among its staff involving both internal and external relationships. Alliance encourages all staff to provide services, which are grounded in fundamental ethical principles of health care. These principles include Autonomy, Beneficence, Conscientious Objection, Nonmaleficence, and Justice.

Alliance Hospice subscribes to the following precepts:

- I. To meet the hospice and palliative care needs of patients and their families.
 - a. To remain sensitive to and be appreciative of the ethnic, cultural, religious, spiritual and lifestyle diversity of patients and their families.
 - b. To ascertain and honor the wishes, concerns, priorities and values of the patients and their families consistent with the law and the organization's values as stated in its policies.
 - c. To support, affirm and empower the families as caregivers.
 - d. To acknowledge and respond with sensitivity to the interruption of privacy that is necessitated by care at home; enter no further into family life and affairs than is required to meet goals of the plan of care, with respect to confidentiality and protection of patient information.
 - e. To provide quality hospice and palliative care services in a timely manner to all who qualify regardless of race, religion, sexual orientation, ethnic background, or ability to pay.
 - f. To recognize the vulnerability of those who receive care, and thus refrain from accepting personal gifts.

- II. To act honestly, truthfully and fairly to all concerned.
 - a. To fully disclose to patients and families information regarding cost, services and complaint policies, as well as any policies regarding discontinuation of services
 - b. To honestly and conscientiously cooperate as an agency in providing information about referrals, working with other agencies to ensure comprehensive services to patients and families, to accept referrals solely in the best interest of the patients according to need and ability to provide those services.
 - c. To be truthful and accurate in public advertising and information dissemination.

- d. To refrain from giving or accepting gifts of value or monetary compensation for the purpose of obtaining or making referrals.
 - e. To ensure that hospice services are not diluted for financial reasons and to honor the intent of donations supporting the hospice and/or palliative care program.
- III. To instruct our communities in the tenets of hospice and palliative care philosophy.
- a. To encourage dialogue about hospice and palliative care in all appropriate public forums, thereby providing the consumer with sufficient information about hospice and palliative care services, to enable true informed consent.
 - b. To act as a liaison in consumer discussions concerning decisions regarding end of life care and assuming a leadership role in ensuring access to hospice and palliative care for all people facing the end of life.
- IV. To continuously strive for the highest level of skill and expertise of the staff and volunteers in the delivery of care.
- a. To recruit, select, orient, educate and evaluate each staff person and volunteer to ensure competency based on identified job requirements.
 - b. To remain sensitive to and appreciate the ethnic, cultural, religious, spiritual and lifestyle diversity of staff and volunteers.
 - c. To support, affirm and empower the staff and volunteers in the delivery of care.
 - d. To recognize the unique stressors inherent in hospice and palliative care work and provide access to ongoing support for all staff and volunteers.
 - e. To ensure that contracted providers are properly trained and qualified, and that they provide care consistent with the values and philosophy of hospice and palliative care.

ALLIANCE HOSPICE recognizes that situations do and will arise when ethical principles conflict. Alliance will deal with each situation that arises from conflicts based on ethical principles.