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Hospice Patient Safety Guide




Introduction



Providing safe and effective comfort for hospice patients is a top priority for agencies committed to high-quality, compassionate care. Hospice organizations must adopt modern strategies to improve patient safety, streamline processes, and enhance compliance.

This guide highlights three key areas where hospices can enhance patient safety and deliver better patient outcomes.

Adopting a Modernized Pharmacy Model



Working with a traditional PBM often lead to delays.

This can negatively impact patient comfort and symptom management.

A modernized pharmacy model eliminates these inefficiencies by:

- Ensuring fast medication delivery with direct-to-hospice solutions.
- Reducing medication errors through streamlined workflows and hospice-trained PharmD consultations.
- Providing tailored medication management that aligns with hospice-specific needs.

By adopting a modernized approach, hospice agencies can improve patient outcomes, minimize delays, and create a more seamless medication management process that supports both clinicians and caregivers.

Action Steps

1. Partner with a hospice-focused pharmacy solution for faster medication access.
2. Train clinical staff on deprescribing and medication safety best practices.
3. Audit current medication workflows and identify areas for efficiency improvement.



Leveraging Connected Technology for Efficiency



Hospices increasingly rely on technology

Implementing connected technology enhances patient safety by:

- Integrating real-time medication management tools for preventing medication errors and deprescribing.
- Utilizing ePrescribe functionality for faster medication ordering.
- Enhancing communication between nurses, pharmacists, and caregivers to ensure consistent, up-to-date care.

With these advancements, hospices can reduce the likelihood of medication-related issues, enhance efficiency, and dedicate more time to patient-centered care rather than manual administrative tasks.

Action Steps

1. Implement e-prescribing and electronic medication tracking to reduce manual errors.
2. Use digital tools to streamline medication reconciliation and real-time patient updates.
3. Train staff on using hospice-specific software for better coordination and compliance.



Prioritizing Compliance & Quality



Regulatory compliance & quality improvements are critical

Compliance and quality improvement initiatives are critical for maintaining patient safety in hospice care. Working with organizations like Community Health Accreditation Partner (CHAP) and QAPIplus ensures hospices adhere to best practices and exceed safety standards. Key benefits include:

- Access to data-driven insights that highlight areas for continuous improvement.
- Standardized safety protocols to prevent medication errors and miscommunication.
- Staff training and development programs that reinforce best practices in patient care.

By focusing on compliance and quality improvement, hospices not only meet industry regulations but also foster a culture of excellence and safety that benefits both patients and caregivers.

Action Steps

1. Conduct regular compliance audits with the help of CHAP and QAPIplus resources.
2. Establish a patient safety committee to monitor and enhance quality initiatives.
3. Develop ongoing staff education programs to ensure adherence to regulatory standards.

Take Action for Safer Hospice Care



Improving patient safety requires a proactive approach that combines modern pharmacy solutions, connected technology, and a commitment to compliance. By embracing these strategies, hospice agencies can elevate care quality, minimize risks, and ensure a dignified, comfortable experience for patients

For additional patient safety resources, visit:

- **BetterRX:** <https://www.betterrx.com>
- **QAPIplus:** <https://www.qapiplus.com>
- **CHAP:** <https://www.chapinc.org>

By prioritizing patient safety, hospice agencies can make a meaningful impact on patient care while improving operational efficiency and compliance.