



INDIVIDUAL COMMITMENT TO QUALITY

I am committed to serving and supporting my hospice organization in its efforts to improve quality of care and services for patients and families receiving our care. I will support hospice and palliative care and services that are safe, patient-centered, effective, efficient, timely and equitable, consistent with the six aims for health care quality described by the Institute of Medicine.¹

I am committed to:

Patient and Family Centered Care

Providing care and services that are responsive to the needs and exceed the expectations of those we serve.

Ethical Behavior and Consumer Rights

Upholding high standards of ethical conduct and advocating for the rights of patients and their family caregivers.

Clinical Excellence and Safety

Ensuring clinical excellence and promoting safety through standards of practice.

Inclusion and Access

Promoting inclusiveness in our community by ensuring that all people—regardless of race, ethnicity, color, religion, gender, disability, sexual orientation, age, disease, or other characteristics—have access to our programs and services.

Organizational Excellence

Contributing to a culture of quality and accountability within our organization that values collaboration and communication and ensures ethical business practices.

Workforce Excellence

Fostering a collaborative, interdisciplinary environment that promotes inclusion, individual accountability and workforce excellence, through professional development, training, and support to all staff and volunteers.

Standards

Supporting the use of NHPCO's Standards of Practice for Hospice Programs and/or the National Consensus Project's Clinical Practice Guidelines for Quality Palliative Care as the foundation for our organization.

Compliance with Laws and Regulations

Ensuring compliance with all applicable laws, regulations, and professional standards of practice, implementing systems and processes that prevent fraud and abuse.

Stewardship and Accountability

Supporting a qualified and diverse governance structure and senior leadership who share the responsibilities of fiscal and managerial oversight.

Performance Measurement

Collecting and actively using performance measurement data to foster quality assessment and performance improvement in all areas of care and services.

This signature represents my commitment to help my organization reach the goals of the NHPCO Quality Partners Initiative.

Signature	Name of Individual Employee (please print legibly)	Date
Title/Discipline		Email address
	#	
Name of Organization/Provider Member Number		
Address		
City, State, Zip		

