



## ORGANIZATIONAL COMMITMENT TO QUALITY

### Our Pledge:

**A**s a member of the National Hospice and Palliative Care Organization, we pledge that the care and services we provide will be safe, patient-centered, effective, efficient, timely, and equitable, consistent with the six aims described by the Institute of Medicine.<sup>1</sup>

We are 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**

Building 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**

Adopting the NHPCO 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 applicable laws, regulations, and professional standards of practice, implementing systems and processes that prevent fraud and abuse.

#### **Stewardship and Accountability**

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

#### **Performance Measurement**

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

These signatures represent our commitment to reach the goals of the NHPCO Quality Initiative.

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Board Chair

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Chief Executive Officer/ Administrator

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Name of Organization (please print legibly) and Provider Member Number

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Address

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Quality Contact Phone and Email Address

<sup>1</sup>*Crossing the Quality Chasm: A New Health Care System for the 21st Century*, Institute of Medicine, 2001.

