

**10A NCAC 13K .0402 INSERVICE EDUCATION AND TRAINING**

(a) Written policies shall be established and implemented which include orientation, patient family volunteer training and inservice education for all hospice staff. Hospice residential facilities shall establish and implement a policy addressing hospice caregiver training. Attendance records on training shall be kept. Patient family care volunteers shall be required to meet the requirements of Rule .0401 of this Section. Training hours for patient family care volunteers shall include a minimum of 12 hours. Staff shall be required to participate in a minimum of eight hours included with other job specific training.

(b) Training for hospice staff, including patient family volunteers, providing direct patient and family services shall include, but not be limited to the following:

- (1) an introduction to hospice;
- (2) the patient family volunteer role in hospice care;
- (3) concepts of death and dying;
- (4) communication skills;
- (5) care and comfort measures;
- (6) diseases and medical conditions;
- (7) psychosocial and spiritual issues related to death and dying;
- (8) the concept of the hospice family;
- (9) stress management;
- (10) bereavement;
- (11) infection control;
- (12) safety;
- (13) confidentiality; and
- (14) patient rights.

(c) In addition to the training described in Paragraph (b) of this Rule, the following additional training shall be provided to hospice caregivers assigned to a hospice residential facility:

- (1) training specific to the types of medications being administered when assisting the patient with self administration of medicines and provision of personal care from a curriculum approved by the Division of Health Service Regulation;
- (2) orientation and instruction specific to the care needs of individual patients in the hospice residential facility; and
- (3) notification criteria for licensed nursing staff as defined in the agency policies and procedures.

*History Note: Authority G.S. 131E-202;  
Eff. November 1, 1984;  
Amended Eff. February 1, 1996; February 1, 1995; November 1, 1989;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. December 22, 2018.*