H.B. 974
Apr 10, 2025
HOUSE PRINCIPAL CLERK

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2025

H D

HOUSE BILL DRH10433-MG-40A

Short Title:	DHHS Study/Hospice Patient Complaints.	(Public)
Sponsors:	Representative G. Pierce.	
Referred to:		

A BILL TO BE ENTITLED

AN ACT DIRECTING THE DEPARTMENT OF HEALTH AND HUMAN SERVICES TO CONDUCT A STUDY ON WAYS TO ENCOURAGE GREATER ACCOUNTABILITY BY HOSPICE CARE FACILITIES FOR COMPLAINTS BY HOSPICE CARE PATIENTS AND THEIR FAMILIES.

The General Assembly of North Carolina enacts:

SECTION 1. The Department of Health and Human Services shall conduct a study to examine ways to improve the responsiveness of hospice care facilities to complaints by hospice care patients and their families. In conducting this study, the Department shall analyze complaint data collected from hospice care facilities, hospice care patients, and families of hospice care patients. In addition, the Department shall engage stakeholders, including hospice care administrators and representatives of North Carolina associations supporting hospice care facilities such as the Association for Home and Hospice Care of North Carolina. The Department shall report its findings and recommendations, including any legislative or administrative proposals, to the Joint Legislative Oversight Committee on Health and Human Services and the Fiscal Research Division by April 1, 2026. The report shall include, at a minimum, a summary of the most common complaints by hospice care patients and their families and recommendations on best practices for hospice care facilities to implement clear and accessible patient complaint procedures, ensure timely and thorough investigations of patient complaints, foster open and effective communication with hospice care patients and their families regarding patient complaints, and empower families as active members of the care team.

SECTION 2. This act is effective when it becomes law.