**Section 280.2020 Administration**

a) Each hospice program shall have a governing body. *The governing body must ensure that all services are provided in accordance with accepted standards of practice and shall assume full legal responsibility for determining, implementing, and maintaining the hospice program's total operation.* (Section 8(a-5) of the Act)

b) The governing body shall appoint an administrator whose qualifications and duties are defined in writing. The administrator shall have the following responsibilities:

1) Ensure the completion, maintenance, and submission of all required reports and records to the Department.

2) Assist the governing body in formulating and annually reviewing the hospice program policies and procedures.

3) Maintain a current organizational chart that identifies the lines of authority from clinical supervision to the patient care level. Shift supervisors and staff members in positions of authority shall be identified.

4) Have authority for the management of the business affairs and overall day-to-day operation of the hospice.

5) Maintain personnel records, administrative records, and all policies and procedures of the hospice.

6) Ensure the provision of an orientation and in-service training program for all staff, covering the physical, emotional, spiritual, bereavement and social needs of hospice patients and their families.

7) Employ personnel who meet the requirements of the written job descriptions of the hospice.

8) Designate in writing the staff member who will act in the absence of the administrator.

(Source: Amended at 32 Ill. Reg. 2330, effective January 23, 2008)