

AI and Hospice Compliance

Practical Applications, Risks and Leadership Strategies



Raianne Melton, BSN, RN, CHPN
Sr. Dir. Clinical Services, Axxess

Copyright Notice and Disclaimers

Copyright Notice: All intellectual property, including but not limited to written content, designs, images, graphics, concepts, trademarks, and other proprietary information, is the sole property of Axxess Technology Solutions Inc. ("Axxess"), and is protected under copyright, trademark, and other intellectual property laws, including international treaty provisions. Unauthorized use, reproduction, distribution, or modification of any materials and/or presentation without prior written consent from Axxess or its representative is strictly prohibited and may result in legal action. This protection extends to all forms of reproduction, including online, print, digital, and other media. Axxess reserves the right to pursue any and all available legal remedies to address any infringement or misappropriation of our intellectual property rights.

Disclaimers: The content contained herein is general information and is provided for informational purposes only, and should not be construed as legal, financial or professional advice or endorsement on any subject matter. Axxess does not guarantee or warranty the completeness, accuracy, or reliability of the information presented. Axxess reserves the right to update or modify the content at any time without notice. The content may contain links to other websites ("Linked Sites") and may have been enhanced with artificial intelligence. Axxess disclaims all liability for any loss or damage resulting from your use of or reliance on anything contained herein or on any Linked Sites.

Overview

- Explore the role of AI in enhancing home care through predictive analytics, symptom management, and decision support.
- Evaluate current EMR-integrated AI tools and their impact on communication, care coordination, and patient engagement.
- Promote compassionate innovation by aligning AI capabilities with the values of home care.
- Identify ethical challenges associated with AI use in the care continuum, including autonomy, dignity, and trust.
- Discuss governance frameworks for responsible AI adoption in sensitive clinical settings.

Terminology

Machine Learning (ML)

- A subfield of artificial intelligence that gives computers the ability to learn without explicitly being programmed – **MIT Sloan**

Robotic Process Automation (RPA)

- Uses intelligent automation technologies to perform repetitive office tasks of human workers, such as extracting data, filling in forms, moving files and more – **IBM**

Artificial Intelligence (AI)

- Technology that enables computers and machines to simulate human learning, comprehension, problem-solving, decision-making, creativity and autonomy – **IBM**

Revenue Cycle Management (RCM)

- The process used by healthcare systems to track the revenue from patients, from their initial appointment or encounter with the healthcare system to their final payment of balance – **HFMA**

Understanding AI

Agentic AI

Generative AI

Model Training
(e.g. LLM)

Reinforcement
Learning

Natural Language
Processing

Computer Vision

Machine Learning

Data

Balancing AI Perspectives



Alignment of AI with ANCC Evidence-Based Practice and Home Care Standards

AI as Decision-Support Tools

AI enhances care at home by supporting clinical decisions, not replacing nurses, aligning with ANCC evidence-based practice.

Improving Patient Outcomes

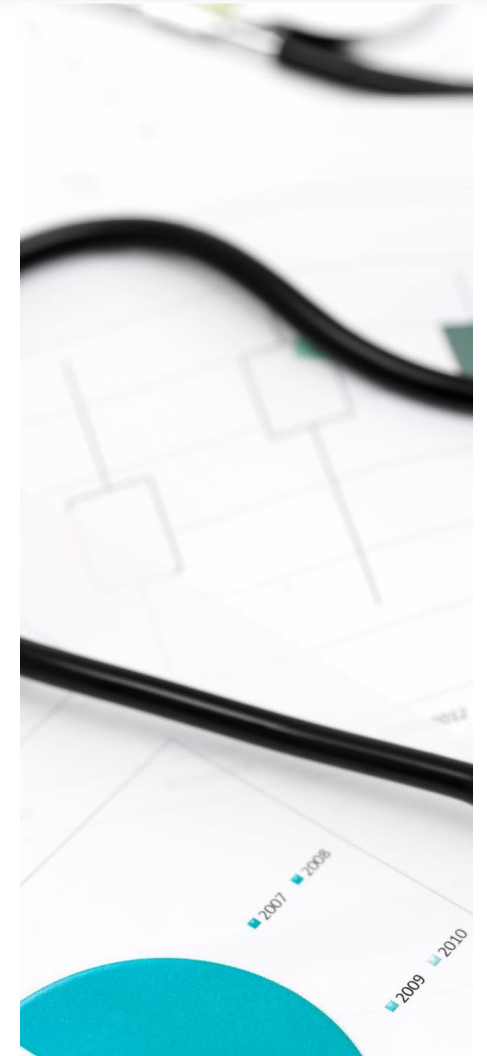
Machine learning models identify high-risk patients, enabling timely interventions and enhancing care quality and safety.

Reducing Administrative Burden

AI-powered documentation tools free nurses from paperwork, increasing time for patient care and education.

Ethical and Inclusive AI Use

Nurse involvement, bias evaluation, and continuous monitoring ensure AI respects patient preferences and equity.



Enhancing Communication, Advance Care Planning, and Family Support with AI



AI in Advance Care Planning

- AI tools analyze clinical documents to identify gaps in advance care planning for timely discussions.

AI-Powered Family Support

- Virtual assistants provide families education on symptoms and medication, reducing anxiety and calls.

Bereavement Care Support

- AI identifies caregivers at risk for complicated grief, enabling targeted follow-up support and automates contacts.

Ethical AI Implementation

- Transparency, informed consent, and cultural sensitivity ensure ethical AI use in home care.

Enhancing and Driving Patient Care Decisions



AI and Clinical Decision Support

- Identify changes in patient condition, symptom escalation, and care plan gaps.

Symptom Management Monitoring

- Monitors pain trends, dyspnea patterns, anxiety indicators and medication effectiveness.

Medication Management and Polypharmacy

- Identifies duplicate therapies, drug interactions, high-risk medications and deprescribing opportunities.

Remote Patient Monitoring

- Detects decline and monitors symptom progression

Predictive Analytics in Home Care

- Analyzes clinical assessments, visit frequency, medication changes, hospital utilization and functional decline.

Clinical Decision Support Case Study

CASE STUDY



Improving End-of-Life Care through AI-Based Clinical Decision Support

Authors: Jessica Londeree Saleska, MPH, PhD, Nathan Moore, MD, Kyle Pitzer, MSW, PhD, Randi Foraker, PhD, MA, FAHA, FAMIA, FACMI, and Patrick White, MD, PhD, HMDC, FACP, FAAHPM [Author Info & Affiliations](#)

Published July 16, 2025 | **NEJM Catal Innov Care Deliv 2025;6(8)** | DOI: 10.1056/CAT.24.0392 | **VOL. 6 NO. 8**

Copyright © 2025

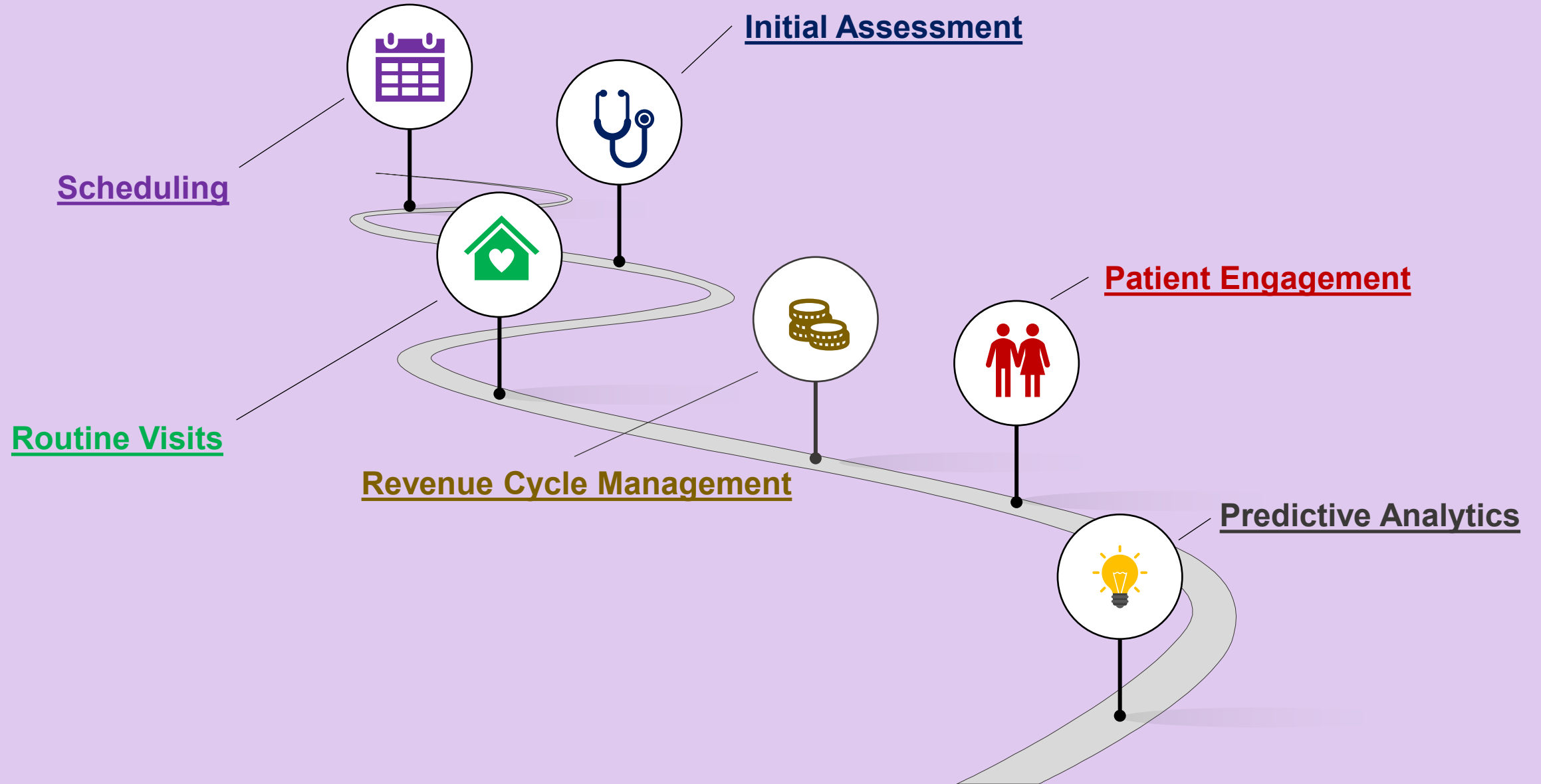


Abstract

Many patients with serious illness prioritize comfort over the prolongation of life in the final days and weeks prior to death. **Goals-of-care discussions (GOCDs) can provide patients with the opportunity to express their preferred end-of-life experience, prevent aggressive and often futile interventions, improve patient satisfaction, and reduce unnecessary costs.** Clinicians may feel uncomfortable initiating these conversations, however, given the lack of relevant training and difficulty identifying patients at elevated



AI Touchpoints in Home Care



AI Touchpoints in Home Care



Intake & Scheduling

- Patient information and insurance verification
- PECOS verification
- Matching Care Provider-Patient
- Route planning



Patient Care

- Auto-Generated Narrative, Summary, Plans of Care, Discharge documentation
- EMAR Notifications
- OASIS/HOPE scrubber
- Follow up appointments
- Interdisciplinary Group (IDG)
- Patient Education



Provider Support

- Hospitalization Predictor
- Supply chain
- Discharge planning
- Hospice Care Predictor
- End of Life Predictor (last 7 days)
- Auto Eligibility Checks
- Auto-Generated Claims
- Auto-Generated Remits
- Billing calculators



Patient Engagement

- Chatbots
- Remote Patient Monitoring
- Monitoring plan of care
- Robotics
- Learning & Development

Agentic AI Guidelines

01

Understand the product.

Psych Guidelines

03

Prepare for human oversight.

AI Adoption Considerations

02

Develop an AI culture

Preventing Overload

04

Sequence the work





AI Ethics & Governance

Ethical AI Framework

Fairness

Ensuring AI systems treat all individuals and groups equitably.



Accountability

Establishing responsibility for AI actions and outcomes.



Security

Safeguarding AI systems against unauthorized access and threats.



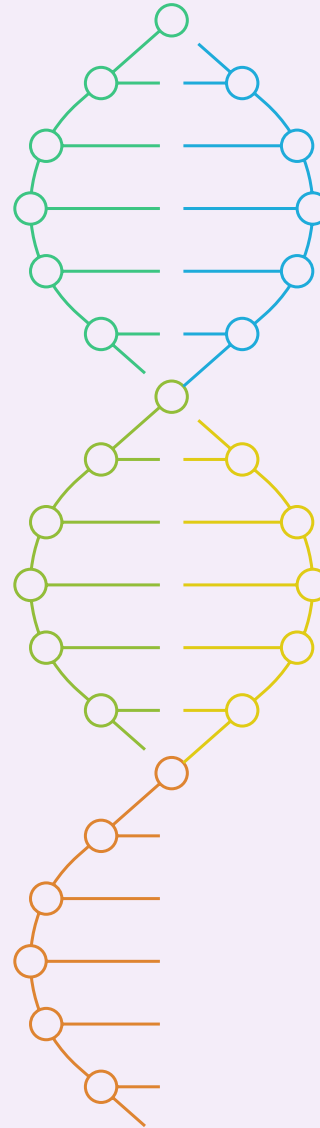
Transparency

Making AI decision-making processes understandable and accessible.



Privacy

Protecting personal data and ensuring confidentiality.



Oversight Levels for Clinical AI Tools

Oversight Level	Typical Tools	What You Must Do
Low	- Administrative tools - Documentation support - Automated triggers or alerts	- Review outputs - Correct errors
Moderate	- Tools that calculate risk scores - Readmission models - Tools that make diagnostic suggestions that do not trigger immediate high-risk actions	- Verify recommendations before acting - Disclose AI use when it meaningfully influences decisions - Monitor for bias, unexpected patterns, and errors
Extensive	- Tools that drive life-critical decisions - Tools that recommend or implement treatments - Tools that act autonomously	- Require ethics and governance review prior to implementation of the tool - Maintain continuous monitoring - Ensure explicit clinician oversight - Provide opt-out pathways and/or obtain explicit patient consent for tool use

Source: [AMA Ethical AI Use in Medicine A Clinical Practice Toolkit](#)

Building Your Roadmap

Assess current state

Understand what AI options your EMR offers

Identify priority problems

Select low-risk use cases

Create governance structure

Pilot and evaluate

Scale responsibility



Key Takeaways

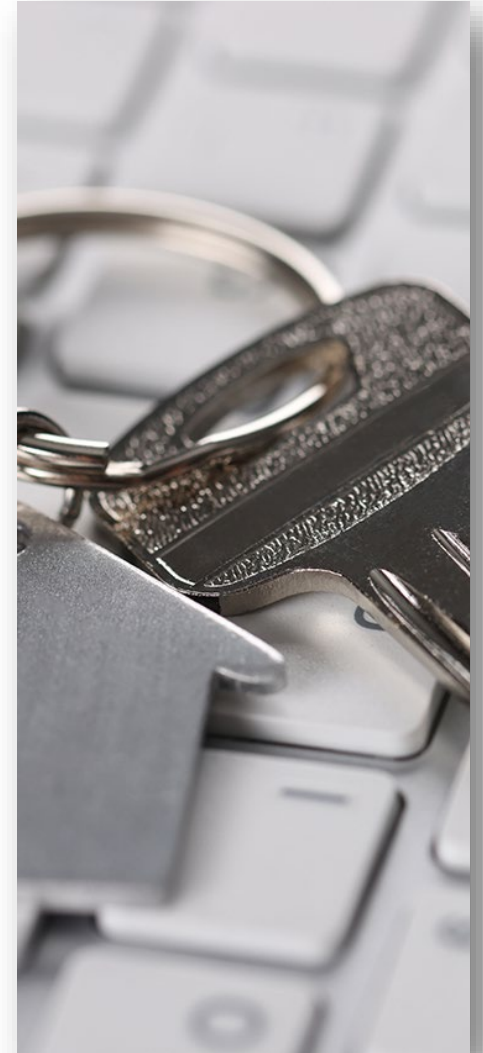
AI is a tool—not a replacement for clinicians

Care at Home organizations can improve quality and efficiency

Governance is essential

Human oversight remains critical

Responsible adoption creates sustainable value



Thank You!

Questions



Ethical AI Governance

Identify use cases • Apply ethical guardrails • Match oversight to risk • Plan responsible adoption

Where AI can support care

- **Clinical decisions** — detect change and care-plan gaps.
- **Symptoms & medications** — trend distress, effectiveness, and interactions.
- **Communication & families** — support planning, education, and bereavement follow-up.
- **Operations** — streamline documentation, scheduling, monitoring, and revenue cycle.

Five ethical guardrails

- **Fairness** — test for bias.
- **Transparency** — explain recommendations.
- **Accountability** — assign owners; audit.
- **Privacy** — protect data and consent.
- **Security** — control access and misuse.

Match oversight to clinical risk

LOW

Administrative or documentation tools

Review outputs; correct errors.

MODERATE

Chatbots, triage, or diagnosis support

Verify recommendations; disclose AI use.

EXTENSIVE

Diagnosis, treatment, or autonomy

Require explicit oversight, governance, and monitoring.

Human oversight remains critical at every level.

Responsible adoption roadmap

- 01 Assess the current state
- 02 Understand your EMR options
- 03 Prioritize a real problem
- 04 Start with a low-risk use case
- 05 Establish governance
- 06 Pilot, evaluate, then scale responsibly

Reflect before you scale

- What problem are we solving—and for whom?
- Where could bias, error, or loss of dignity occur?
- What human review and escalation are required?
- How will we measure safety, equity, value, and trust?

CORE PRINCIPAL: AI should strengthen clinical judgment and compassionate care—not replace either.

Oversight model: AMA toolkit
(as cited in presentation)