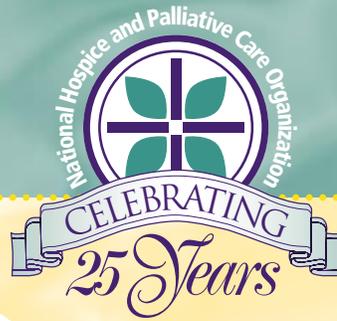


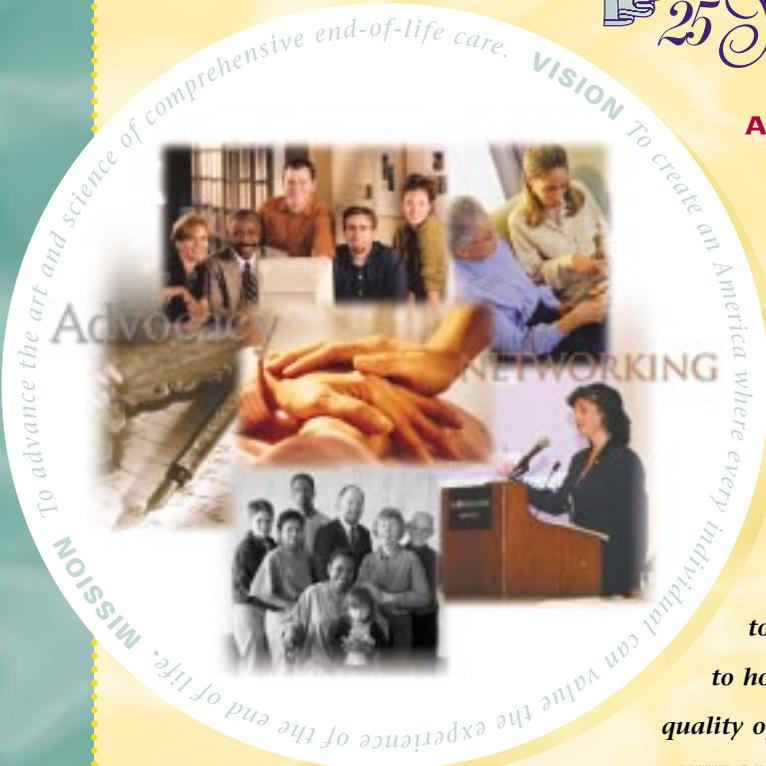
*Celebrating 25 Years*  
**NHPCO's Affiliate Member Benefits**





**ABOUT THE NATIONAL HOSPICE AND PALLIATIVE CARE ORGANIZATION (NHPCO)**

The National Hospice and Palliative Care Organization is the oldest and largest membership organization representing hospice and palliative care programs and end-of-life care professionals in the United States. Since 1978, the organization has been committed to improving end-of-life care and expanding access to hospice care with the goal of profoundly enhancing quality of life for people dying in America and their loved ones. NHPCO collaborates with many other end-of-life care organizations to participate in the many topic areas in the field today.



NHPCO offers memberships to hospices, palliative care programs, grief/bereavement centers, education and research organizations, foundations, home health agencies, companion services, medical supply companies, pharmaceutical organizations, staffing agencies, software vendors, and health care consultants.



**NHPCO members serve over 90% of the hospice patients in the United States.**

*Hospice and Palliative Care:  
Comfort and Compassion When It's Needed Most.*

## AN INTRODUCTION TO THE BENEFITS OF MEMBERSHIP

As an Affiliate Member of NHPCO you will receive benefits that will help your organization grow into the next century. Affiliate Members have access to NHPCO's Insurance and Material Safety Data Sheets (MSDS) programs, as well as educational and promotional products. These benefits allow NHPCO members to remain up to date with the latest trends in the health care industry relating to end-of-life care. Affiliate Members are home health agencies, foundations, grief and bereavement programs, or other organizations who are supportive of the hospice and/or palliative care mission, vision and standards.

### NHPCO Insurance

NHPCO endorses a carefully tailored insurance program that covers the special exposures of our members. NHPCO Insurance is designed to ensure your peace of mind. And it's administered by people who care — Glatfelter Underwriting Services. This national agency with more than 30 years' experience offers a customized insurance and risk management program designed to protect special businesses like yours.

Here are samples of the coverage NHPCO Insurance offers:

- ◆ Professional Liability
- ◆ General Liability
- ◆ Directors and Officers Liability
- ◆ Property Insurance
- ◆ Non-owned Auto Liability

For more information contact Glatfelter Underwriting Services at (800) 233-1957 or online at [www.nhpcoinsurance.com](http://www.nhpcoinsurance.com) and ask about the NHPCO Insurance Program.

### Material Safety Data Sheets (MSDS) Program

OSHA requires that health care agencies have readily available for each hazardous chemical or cleaning product they use, a data sheet from the manufacturer that lists the potential hazards and health effects, and describes the measures to take in case of an emergency. It is a cumbersome process to gather these forms, called material safety data sheets, for all products and to keep them up to date. NHPCO has partnered with 3E Company to provide our members with easy access to your MSDS/chemical information.

How does 3E's MSDS on Demand service work? Call, fax, or mail your MSDS requests to 3E Company — that's it. 3E's MSDS on Demand service is available 24 hours a day, seven days a week. NHPCO has negotiated a special group annual discount for its' members to enroll in this program.

### Who We Represent: NHPCO Provider Members by Region



Provider members are distributed as follows among five regions:

Region	Members	Region	Members
Northeast	446	Central Plains	497
Southeast	568	West	457
Great Lakes	516		

Member information as of January 2003

**NHPCO represents over 80% of hospices nationwide.**

# Referrals and Publications

## REFERRALS

### Printed Membership Directory

As an Affiliate Member of NHPCO, your program is listed in our annual membership directory, which is distributed to all provider members and purchased by many organizations across the country including hospitals and libraries. This directory is used for referral purposes by physicians and other hospice and palliative care professionals on a daily basis. Your listing includes contact information and a description of your business.

### Online Directory

In an effort to better serve our members, NHPCO is developing an online directory of Affiliate Members. Hospices and palliative care programs will be able to find you by type of organization or contact name. In addition, your online listing will include a hyperlink to your e-mail and web address.

### Helpline

Members and the public receive referrals to Affiliate Members by calling NHPCO's toll-free HelpLine at (800) 658-8898.

## PUBLICATIONS KEEP YOU INFORMED AND IN TOUCH

*As an Affiliate Member, you will receive valuable publications to keep you aware of what's happening in the industry and how it may affect your organization.*

### NewsLine

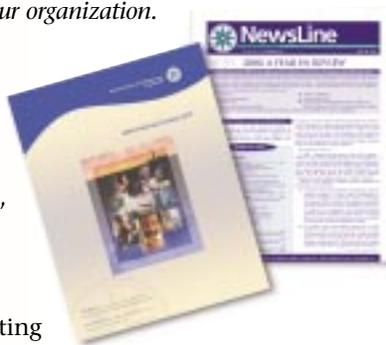
A monthly newsletter providing information about hospice and palliative care trends, Medicare regulations, legislative activities, membership news, and upcoming events.

### Membership Directory

A nationally distributed, comprehensive listing of member hospice and palliative care programs throughout the country. This annual directory includes "Yellow Pages" of Organizational Members and advertising. You will be able to find a member by state, name or county served.

### NHPCO's Organizational Update

Published annually, this update lets you know what NHPCO has done during the year. This report is published prior to our Annual Business Meeting and keeps members up to date on the progress of research, legislation, communications and external relations.



## WHAT IS HOSPICE?

Hospice provides support and care for persons in the last phases of incurable disease so that they may live as fully and comfortably as possible. Hospice recognizes dying as part of the normal process of living and focuses on maintaining the quality of remaining life. Hospice affirms life and neither hastens nor postpones death. Hospice exists in the hope and belief that through appropriate care, and the promotion of a caring community sensitive to their needs, patients and their families may be free to attain a degree of mental and spiritual preparation for death that is satisfactory to them.

## WHAT IS PALLIATIVE CARE?

From the World Health Organization, 2002 definition of palliative care: Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment of pain and other problems, physical, psychosocial and spiritual.



## EDUCATION AND TRAINING

*NHPCO's conferences and symposia are designed to stimulate personal and professional growth and development for attendees. NHPCO hosts several conferences annually, such as the Management and Leadership Conference and the Clinical Team Conference. Plus, you will network with other end-of-life care professionals throughout the conference.*

### **Clinical Team Conference & Exposition**

This conference is designed for end-of-life care professionals who are interested in the advancement of hospice and palliative care and interdisciplinary team education. Through an exciting mix of plenary sessions, concurrent sessions and exhibits, the Clinical Team Conference will provide you with the opportunity to network with your peers and interact with other key end-of-life care leaders, plus, learn the skills you need to keep you on the leading edge of your profession.

### **National Conference on Hospice and Palliative Care Volunteerism**

This three-day conference is geared toward volunteers, volunteer managers and leaders and other hospice and palliative care team members involved in all aspects or areas of volunteer management, training and services. Examples of the session topics in days two and three will include equipping volunteers for excellence through skill building, leadership and management skills that empower and energize today's volunteers and innovative volunteer-based initiatives.

### **Management and Leadership Conference & Exposition**

This premier conference is designed to prepare today's hospice and palliative care leaders for tomorrow's challenges. At this conference, you will learn results of studies and demonstration projects paving the way for continued improvement in patient-care, team building, and the latest regulatory and legislative issues. Network with your colleagues and meet with exhibitors from across the country.

For specific dates and locations please visit our Web site at [www.nhpco.org](http://www.nhpco.org).

### **Monthly Audio Conferences**

These are easy to access educational opportunities for professionals involved in end-of-life care. And, as a member, you receive discounts on the registration fees. Simply dial in from your office; there is no travel so you not only save time but it is the most cost-effective way to stay on the leading edge. Please visit our Web site at [www.nhpco.org](http://www.nhpco.org) for further information on registration and accreditation for these and all other NHPCO educational programs.

# Other Affiliate Member Benefits

## OTHER AFFILIATE MEMBER BENEFITS

### Marketplace

NHPCO's Marketplace has the most comprehensive selection of technical material, consumer education brochures, books and videos to assist our members. All products are available 24 hours a day, 7 days a week on-line at [www.nhpc.org/marketplace](http://www.nhpc.org/marketplace).

Marketplace has a selection of over 500 products for bereavement, grief, clinical needs, regulatory issues, marketing and more. Members receive special discounts on all products.



### NHPCO's Web site

With a monthly average of more than 38,000 "user sessions," and over 600,000 hits per year, [www.nhpc.org](http://www.nhpc.org) serves as a valuable source of information for members and the public. In an effort to better serve our members, NHPCO is redesigning our Web site in the summer 2003.

### Organizational Members' Home Page

With your exclusive member access, you can get instant information. Read *NewsLine*, and recent news releases in the "Members' Only" area. Get up-to-date technical assistance, regulatory, and conference information at the click of a button.

### Technical Assistance — A Direct Line to Answers

Through publications, NHPCO's Web site, and direct contact with NHPCO's technical assistance staff, members receive assistance in the areas of planning, reimbursement, fund-raising, regulations, training, research, and hospice and palliative care management. We have expanded our resources to include technical assistance in areas of nursing home care and managed care — more benefits to help you!

### Fax-on-Demand

With NHPCO's Fax-on-Demand service, members call a toll-free number and receive faxed information on NHPCO's recent news releases, research studies, or conference registration. The service is available 24 hours a day, 365 days a year, and is absolutely FREE to members. Simply call (866) NHPCFAX to access over 100 documents.



**Ordering Has Never Been Easier!**  
**Online: 24 hours a day, 7 days a week:**  
[www.nhpc.org/marketplace](http://www.nhpc.org/marketplace)  
**Call Toll-free: (800) 646-6460**  
**Fax Toll-free: (877) 779-6472**  
**Mail: NHPCO Marketplace, Department #929**  
**Alexandria, VA 22334-0929**



**AFFILIATE MEMBERSHIP APPLICATION**

Affiliate Membership is designed specifically for a group supportive of the hospice and/or palliative care mission, vision and standards and program of care such as a hospice foundation, home health agency, or grief/bereavement program. Affiliate Membership is not available to organizations that are reimbursed for hospice care or that qualify for another category of NHPCO membership including Provider, Palliative Care, or Associate. Organizations serving patients and being reimbursed for hospice care must apply for Provider Membership.

**GENERAL INFORMATION**

Organization Name \_\_\_\_\_  
 Contact Name \_\_\_\_\_ Title \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_ Web Site \_\_\_\_\_

- NHPCO respects your privacy. NHPCO will not sell, rent or distribute your e-mail address to any outside organization. NHPCO intends to use this medium to communicate membership related notices and benefits, as well as NHPCO related services, such as conference information and NHPCO Marketplace product announcements and sales. If you would prefer not to be included in the e-mail distribution list please check the preceding box.
- On occasion, NHPCO makes its membership list available to hospice-oriented vendors and educators. Please check here if NHPCO should not release your name to such vendors.
- Do not list this program in the NHPCO Membership Directory.

Company description (*up to 30 words*) \_\_\_\_\_

Please indicate your primary type of business (*please check only one box*)

- Accreditation
- Foundation
- Research and Education
- Assisted Living
- Grief & Bereavement Center
- Staffing Agency/Service
- Companion Service
- Home Health Agency
- Other (please describe): \_\_\_\_\_
- End of Life Care
- Religious Organization

What is your primary reason for joining NHPCO? \_\_\_\_\_

Affiliate Membership dues are \$200 per year (*based on anniversary date*).....\$ 200.00

My company wants to sign up for the MSDS Program.  
 I understand the additional cost is \$60.....\$ 60.00

**TOTAL FEE \$**  

- 
- 
- 
- Check Enclosed (payable to NHPCO) CK# \_\_\_\_\_

Card Number 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 Exp. Date 

--	--	--	--

Name on Card (Print) \_\_\_\_\_

Authorized Signature \_\_\_\_\_

I hereby certify that my organization is not a hospice, and that everything stated in this form is correct and complete to the best of my knowledge.

Name of Person Completing Form (Print) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

(Office Use Only)
Type _____
ID# _____
Payment _____
Initial _____
Date _____

Please return this form with payment to:  
 NHPCO, Department 929, Alexandria, VA 22334-0929 or fax to 703-837-1233  
 Questions? Call NHPCO's Member Service Center at  
**800-646-6460**

## NHPCO AFFILIATE MEMBERSHIP BENEFITS

Type	Affiliate
NewsLine — Monthly Newsletter	X
Access to NHPCO Insurance	X
Access to NHPCO's MSDS Program	X
Access to Organizational Members' Web site	X
Conference Registration Discounts	X
Audio-Conference Registration Discounts	X
Complimentary Copy of the <i>Membership Directory</i>	X
Company Listing in the <i>Membership Directory</i>	X
Marketplace Discounts	X
Technical Assistance	X
Fax on Demand	X
On-Line Directory Listing	X

### CONTACTING NHPCO:

1700 Diagonal Road • Suite 625 • Alexandria, VA 22314

Phone: (800) 646-6460

Fax: (703) 837-1233

Online: [www.nhpc.org](http://www.nhpc.org)



National Hospice and Palliative Care Organization  
1700 Diagonal Road, Suite 625 • Alexandria, VA 22314

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