



2020 Combined Annual Report

 **NHPCO**
National Hospice and Palliative
Care Organization

 **NHF**
National Hospice
Foundation

 **HAN**
Hospice Action
Network

nhpco.org

Message from Leadership

A Historic Year

The year 2020 will stand out in history. The year began on a positive note as the NHPCO and Hospice Action Network Boards held the January 2020 meetings in Puerto Rico. The opportunity to strengthen hospice and palliative care in the region, as well as learn about this U.S. territory that has the heaviest penetration of Medicare Advantage participants, was exciting for us all. Then things shifted quickly as attention turned to a novel coronavirus that was causing concern for public health officials. By March 2020, the nation was enmeshed in the COVID-19 global pandemic. Much of our activity throughout the remainder of the year was focused on a historic public health emergency.

As the COVID-19 pandemic surged and spread, we watched the numbers of infections and deaths climb, drop, and climb again. NHPCO responded immediately and purposefully in creating resources for members and non-members alike to help them distill the overwhelming amount of information as hospices and palliative care providers made immediate adjustments to continue providing care for patients while simultaneously managing a workforce crisis worsened by the pandemic. COVID-19. NHPCO and HAN worked to advocate on behalf of hospice and palliative care providers and secured \$1 billion in Provider Relief Funding for our community that initially was not included in federal support. The National Hospice Foundation went to work raising funds to support our provider members with urgently needed personal protective equipment.

Every single team at NHPCO, HAN, and NHF adjusted the focus of the work for 2020 to make pandemic response a priority. But by no means was that all we did. We continued to produce resources and tools for the membership that included our expanding collection of community-based palliative care resources, information on models and demonstration projects, regulatory and compliance analysis and education, professional development, and much more.

We are made up of organizations with roots deep into communities across the country, and as COVID has shown us once again, we are much stronger when we work together as a national community of hospice and palliative care providers. In our mission to lead person- and family-centered care, let us learn from one another and support one another. The year 2020 taught us that it takes more than a village to meet the overwhelming needs of our communities, and we will be right there with you every step of the way.

Respectfully,



Edo Banach
President and CEO



Norman McRae
NHPCO Board Chair



David Totaro
HAN Board Chair



Representative Accomplishments

NHPCO is an effective advocate and resource for hospice and palliative care providers. Highlights of achievements in 2020 include:

COVID-19 ADVOCACY AND SUPPORT

CARES Act

- Face-to-Face statutory change to allow use of telehealth technology for face-to-face visits.
- Sequestration Relief temporarily eliminated the 2% reduction in Medicare reimbursement that has been in place since 2014.
- NHPCO ensured hospices were included in the CARES Act with hospices awarded \$1 billion in grants based on their 2019 Medicare reimbursements.

1135 Waivers

- NHPCO advocated for increased flexibility through 1135 waivers, including six separate 1135 blanket waivers approved by CMS.

Virtual Visits

- NHPCO advocated for clarifications and flexibilities for hospice providers in delivering routine home care through the use of telecommunications.

Testing

- NHPCO continues to advocate for hospices to be given testing equipment, supplies, and financial resources.

Provider Relief Funding

- NHPCO advocated for flexibility in how providers can apply PRF money toward lost revenues attributable to coronavirus. HHS amended PRF reporting requirements to increase this flexibility.

PPE Support

- Through the National Hospice Foundation, NHPCO provided grants to hospice providers to purchase critical PPE through the Workforce Emergency Support Fund.

COVID Provider Communications and Tools

- NHPCO's COVID-19 Update emails available free to members and non-members, first daily and now weekly.
- COVID-19 Shared Decision-Making Tool

2020-2021 STRATEGIC PRIORITIES

- POLICY AND ADVOCACY
- EDUCATION
- QUALITY
- GROWTH
- EMPLOYEE ENGAGEMENT
- CONSUMER AWARENESS AND OUTREACH

- Quick Guide for Virtual Care
- COVID-19 Flexibilities for Hospice Providers
- Agency Preparedness for COVID-19 Pandemic
- Guidance for Infection Control and Prevention in Nursing Homes and Hospice
- COVID-19 Employee Screening Tool
- COVID-19 Bereavement Considerations
- Social Isolation: Impact on Health and Interventions
- Hospice Aides and COVID-19 Quick Guide
- Hospice Suspension of 2% Sequestration
- A series of Regulatory Alerts and free webinars for providers

VALUABLE RESOURCES AND PROVIDER SUPPORT

NHPCO is continually creating new resources and content to address the most relevant and timely issues providers are facing. Resources include:

- Election Statement & Addendum Toolbox
- Access & Inclusion Toolkit
- Hospice Facts & Figures
- Deprescribing Toolkit
- Hospice & Palliative Care Month Ad Slicks
- Regulatory and Compliance Podcast Series
- 38 Regulatory and Policy Alerts
- 11 Comment Letters on Proposed Rules Important to Providers
- FY 2020 Hospice Wage Index Charts – for Medicare and Medicaid Rates

PROFESSIONAL EDUCATION AND DEVELOPMENT

- NHPCO organized and hosted several webinars focused on COVID-19 topics to help providers navigate the COVID-19 pandemic.
- Annual summer Virtual Conference focused on providing quality care, and presenters incorporated the latest COVID-19 information.

- The 2020 Interdisciplinary Conference went virtual using a new format, offering live sessions over three weeks and 50+ hours of CE/CME with on-demand sessions available through the end of the year.
- Reduced pricing for NHPCO's 2020 webinar series.
- Launched the re-envisioned E-Online, our on-demand 24/7 education portal.
- Hosted more than 65 MyNHPCO Professional Chats to serve the full range of disciplines providing and supporting hospice and palliative care.

PHILANTHROPY

- Provided \$81,349 in support funding to 33 hospice organizations through NHF's Hospice Workforce Emergency Support Fund to help with urgently needed personal protective equipment (PPE) supplies during the pandemic.
- Made seven special experiences possible for hospice patients through NHF's Lighthouse of Hope Fund.
- Received \$130,192 in bequests from three separate estates.
- Raised \$244,228 at the annual National Hospice Foundation Gala that transitioned into a virtual event in the weeks prior to the event due to the developing COVID-19 pandemic.

THANK YOU TO OUR STRATEGIC PARTNERS FOR THEIR SUPPORT:



To learn more about the work of our family of affiliated organizations, visit us on the web.

nhpco.org
nationalhospicefoundation.org
hospiceactionnetwork.org

Current Board Leadership

NHPCO Board of Directors for 2021

(Overseeing the work of NHPCO and National Hospice Foundation, as of October 2021)

Chair

Norman McRae
Caris HealthCare, LP
Knoxville, TN

Vice-Chair

Melinda Gruber
Caring Circle
St. Joseph, MI

Treasurer

Brian Jones
SHARE Foundation
El Dorado, AR

Secretary

Elizabeth Fowler
Bluegrass Care Navigators
Lexington, KY

President

Edo Banach
NHPCO
Alexandria, VA

Sally Aldrich
Baptist Trinity Health
Memphis, TN

Samira Beckwith
Hope Healthcare
Fort Myers, FL

Darren Bertram
Infinity Hospice Care
Phoenix, AZ

Peter Brunnick
Hospice & Palliative Care
Charlotte Region
Charlotte, NC

Philip Chuang
Kaiser Permanente
Oakland, CA

Ronald Crossno
Kindred at Home
Rockdale, TX

Carla Davis
Heart of Hospice
Lafayette, LA

Katy Lanz
TopSight, LLC
Pittsburgh, PA

Paul Ledford
Council of States
Representative
Florida Hospice and Palliative
Care Association
Tallahassee, FL

Tarrah Lowry
Trustbridge
West Palm Beach, FL

Sarah McSpadden
The Elizabeth Hospice
Escondido, CA

Balu Natarajan
Seasons Hospice & Palliative
Care
Rosemont, IL

Robert Parker
Intrepid USA Healthcare
Services
Carrollton, TX

Joe Rogers
Hospice of Humboldt
Eureka, CA

Rafael Scullo
Empath Health/Suncoast
Hospice
Clearwater, FL

David Totaro
HAN Representative
BAYADA Home Health Care
Philadelphia, PA

Terri Warren
Providence St. Joseph Health
Tukwila, WA

Nick Westfall
VITAS Healthcare
Cincinnati, OH

Tracy Wood
Alleo Health System
Chattanooga, TN

Judith Wooten
Arkansas Hospice
North Little Rock, AR

Gregory Wood
Immediate Past-Chair
Hospice of the Ozarks
Mountain Home, AR

HAN Board of Directors for 2021

(Overseeing the work of the Hospice Action Network, as of October 2021)

Chair

David Totaro
BAYADA Home Health Care
Philadelphia, PA

Vice Chair

Susan Lloyd
Delaware Hospice
Wilmington, DE

Treasurer

Kate Proctor
Seasons Hospice and
Palliative Care
Rosemont, IL

Secretary

Brian Bertram
Infinity Hospice Care
Las Vegas, NV

President

Edo Banach
NHPCO
Alexandria, VA

Keith R. Lagnese
UPMC Family Hospice
Pittsburgh, PA

Samira K. Beckwith
Hope Healthcare
Ft. Myers, FL

Carla Davis
Heart of Hospice-Acadiana
Charleston, SC

Christie Franklin
Bristol Hospice, LLC
Salt Lake City, UT

Elizabeth Fowler
Bluegrass Care Navigators
Lexington, KY

**Representative Treasure
Valley Hospice**

Jeffrey Hohl
OnePoint Patient Care
Tempe, AZ

Deborah Hoyt
Axxess
Dallas, TX

Sarah McSpadden
The Elizabeth Hospice
Escondido, CA

Sandy Kuhlman
Hospice Services, Inc.
Philipsburg, KS

Paul Ledford
Florida Hospice & Palliative
Care Association
Tallahassee, FL

Tarrah Lowry
Trustbridge
West Palm Beach, FL

Norman McRae
Caris HealthCare, LP
Knoxville, TN

Mark Murray
Center for Hospice Care
Mishawaka, IN

Laura Niland
MJHS Hospice & Palliative Care
Program
New York, NY

Robert Parker
Intrepid USA Healthcare
Services
Lockhart, TX

Michael Reed
Heartland Home Health and
Hospice
Toledo, OH

Rafael Scullo
Empath Health/Suncoast
Hospice
Clearwater, FL

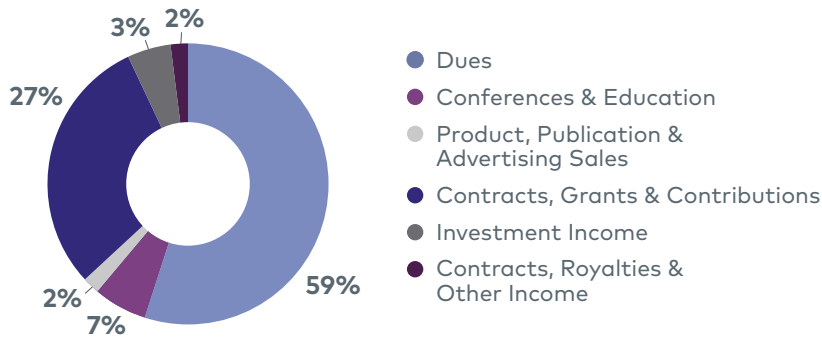
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VITAS Healthcare
Cincinnati, OH

Gregory Wood
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Mountain Home, AR

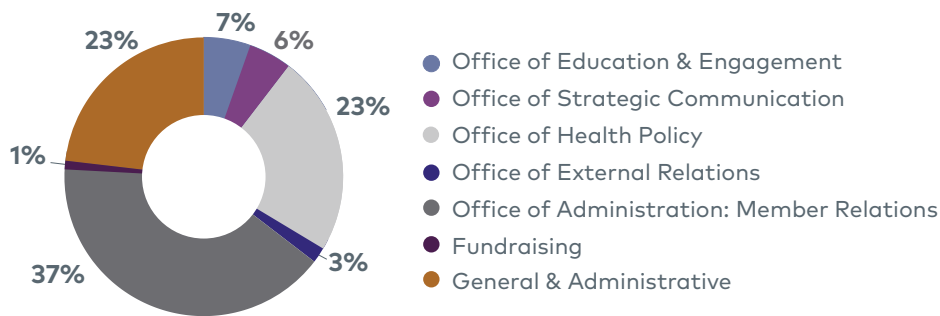
2020 Consolidated Financial Information

NHPCO and affiliate organizations consolidated financial information, 2020 (audited)

REVENUES



EXPENSES



National Hospice and Palliative Care Organization

1731 King Street, Alexandria, VA 22314

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nhpco.org