Hospice Manager Development Program

Level I Foundational Modules (all 7 required for Level I Designation)
- Critical Thinking and Decision-Making
- Interviewing, Coaching, Feedback and Evaluation Skills
- Leadership Style and Situational Leadership
- Regulations and Standards for Hospice Managers
- Values-Based Hospice Leadership
- Ethics for Hospice Managers
- Managing with an Eye on Finances

Level II Enhancement Modules (6 required for Level II Designation)*
- Emotional Intelligence
- Inclusion and Access: The Manager’s Role
- Managing Conflict in the Workplace
- Managing the Changing Organization
- Managing Workplace Negativity
- Provision of Services (Regulatory)
- The Interdisciplinary Team: Key Skills for Hospice Managers

Level III (all components required for Level III Designation)
- Completion of Benchmarks (360°Assessment)
- One-on-one sessions (over 3+ months) with a Leadership Coach to address specific, personalized goal
- Outcomes review, evaluation and development of future goal

For more information, visit www.nhpco.org/mdp

Symbol Key

- Indicates a module that is taught in the two-day foundational MDP Course
- Indicates an instructor-led distance learning (online) module
- Indicates a self-paced distance learning module available through NHPCO’s End-of-Life Online

Updated: January 2020