



Tip: Log in to the [NHPCO website](#) first to easily access member-only links.

**TOP STORIES**

**NHPCO Data and Surveys Overview Session**

[Join](#) the NHPCO Quality Team on Thursday, February 29 at 2 p.m. ET to explore the range of NHPCO's Data and Surveys, including the Survey of Team Attitudes and Relationships (STAR), Measures of Excellence (MOE), and Evaluation of Grief Support Services (EGSS). This session will provide attendees with an overview of each resource, including practical implementation tips, dashboards and benchmarking resources associated with each survey, and time for Q&A. [Register here](#) or visit [NHPCO Data and Surveys](#) for more information.



**New Pop-Up Webinar: *Journey through Advanced Heart Failure***

On February 22, 2-3:30 p.m. ET, [join this pop-up webinar](#) created in collaboration with the American Heart Association to learn strategies for working with patients who have advanced heart failure. Topics include prognostic indicators, improving goals of care conversations, and strategies for supporting patients with advanced heart failure and their caregivers throughout the continuum of care.

**UPCOMING EVENTS**

**February 9:** [Palliative Care Office Hours](#)

**February 9:** [Membership Orientation Call](#)

**February 13:** [Quality and Regulatory Office Hours](#)

**February 12:** Hospice MDP – [Managing the Changing Organization](#)

**February 13:** Development/PR/Marketing Chat – [Open Office Hours for Dev/PR/Marketing Professionals](#)

**February 13:** Nurse Chat – [Good Boundaries and Self Care Go Hand in Hand](#)

**February 14:** Spiritual Caregiver Chat – [Going Home: Exploring African American Spirituality at End of Life](#)

**February 15:** [We Honor Veterans Office Hours](#)

**February 20:** Professional Education and Organizational Development Chat – [The Power of Storytelling](#)

**February 21:** Volunteer Management Chat – [Volunteer Love and Recognition](#)

**February 22:** [Spiritual Caregiver Community Peer-Led Support Group Meeting](#)

**February 22:** Webinar - [Journey Through Heart Failure](#)

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## REGULATORY & COMPLIANCE

### **CMS Requests Information on Medicare Advantage Data**

The Centers for Medicare & Medicaid Services (CMS) recently released a [request for information](#) (RFI) on Medicare Advantage (MA) data to help strengthen CMS MA data capabilities and inform potential future policy development. This RFI seeks information on all aspects of MA program data, including, among other things, care access data-related recommendations, prior authorization and utilization management, and supplemental benefit cost and utilization. CMS also published an accompanying [press release](#). Comments on the RFI are due by **Wednesday, May 29**. NHPCO will be submitting a response to the RFI.

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## QUALITY

### **Regulatory and Quality Office – Upcoming Session**

Don't miss out on Regulatory and Quality Office Hours next week! These informal sessions, hosted by members of the Regulatory and Quality & Standards Committees, are an opportunity for members to share best practices, ask questions, and network with colleagues nationwide. The next session will be held on Tuesday, February 13 at 12:30 p.m. ET. Register on the [Regulatory and Quality Office Hours page](#) and submit questions in advance to [regulatory@nhpco.org](mailto:regulatory@nhpco.org) or [quality@nhpco.org](mailto:quality@nhpco.org).

### **Quality Connections – 2024 Program Year Coming Soon!**

**Expanded Content:** Twenty-five percent of Quality Connections content is new or updated for 2024, including activities related to Advocacy and Legislative Action, Survey Preparedness, Patient Safety, and much more.

**QC Foundations:** Members new to Quality Connections are encouraged to complete QC Foundations, which is designed to introduce participants to the structure of the program and provide a sample of the type of content they'll find throughout. New participants are also encouraged to join the [Quality Connections Walk-Through](#) on February 26 at 2 p.m. ET.

**End of 2023 Program Year:** The Quality Connections 2023 program year ended on January 31, 2024. All activities completed through that date will be included in the year-end [Achievement Map](#) update that will occur in mid-February. Organizations that have earned rings or completed the program will receive an achievement logo to add to their online and print collateral, demonstrating their commitment to quality improvement.

**About QC:** Quality Connections is NHPCO's core program for continuous quality improvement for hospice providers and professionals. Visit the [Quality Connections](#) page or reach out to [qualityconnections@nhpco.org](mailto:qualityconnections@nhpco.org) to learn more.

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## PROFESSIONAL EDUCATION & DEVELOPMENT

### **New Online Learning Courses - Now Available**

NHPCO's online learning covers a variety of topics including the latest in clinical, regulatory, and palliative care. Access popular presentations and bring nationally acclaimed speakers directly to your organization for a fraction of the cost. Explore our full [online course catalog](#) to see a variety of topics in a self-paced environment.

**Integrative Therapies in Hospice and Palliative Care Program** is a nine-part program for multidisciplinary health professionals on integrative approaches in hospice and palliative care. The course covers the evolution of the concept of integrative care in the US, explains how integrative therapies share a holistic and multidimensional approach with palliative care, and examines the concept of "evidence" in making informed decisions about the use of integrative therapies. Course topics include:

- Introduction to Integrative Palliative Care

- Acupuncture
- Aromatherapy
- Biofield Therapies
- Expressive Arts
- Massage and Touch Interventions
- Mind-Body and Contemplative Therapies
- Movement-Based Therapies
- Transforming the Culture of Care

The materials were created by the Integrative Palliative Care Institute. In a randomized controlled trial with 170 physicians, nurses, social workers, and other palliative care professionals, the program led to highly significant changes in practice behaviors that promote integrative care. [Sign up now!](#)

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## WE HONOR VETERANS

### We Honor Veterans Office Hours

Join the We Honor Veterans' team for Office Hours on Thursday, February 15, 12-12:30 p.m. ET. WHV participants of all levels are welcome to bring questions regarding level reports, website support, and more. [Sign up today!](#) Check out the [WHV Events Calendar](#) to find out about other Veteran-centric events hosted by our partners happening throughout the month of February.

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## DIVERSITY, EQUITY & INCLUSION

### The Impact of COVID-19 on Healthcare Coverage and Access in Racial and Ethnic Minority Populations

The COVID-19 pandemic disproportionately affected already disadvantaged racial and ethnic minority populations and highlighted persistent health disparities among Black, Hispanic, Native American, and Native Hawaiian/Pacific Islander populations. A new paper, "[The impact of COVID-19 on healthcare coverage and access in racial and ethnic minority populations in the United States](#)," in Geospatial Health describes changes in health insurance coverage, healthcare access, and reasons for non-insurance among racial/ethnic minority populations in the United States before and during the COVID-19 pandemic using four national survey datasets.

### Geriatrics Workforce Enhancement Program

This cooperative agreement from the [Health Resources and Services Administration \(HRSA\)](#) will support the education and training of healthcare workforces to care for older adults by collaborating with community partners. If interested, the deadline to apply is February 26.

### Ground Work: Racial Justice and Cultural Humility Training for Health Centers

The National Association of Community Health Centers' [Ground Work training](#) is designed to help the health center field level-set on the concepts of racial identity, privilege, bias, and structural and institutional racism. Ground Work provides the background information and the tools for any health center staff to engage in health equity and anti-racism work in their community.

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## MyNHPCO COMMUNITIES

### Upcoming Chats Not to Miss

As a member of NHPCO, you have free access to specialized chats with peers from across the country through the [MyNHPCO Communities](#), including:

- [Open Office Hours for Development/Public Relations/Marketing Professionals](#) - Join the MyNHPCO Development/PR/Marketing Community chat on February 13 at 1 p.m. ET for the opportunity to bring your questions, successes, and frustrations to other DPRM professionals. Join a variety of DPRM experts in the hospice and palliative care field

available to address questions, find common solutions, and discuss the current state of developing community support for your organization's mission.

- [Good Boundaries and Self Care Go Hand in Hand](#) - Do you think you have good boundaries? Do you practice self-care? Please join the MyNHPCO Nurse Community chat, Tuesday, February 13, 3 - 4 p.m. ET, to discuss how good boundaries and self-care can help with compassion fatigue.
- [Going Home: Exploring African American Spirituality at End of Life](#) - Spirituality can be a vital force for many African Americans in making healthcare decisions which may significantly influence the end-of-life journey. In this month's MyNHPCO Spiritual Caregiver Community chat on Wednesday, February 14, 3 -4 p.m. ET, facilitators will discuss how crucial it is for the interdisciplinary team to provide compassionate care reflecting cultural humility and sensitivity for the whole person while engaging the role of spirituality in the lives of patients and their families.
- [The Power of Storytelling](#) - You're invited to the MyNHPCO Professional Education and Organizational Development Community chat on Tuesday, February 20, 1-2 p.m. ET to hear from speaker [Rob Stenberg](#) on the profound power of storytelling and how we can harness it to inspire change, spur action, and connect with others at a deeper human level. You'll learn why our brains are wired for stories, what makes stories stick with us for decades, and time-tested story structures used by enduring tales across history.
- [Volunteer Love and Recognition](#) - Volunteers are a wonderful and important piece of hospice care. During this chat, presenters will discuss big and small ways to show your volunteers you appreciate all that they do. Join the chat on February 21 at 3 p.m. ET.

### Chat Recordings Now Available

MyNHPCO Community chats are recorded and posted for your convenience. Here are the recent chat recordings now available:

- **Integrative & Rehabilitation Therapies Chat Recording** - [Community Conversation: Hopes, Goals and Challenges in the New Year](#)
- **Bereavement Professional Chat Recording** - [New to Bereavement](#)

The full [chat schedule](#) is available on MyNHPCO. You must be logged in to access details on MyNHPCO Chats. Please also note that to view some chat recordings, you may have to join the appropriate MyNHPCO community. Chats are a unique opportunity for professional communities to learn together; continuing education credits are not available.