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

## TOP STORIES

### NHPCO-NAHC Collaboration Update: CEO Search Initiated

As NHPCO and NAHC continue working to create a new, combined organization to serve, support, and advocate for the national community of serious-illness and care-at-home providers, the Steering Committee that is leading the effort has selected Russell Reynolds Associates to conduct a national search for the inaugural CEO of the new organization. The position specification can be reviewed on the [NHPCO](#) and [NAHC websites](#). To share recommendation and/or express direct interest, please reach out to Danielle Lafhaj at Russell Reynolds: [Danielle.Lafhaj@russellreynolds.com](mailto:Danielle.Lafhaj@russellreynolds.com).



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**Town Hall Meeting:** The Steering Committee, comprised of Board Members of both NHPCO and NAHC, continues its commitment to engaging with members and stakeholders throughout the process. The third in a series of Town Hall meetings is now scheduled for 4-5 p.m. ET on Thursday, April 25. This is your opportunity to have your questions answered by the leaders spearheading this process.

**Additional Information:** For background information, a list of Steering Committee Members, and other details about this collaborative effort, see the [NHPCO](#) or [NAHC](#) website.

### Less Than One Month Until the 2024 NHPCO Virtual Interdisciplinary Conference

We are less than one month away from the [2024 NHPCO Virtual Interdisciplinary Conference \(IDC2024\)](#), the premier conference for hospice and palliative care teams and individuals focusing on opportunities and challenges on the front lines. Join us for live, online events from April 15-17, and on-demand content available through June 15.

Don't miss hearing from our three keynote speakers: [Hadley Vlahos](#), [Nurse Hadley](#) on social media and New York Times Bestselling Author of *The In-Between*; [Cal Cates](#), award-winning writer, published researcher, international speaker, and founder and Executive Director of Healwell; and [Joan Higginbotham](#), retired NASA Astronaut, rocket scientist, and electrical engineer. Learn more about IDC2024, our other [live](#) and [on-demand](#) content, and [register today!](#)

## UPCOMING EVENTS

**April 2:** Integrative & Rehabilitation Therapies Community Chat: [Assessing and Working with Spiritual Needs in Hospice Music Therapy](#)

**April 2:** [We Honor Veterans Office Hours](#)

**April 3:** Bereavement Professional Community Chat: [Grief: Risk Assessing and Care Planning](#)

**April 3:** [Measures of Excellence Walkthrough](#)

**April 4:** Project ECHO Dementia Care Miniseries: [Best Practices and Beyond](#)

**April 9:** [Regulatory and Quality Office Hours](#)

**April 9:** Development/PR/Marketing Chat: [Communicating Quality: How To Frame, Build, Communicate, and Evolve Your Quality Story](#)

**April 10:** Spiritual Caregiver Chat: [Exploring the Four Domains of Spiritual Health & Well-Being](#)

**April 11:** We Honor Veterans [Partner Networking Call](#)

**April 11:** Project ECHO Dementia Care Miniseries: [Best Practices and Beyond](#)

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## REGULATORY & COMPLIANCE

### HHS Releases Resource Guide for Providers Impacted by Change Healthcare Cyberattack

On March 25, the U.S. Department of Health and Human Services (HHS) released a [resource guide](#) with health plan contact information to support providers who have been impacted by the Change Healthcare cyberattack. Earlier this month, the Centers for Medicare & Medicaid Services (CMS) also announced [flexibilities](#) to help state Medicaid programs offer relief to providers impacted by the cyberattack. This follows a ["Dear Colleague" letter](#), issued by the HHS Office of Civil Rights, announcing the opening of an investigation into the incident.

### CMS Releases Health-Related Social Needs FAQs

On March 21, CMS released [FAQs](#) about four services intended to address health-related social needs, including Caregiver Training Services (CTS), Community Health Integration (CHI) services, Principal Illness Navigation (PIN) services, and Social Determinants of Health Risk Assessment (SDOH RA). This guidance addresses frequently asked questions about billing for these services under the Medicare Physician Fee Schedule.

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## QUALITY

### CMS Open Door Forum

CMS will hold the next Home Health, Hospice, and DME Open Door Forum (ODF) on Wednesday, April 3 at 2 p.m. ET. Members can [register here](#) and are encouraged to sign up for the [CMS ODF Mailing List](#) to receive future ODF communications. A recording and transcript of the ODF will be posted at [CMS Open Door Forum Podcasts and Transcripts](#).

### Post-Acute Care Hospice Outreach Email March 2024

CMS posted a [Hospice Outreach Email](#) to the [HQRP Requirements and Best Practices](#) webpage, including a summary of reminders and updates related to the Hospice Quality Reporting Program (HQRP). Topics include links to the CMS Hospice November Forum, public reporting refresh dates, and a summary of recently updated HQRP resources.

### CAHPS® Quality Assurance Guidelines Revisions

CMS released [technical revisions](#) to the [CAHPS® Quality Assurance Guidelines](#). These revisions primarily impact members who distribute CAHPS® survey instruments in languages other than English. For more information, reach out to [hospicesurvey@cms.hhs.gov](mailto:hospicesurvey@cms.hhs.gov) or [hospicecahpsurvey@hsag.com](mailto:hospicecahpsurvey@hsag.com).

### Regulatory and Quality Office Hours – Upcoming Session

Don't miss Regulatory and Quality Office Hours! 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 on Tuesday, April 9 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).

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## PROFESSIONAL EDUCATION & DEVELOPMENT

### NHPCO Webinar Miniseries | Quality and Regulatory

Join faculty for a six-part webinar series on regulatory, compliance, and quality considerations in hospice care. Each webinar will be from 2 to 3 p.m. ET.

1. April 25: [FY 2025 Hospice Wage Index and Quality Reporting Proposed Rule](#)
2. June 27: Quality Data and Surveys
3. August 15: FY 2025 Hospice Wage Index Final Rule and CY 2025 Home Health Proposed Rule
4. November 21: CY 2025 Home Health Final Rule

[View details on the series, webinar descriptions, learning outcomes, and faculty.](#)

### Updated CE/CME Opportunities

NHPCO experts and advisors reviewed and revamped many [online learning](#) offerings this year, including signature programs and online enduring materials. Explore the [full catalog](#) to learn more or check out the courses below for the latest hospice regulations and standards:

- [Hospice Quality Certificate Program \(HQCP\)](#): This program reviews the federal hospice regulations, compliance as the foundation of a quality hospice program, and the connection between compliance and quality outcomes.
- [Hospice Compliance Certificate Program \(HCCP\)](#): This program covers the basics of healthcare compliance, including developing a compliance program, compliance risk assessment, compliance policies and procedures, and anonymous reporting.
- [Hospice Conditions of Participation](#): This module reviews hospice levels of care and presents application scenarios for participants. The module discusses the provision of hospice care in nursing facilities, a regulatory "hot spot" for providers today.

If you've already completed HQCP or HCCP, check out the recently updated [companion courses](#). To enroll in NHPCO's courses, visit the [Online Catalog](#).

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## MEMBER UPDATES

### Now Is the Time to Nominate Your Star Volunteers!

The [Volunteers Are the Foundation of Hospice Awards](#) nomination period is open until April 30. Don't wait to submit your star volunteers. Visit [Volunteers Are the Foundation of Hospice Awards](#) to get started.

### Membership Orientation Call

Whether you're new to NHPCO or need a refresher, we're glad you're here. Join NHPCO's monthly membership orientation calls on the second Friday of the month from 2 to 3 p.m. ET, to connect, exchange valuable insights, and maximize the benefits of the NHPCO membership. Your membership matters to us, and we're committed to supporting you every step of the way. [Register for the April 12 orientation call.](#)

### Make the Most of Your Membership

Sign up for NHPCO's [Monthly Membership Tips](#) today! Learn about the latest offerings and any hidden gems you may have missed.

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## WE HONOR VETERANS

### Partner Networking Call

Join us for our first WHV Partner Networking Call of 2024 on April 11 at 4 p.m. ET! Attendees will be updated with the most recent news from the U.S. Department of Veterans Affairs (VA), NHPCO, and WHV partners. We look forward to welcoming [Dream Foundation](#) to discuss Dreams for Veterans, a recipient of the prestigious 2023 Fisher Service Award. We will also be

joined by a representative from the VA who will review and provide updates on available VA benefits and services. [Register here!](#)

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## NATIONAL HOSPICE FOUNDATION

### Gala Supporter and Underwriting Packages Now Available

Supporter and underwriting packages [are now on sale](#) for the [National Hospice Foundation's \(NHF\) 2024 Gala](#), which will be held on September 17 during the NHPCO Annual Leadership Conference in Denver, CO. The mission of the gala is to raise funds for [Lighthouse of Hope](#), a fund which offers patients with life-limiting illnesses financial support to fulfill last wishes. Becoming a supporter, underwriting, or donating items to the gala means directly helping patients achieve end-of-life requests. For more details on supporter and underwriting opportunities, check out the [event prospectus](#). Contact [info@nationalhospicefoundation.org](mailto:info@nationalhospicefoundation.org) with questions.

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## DIVERSITY, EQUITY, & INCLUSION

### CMS Opens Registration for 2024 Health Equity Conference

CMS recently opened registration for its second annual [Health Equity Conference](#) on May 29-30, 2024. Conference attendance is free and will be held in the Hyatt Regency Hotel in Bethesda, MD, with an online option for virtual attendance. CMS has closed in-person registration, but interested stakeholders may join a [waitlist](#) for a chance to attend in person. [Virtual registration option](#) is still available.

### ACT on Health Equity: Community Solutions Challenge

The [ACT on Health Equity Community Solutions Challenge](#) initiative provides funding to nonprofit organizations carrying out regional and/or local community-based programs that address health disparities among underserved populations through nutrition, healthcare access, oncology, and STEM education and career readiness. If interested, the deadline to apply is April 5.

### Distance Learning and Telemedicine Grants

This grant from the [Department of Agriculture Rural Utilities Service](#) provides financial assistance to enable and improve distance learning and telemedicine services in rural areas, supporting the use of telecommunications-enabled information, audio and video equipment, and related advanced technologies by students, teachers, medical professionals, and rural residents. If your organization is interested, the deadline to apply is April 29.

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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:

- [Assessing and Working with Spiritual Needs in Hospice Music Therapy](#) - Join the MyNHPCO Integrative & Rehabilitation Therapies Community chat on April 2, 2-3 p.m. ET. During this session, presenters will introduce spiritual assessment and ethics in the context of hospice music therapy, and participants will explore how to address spiritual needs with patients and their family members.
- [Grief: Risk Assessing and Care Planning](#) - Don't miss the MyNHPCO Bereavement Professional Community chat on Wednesday, April 3, 2-3 p.m. ET. Low, medium, and high bereavement risks are phrases spoken during every interdisciplinary team meeting and can be determined through the bereavement risk assessment. During this chat, presenters will discuss the risk assessment and care planning process as a guide for all levels of bereavement staff.

- [Communicating Quality: How To Frame, Build, Communicate and Evolve Your Quality Story](#) - Register for the Development/PR/Marketing Community chat on April 9, 1-2 p.m. ET, and hear [Kim Skehan](#), CHAP VP of Accreditation, as she shares advice and best practices for building and evolving your quality story. Research shows that perceptions of care quality are the greatest factors impacting the willingness of a patient or family to accept care from an agency.
- [Exploring the Four Domains of Spiritual Health and Wellbeing](#) - Researchers and clinicians developed four domains of spiritual wellbeing that can be significant factors in peaceful life closure for patients in hospice care. Join the MyNHPCO Spiritual Caregiver Community chat on Wednesday, April 10, 3-4 p.m. ET, as we explore these four domains together.

### Chat Recordings Now Available

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

- **End-of-Life Doula Chat Recording** - [Ask a Doula: An Interview](#)
- **Quality Assessment/Performance Improvement Chat Recording** - [Effective QAPI Meetings](#)
- **Physician/Advanced Practice Provider Chat Recording** - [Advance Care Medical Planning: Why isn't This Done and What We Can Do](#)
- **Volunteer Management Chat Recording** - [The ABCs and 123s of Volunteer Program Compliance: From the Pages of the Medicare CoPs](#)
- **Workforce Chat Recording** - [Developing Highly Functioning Teams: Using Interpersonal Skills to Create a Cohesive and Productive Team](#)

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.

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