



NHPCO

Leading Person-Centered Care





NEWSBRIEFS

NOVEMBER 22, 2023

Build a Strong Referral Network

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

TOP STORIES

Honoring the Memory of Rosalynn Carter

On Sunday at age 96, Rosalynn Carter died peacefully at home in Plains, Georgia with family by her side. Last Friday, November 17, it was [publicly announced](#) that the former first lady had entered hospice care. Rosalynn Carter shares a legacy with her husband, former President Jimmy Carter, as a devoted humanitarian. She will be remembered for her lifelong work fighting to combat the stigmas often associated with mental health. As a team, the Carters revolutionized the post-presidency with a focus on human rights and world peace through the Carter Center. [The Carter Center](#) has created a [website](#) paying tribute to her, and has [shared this page](#) for all to express condolences and remembrances with the Carter family.

 AXCESS PalliativeCare



NHPCO is [thankful to the Carter family](#) for having courageous conversations about electing hospice care. On behalf of the hospice and palliative care community, we extend our deepest appreciation to Rosalynn Carter for a life well lived.

National Hospice and Palliative Care Month – At a Glance

[National Hospice and Palliative Care Month](#) (HAPCM) is almost over, and the NHPCO team has been overwhelmed by the amazing participation of our members, especially in sharing stories of #CourageousConversations!

This HAPCM, we've had...

- Over 2,200 downloads of our graphics and toolkits from the [HAPCM member page](#).
- Over 165 unique organizations participate in #HAPCM across social media, with more than 350 total posts tagging NHPCO or using the #HAPCM and #CourageousConversations hashtags!
- A total of 44,476 organic impressions so far on LinkedIn for NHPCO's HAPCM-related posts, with over 1,500 post reactions and 115 reposts.

...and we've still got a week to go!

NHPCO will continue to be active across social platforms ([LinkedIn](#), [Twitter/X](#), [Facebook](#), and [Instagram](#)) through the end of November, but we wanted to take this week to reflect on the month so far and share our thanks for all that you've done to educate your communities and raise awareness about high-quality care for people living with serious and life-limiting illnesses.

We're Thankful for YOU

As we enter the holiday season, the NHPCO team is thankful for you, our amazing members! The participation above proves how you've shown up for your communities this #HAPCM, but we all know the work you do to advocate, educate, and care for eligible patients and their families continues year-round in the face of whatever challenge may arise.

Again, thank you for your membership. We hope NHPCO has been a useful resource for you and a strong voice on your behalf throughout 2023. Membership renewals are underway; our goal is to make your renewal process as seamless as possible. You can renew now by visiting nhpco.org/renew. If you have any questions, please contact solutions@nhpco.org.



UPCOMING EVENTS

November 28: Chat – [The Data-Driven Hospice](#)

November 29: [HAN Advocacy Training](#)

December 5: Chat – [Palliative Rehab: An Oxymoron or Best Practice? A Panel Discussion](#)

December 5: [We Honor Veterans Office Hours](#)

December 6: Chat – [Grief and The Holidays](#)

December 7: Project ECHO - [The Unique Needs of Adults with Intellectual and Developmental Disabilities in Hospice and Palliative Care](#)

December 8: [Membership Orientation Call](#)

QUALITY

Hospice Provider Preview Reports for February 2024 Now Available

Providers can now access February 2024 Provider Preview Reports in their CASPER folders. The preview period lasts from November 15, 2023 to December 15, 2023, although reports will be available for an additional 30 days after the preview period ends. CMS encourages providers to download and save their Hospice Provider Preview Reports for future reference, as they will no longer be available in CASPER after this 60-day period. For more information about preview reports, visit the [CMS HQRP](#) webpage.

Care Compare Refresh

Publicly reported hospice quality data have been refreshed on [Care Compare](#). Quality measures updated with the November 2023 refresh include: Hospice Item Set Comprehensive Assessment Measure, CAHPS® Hospice Survey Family Caregiver Experience, Hospice Care Index, and Hospice Visits in Last Days of Life. Members are encouraged to download NHPCO's *Charting a Course to Quality: A Consumer Guide to Publicly Reported Quality Measures* and its companion document, the *HQRP Comprehensive Resource Guide*, to engage staff, board members, and external

stakeholders in public reporting. These resources are available on the [NHPCO Hospice Quality Resources](#) page.

Open Door Forum (ODF)

CMS will hold the next Home Health, Hospice, and DME Open Door Forum on Wednesday, November 29 at 2 p.m. ET. Members should [register here](#) by selecting the November 29 session. Members are also encouraged to sign up for the [CMS ODF Mailing List](#) to receive future communications regarding Open Door Forums. A recording and transcript of the ODF will be posted at [CMS Open Door Forum Podcasts and Transcripts](#).

WE HONOR VETERANS

We Honor Veterans Partner Portal Closure for Maintenance - December 1 through January 8

The We Honor Veterans Partner Portal will be closed for maintenance beginning December 1 at 11:59 p.m. ET. The portal will reopen on January 8 at 8 a.m. ET. During this time, partner sign-ups and report submissions will be unavailable. All partners with Level 5 reports due in December will receive an extension through January 31. This necessary closure for maintenance will enable the portal's optimal functioning and ensure that partners and the public have access to the most up to date information available. We apologize for this inconvenience and thank you for your patience during this time. Please reach out to wehonorveterans@nhpco.org with any questions.

New NHPCO Podcast Episode – Out Now!

November is recognized annually as National Veterans and Military Families Month. On today's episode, host Madison Summers sits down with Katherine Kemp, NHPCO's Senior Director of Veteran Services, and NHPCO member, Shannon Pointer, to discuss the mission of the We Honor Veterans program, the many ways in which hospice providers can recognize local Veterans in their communities, and the importance of thanking both Veterans and their families for their sacrifice and service. [Listen here.](#)

HOSPICE ACTION NETWORK

Hospice Action Network Advocacy Training

Join the Hospice Action Network (HAN) for the upcoming [Advocacy Basics training](#)! As a part of National Hospice and Palliative Care Month and the theme of #CourageousConversations, the Advocacy Basics training will include an overview of why advocacy matters, what your role is as a hospice advocate, ways to advocate effectively, and resources that HAN offers. The training will be held on Wednesday, November 29 over Zoom at 3 p.m. ET. All registrants will receive a recording after the event, even those who are not able to tune in live. We hope you will join us!

DIVERSITY, EQUITY & INCLUSION

Project ECHO: Equity Where It Matters

Evaluation and Knowledge Check: If you attended the November 16 session, "Cross-Cultural Variation in Grief and Mourning" please visit our [Project ECHO](#) page to complete the evaluation. If you are participating in the NHPCO Health Equity certificate program, please also complete the Knowledge Check attached to the evaluation as well. Reach out to innovation@nhpco.org with any questions.

Upcoming Session: Adults with Intellectual and Developmental Disabilities (IDD) and their families have unique needs. [Join us](#) on Thursday, December 7 at 3 p.m. ET for, "The Unique Needs of Adults with Intellectual and Developmental Disabilities in Hospice and Palliative Care," where presenters will describe the characteristics of the adult IDD population and share about their health and health outcomes. Through case studies, presenters will discuss the challenges to

advance care planning and the provision of hospice and palliative care services in this population. Finally, presenters will share principles and practical tips for caring for this population.

About Project ECHO: Project ECHO creates virtual communities of learners by bringing together healthcare providers, subject matter experts, and the wider community using case-based learning and an "all teach, all learn" approach. The 2023 series, *Equity Where It Matters*, addresses diversity and cultural competence in healthcare.

On behalf of all of us at NHPCO, we wish you and your family a safe and happy Thanksgiving!

NewsBriefs is a weekly publication provided to members of the National Hospice and Palliative Care Organization.

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