NHPCO
Leading Person-Centered Care

Strategic Plan 2022-2024

CORE PURPOSE
Champion choice and access to person-centered, interdisciplinary care for those who need it through end of life.

MISSION STATEMENT
To lead and mobilize the transformation of care delivery to ensure equitable access to high quality interdisciplinary, person-centered care for those living with serious illness.

CORE VALUES
SERVICE: ENGAGING CUSTOMERS  RESPECT: HONORING OTHERS  EXCELLENCE: EXCEEDING EXPECTATIONS  COLLABORATION: FOSTERING PARTNERSHIPS  STEWARDSHIP: MANAGING RESOURCES

ENVISIONED FUTURE
As the respected authority on hospice and palliative care, NHPCO is the leader in advancing public policy and quality programs that improve access to high quality, person-centered interdisciplinary care when and where people need it.

KEY DRIVERS OF CHANGE
- Dynamic industry changes: Consolidation, Mergers & acquisitions; New entrants, Innovating and owning upstream models
- Access to care: Technology, Workforce shortage, Reimbursement, Diversity/Inequity, Variability of Quality
- Legislation/regulation: Reimbursement, Benefit reform; Increasing levels of oversight

STRATEGIC GOALS

GOAL
NHPCO is acknowledged as setting the gold standard for hospice and palliative care.

GOAL
NHPCO serves as the unified voice that transforms the Medicare hospice benefit into one that is more equitable and sustainable and recognizes compliant and high-quality providers.

GOAL
Providers engage with NHPCO because, through its leadership, we advance the interdisciplinary, holistic framework of serious illness care.

GOAL
Through informed choice, NHPCO empowers all seriously ill individuals to access high quality equitable, seamless, and compassionate interdisciplinary care throughout the healthcare continuum.