

## Hospice Foundation of America's Program

# ADDRESSING COMMON HOSPICE REGULATORY QUESTIONS FROM ADMISSIONS THROUGH BEREAVEMENT

### Online CE Course

#### DESCRIPTION

Using a case study approach, regulatory expert Dr. Jennifer Kennedy will follow two patients admitted to hospice care using the HOPE tool, highlighting the specific characteristics of each case that involve hospice regulations and quality.

#### PROGRAM DETAILS

The online presentation features an experienced professional offering their own expertise on the topic. On the screen, you will see the slide presentation and will be able to see and hear the expert presenters.

- RELEASE DATE:** Program originally premiered September 9, 2025  
**ON DEMAND:** Viewing available to registered individuals for 6 months after purchase.  
**LENGTH:** 90 minutes  
**CE HOURS:** 1.5 hours  
**CONTENT LEVEL:** The program is mainly for professionals already working in the field, but is practical for all levels of education – entry level, intermediate or advanced.  
**TARGET AUDIENCE:** The course is useful to Health care clinicians, social service clinicians and others working in the hospice, palliative care, counseling, hospital, nursing home, funeral home or faith community environments

#### HOW THE ONLINE COURSE WORKS

**Step 1** - Register/purchase the course

**Step 2** - View the course online through the link in your confirmation email or in your account.

**Step 3** – Complete the online exam and evaluation

#### TECHNICAL REQUIREMENTS

A computer and reliable internet connection. Mobile service provider charges may apply.

#### REGISTRATION AND COURSE MATERIALS

Register directly online, on HFA's website: [www.hospicefoundation.org](http://www.hospicefoundation.org).

**There are no refunds on registration.** \*Few exceptions may occur depending on the circumstance. To request a refund, a written request must be received (and granted) by HFA.

Course materials include the online program video, slides, and viewer guide. All course materials are accessible online immediately after registering.

#### LEARNING OBJECTIVES

AT THE CONCLUSION OF THIS PROGRAM, PARTICIPANTS WILL BE ABLE TO:

1. Describe compliant quality hospice care per the federal regulations via patient care scenarios.
2. Discuss common care issues and their management within compliance and quality parameters.

#### PROGRAM OUTLINE

- Introduction to the federal hospice regulations and Appendix M (SOM) (5 min)
- Discuss link between compliance and quality and importance of compliance related to quality care provision (5 min)

- Present care scenario #1 – patient admission through live discharge highlighting the following care points: (25 min)
  - Admission to hospice – individual in an assisted living facility, patient LOS is 66 days
    - Related vs. unrelated diagnoses/ conditions
  - Patient ER visit and hospital stay – unknown to hospice provider
  - Patient travel
  - Live discharge
- Present care scenario #2 - patient admission through live discharge highlighting the following care points: (25 min)
  - Admission to hospice – individual in a private residence, no in home caregiver – Patient LOS is 98 days
  - Respite care stay
  - GIP stay
  - Discharge for death
- Compliance and quality impact on operations, patient outcomes, and CAHPS (10 min)
- Q&A (20 min)

## **CONTINUING EDUCATION**

This program is valid for 1.5 contact hours of continuing education. View the current list of board approvals on HFA's website at [www.hospicefoundation.org](http://www.hospicefoundation.org), located on the program's registration page.

## **COURSE COMPLETION REQUIREMENTS:**

Participants must view the entire 90-minute program (online-streaming video). Partial credit is not awarded. Participants must also complete the entire CE process online before a certificate is awarded. The online CE process includes a required evaluation form and exam. The exam must be completed at 80% or above (the exam may be re-taken, if necessary).

## **EXPERT PRESENTER**

### **Jennifer Kennedy, EdD, MA, BSN, RN, CHC**

Dr. Jennifer Kennedy is the vice president for quality and standards at Community Health Accreditation Partner (CHAP) and is a nationally recognized hospice expert. She has more than 35 years of experience as a leader and nurse in diverse healthcare settings and has worked in hospice and palliative care for the last 20+ years. She has a bachelor's degree in nursing, has a dual master's degree in health education and case management, has a doctoral degree in healthcare education and policy, and is a certified healthcare compliance professional. Jennifer is the lead for the CHAP quality and compliance team and interacts with Centers for Medicare & Medicaid Services (CMS) and their contractors regarding hospice regulatory and quality issues for hospice, home health, home infusion, pharmacy, and durable medical equipment. She collaborates with the CHAP Center for Excellence, an education content developer, and also serves as faculty. She is a member of the American Nurses Association's (ANA) national palliative nursing task group and has been honored by the UK's St Christopher's Hospice as a nursing pioneer for their 2020 Palliative Care Nursing Project. Jennifer hosts CHAP's monthly podcast, speaks at national and state events, and teaches graduate healthcare administration courses.

## **REVIEWER**

**Angela Novas, MSN, RN, CRNP**, *Senior Medical Officer*, Hospice Foundation of America

## **BIBLIOGRAPHY/REFERENCES:**

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4. Clayton, M. F., Utz, R., Iacob, E., Towsley, G. L., Eaton, J., Fuhrmann, H. J., ... & Supiano, K. (2021). Live hospice discharge: experiences of families, and hospice staff. *Patient education and counseling*, 104(8), 2054-2059.
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7. Bhatnagar, M., Kempfer, L. A., & Lagnese, K. R. (2023). Hospice care. *StatPearls [Internet]*.

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**CE Certificates for this program may only be obtained through HFA.**

## **SPECIAL ACCOMMODATIONS FOR DISABILITY (ADA)**

Reasonable accommodation may be made available, on an individual basis. To request accommodation, please contact HFA via email at [educate@hospicefoundation.org](mailto:educate@hospicefoundation.org) or call 800-854-3402, or write to HFA, 1707 L Street NW, Suite 220, Washington, DC 20036.

## **CONFLICT OF INTEREST**

Planners (Panelists and Reviewers) disclose no conflict of interest relative to this educational activity.

**FOR QUESTIONS, COMMENTS, OR ADDRESSING GRIEVANCES**, please contact:

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