



2025

CHAPCA

CHAPCA Certified Leadership

June 17-19, 2025

Hospice Administrators | Hospice Medical Directors |
Directors of Patient Care Services
Hospice Operations

June 20, 2025

Hospice Medical Directors | Hospice Physicians
Symptom Management & Prescribing | Hospice LCD's |
Certification-Recertification | Interdisciplinary Team
Meeting



CHAPCA Certified Leadership

June 17, 2025



Time	SESSION TITLE	DESCRIPTION
7:30AM-8:00AM	Registration & Breakfast	
8:00AM-9:10AM	Course Introduction	Oversight Entities for Hospice CDPH Hospice State License Requirements
9:10AM-10:40AM	Safety, Integrity, and Continuity of Hospice (Patient Records, Controlled Substances)	Complaint Management, Patient Records Controlled substance prescription, dispensation, and destruction management
10:40AM-10:50AM	BREAK	
10:50AM-12:40PM	Hospice Services: Core and Non-Core Services	Hospice Core Services (Physician, Nursing, Social Work, Counseling) Hospice Non-Core Services (Hospice aide and Homemaker, Volunteers, Therapies)
12:40PM-1:20PM	LUNCH	
1:20PM-2:50PM	Hospice Administration	Agency Administration (Policy Administration, Governing Body, Agency Administrator, Director of Patient Care Services, Contract Services)
2:50PM-3:00PM	BREAK	
3:00PM-5:00PM	Hospice Administration	Human Resource Management (Federal requirements, Employee and Volunteer Personnel Requirements)



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June 18, 2025



Time	SESSION TITLE	DESCRIPTION
7:30AM-8:00AM	Registration & Breakfast	
8:00AM-10:00AM	CMS Conditions of Participation	Medicare Conditions of Payment (Medical Necessity, Hospice Election, Plan of Care, Certification of Terminal Illness)-overview of current audit environment
10:00AM-10:10AM	BREAK	
10:10AM-12:10PM	CMS Conditions of Participation	Medicare Conditions of Participation (Patient Care, Organization Environment)
12:10PM-12:50PM	LUNCH	
12:50PM-2:50PM	Patient Care Administration	Election of Hospice, Patient Rights, Comprehensive Assessment, The HOPE Assessment Tool, Plan of Care, Coordination of Care, Levels of Care, Death, Live Discharges
2:50PM-3:00PM	BREAK	
3:00PM-5:00PM	Safety, Integrity, and continuity of hospice operations (EPP/Infection Control)	Emergency Preparedness Plan Infection Control Program



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June 19, 2025



Time	SESSION TITLE	DESCRIPTION
7:30AM-8:00AM	Registration & Breakfast	
8:00AM-9:00AM	Program Surveys	Medicare Certification Surveys (Deemed status, frequency, deficiency levels, Special Focus Program)
9:00AM-10:30AM	CMS Conditions of Participation	Payment for Hospice Care (Level of Care days, Service intensity add-on, QAPI and QRP requirements - (HCI, CAHPs, PEPPER)
10:30AM-10:40AM	BREAK	
10:40AM-12:10PM	Current Issues in California	Current Issues in California by CDPH
12:10PM-12:50PM	LUNCH	
12:50PM-2:50PM	Safety, Integrity, and continuity of hospice operations (Complaints/Fraud, Waste, Abuse) & Program Integrity	Fraud, Waste and Abuse
2:50PM-3:00PM	BREAK	
3:00PM-5:00PM	Hospice Administration	Human Resource Management (Labor Laws)



CHAPCA Certified Leadership

June 20, 2025



Time	SESSION TITLE	DESCRIPTION
7:00AM-8:00AM	Registration & Breakfast	
8:00AM-8:15AM	WELCOME & OVERVIEW	Review of the day's objectives Q&A from previous sessions
8:15AM-9:45AM	HOSPICE PATIENT SYMPTOM MANAGEMENT	Understanding symptom management variations based on underlying etiologies Discussion of key symptoms
9:45AM-10:00AM	BREAK	
10:00AM-11:00AM	HOSPICE PHYSICIAN ROLE IN ADMISSIONS	Determining diagnosis relatedness and medication coverage Deprescribing on admission and during continued hospice care Handling patient and family objections
11:00AM-12:00PM	HOSPICE LOCAL COVERAGE DETERMINATIONS (LCDS)	Understanding Medicare LCD restrictions and limitations Prognostication: differentiating chronic illness vs. terminal illness
12:00PM-1:00PM	LUNCH	



CHAPCA Certified Leadership

June 20, 2025 Continued....



Time	SESSION TITLE	DESCRIPTION
1:00PM-2:00PM	CERTIFICATION AND RECERTIFICATION OF TERMINAL ILLNESS	Initial certification requirements Writing a strong Hospice Physician Brief Narrative Statement Recertification process and documentation Hospice Face-to-Face visit requirements
2:00PM-2:45PM	HOSPICE PROGNOSTICATION TOOLS	Overview and appropriate use of: PPS, KPS FAST NYHA
2:45PM-3:00PM	BREAK	
3:00PM-3:45PM	HOSPICE PHYSICIAN ROLE IN INTERDISCIPLINARY TEAM (IDT) MEETINGS	Collaboration with hospice team members Case discussions and documentation best practices
3:45PM-4:30PM	LEVELS OF HOSPICE CARE & MEDICARE REIMBURSEMENT	Routine home care General Inpatient Care Continuous Care Respite Care
4:30PM-5:00PM	COMPLIANCE & HOSPICE PHYSICIAN'S ROLE IN MARKETING HOSPICE SERVICES	Understanding compliance regulations Ethical considerations in hospice marketing Engaging with referral sources
5:00PM-5:30PM	CLOSING REMARKS & Q&A	Summary of key takeaways Open discussion and final questions



Parking Information

Parking:

Address:

18111 Nordhoff St. Northridge, CA 91330

Daily rate is \$10.45- most convenient to pay with a credit card, parking dispensers do not refund in cash. **License plate # will be needed when purchasing ticket.**

Please park in F2 or G3 lots

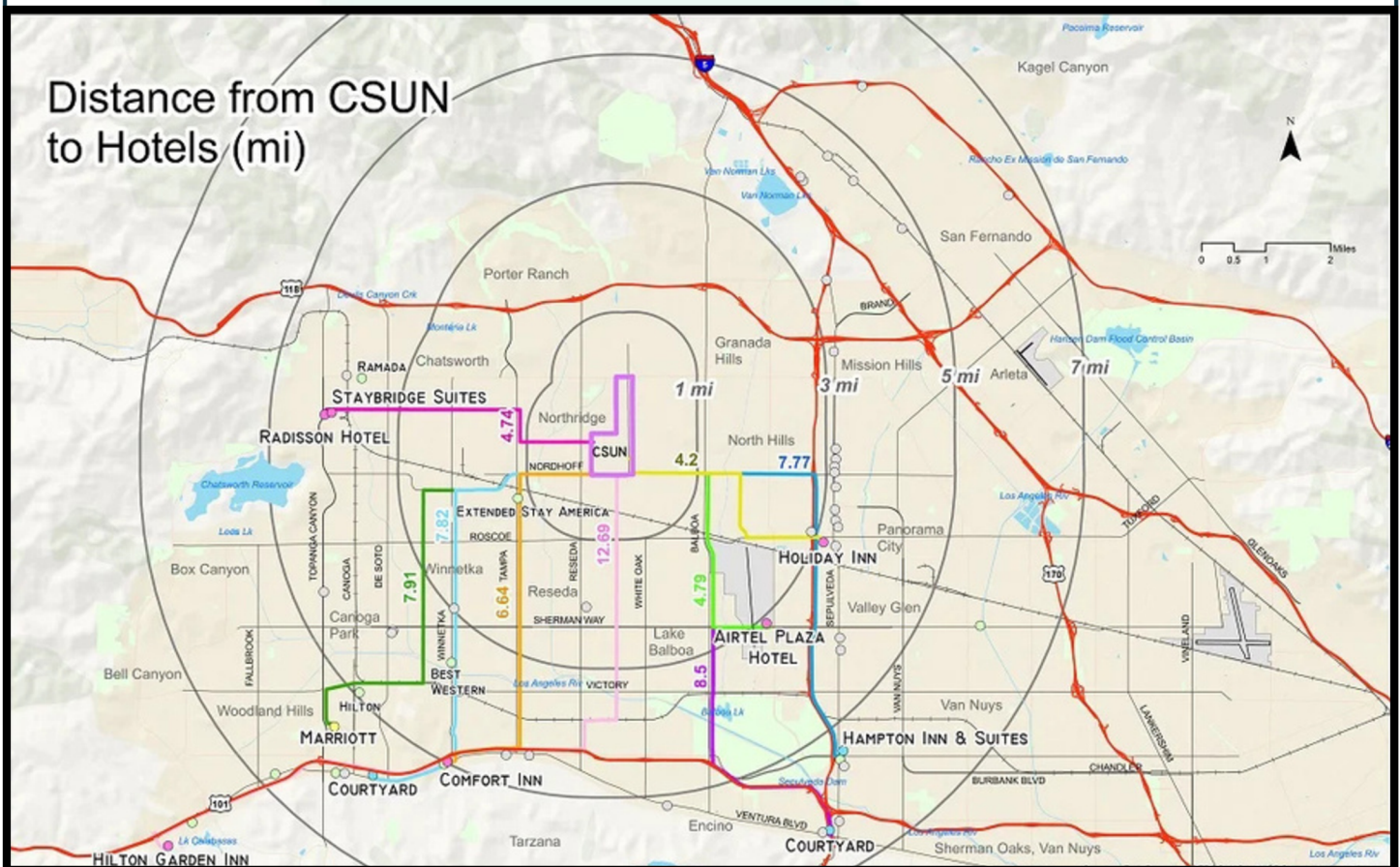
Main entrance is on Lindley Ave and Nordhoff St, Orchard Conference Center will be on your left past the information booth but before parking Lot 2



Hotel Information

Hotels Near By:

- Airtel Plaza Hotel- 7277 Valjean Ave, Van Nuys, CA 91406= 14 min dr.
- Holiday Inn Express Van Nuys, an IHG Hotel- 8244 Orion Ave, Van Nuys, CA 91406=13min dr.
- Seasun Hostel- 8328 Gladbeck Ave, Northridge, CA 91324=9min dr.
- Extended Stay America- 19325 Londelius St, Northridge, CA 91324=9 min drive





MEET THE PRESENTERS

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Heid Wall BSN, RN, CPHQ
Senior Director of Hospice Consulting Services
HealthCare ConsultLink

Heidi started her nursing career in pediatric oncology working at Boston Children's Hospital and later recruited to assist in the development and implementation of the bone marrow transplant unit while serving in the United States Air Force. She made the transition to a career focusing on end-of-life care in 2002 and gained over 20 years of hospice clinical, regulatory and operations experience working as a field nurse, director of quality, compliance, and nursing and, more recently as an administrator gaining both non-profit and for-profit corporate hospice operations experience. Her passion for hospice, knowledge of the industry and desire to aid others in providing quality and compliant end-of-life care has led to her current role as the Senior Director of Consulting Services for HealthCare ConsultLink (HCL). She provides oversight for the development and sales/distribution of HCL online policy manual content, hospice consulting services and a regular contributor of the education services.



Mary Nicholson BSN, MPA
Home Care and Hospice Consultant/Content Writer
HealthCare ConsultLink

Mary is a seasoned healthcare leader and Compliance and Policy Consultant with deep expertise in home care and hospice services. With over a decade of experience directing quality, regulatory, and compliance operations, she has successfully led organizations through complex audits, implemented policy frameworks, and driven measurable improvements in care delivery. A former Director of Corporate Compliance and Regulatory Affairs at Lifetime Care, Mary is known for her ability to manage risk, ensure regulatory alignment, and develop collaborative solutions. She holds a BSN from Niagara University and an MPA with a healthcare concentration from SUNY Brockport.



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Rianne Melton, RN, BSN, CHPN
Director of Clinical Services, Professional Services
Axxess

Is the Senior Clinical Manager of Professional Services at Axxess, a leading home healthcare technology company. With 20 years of hospice experience, she is a recognized expert in hospice and palliative care, contributing to training and certification programs. Previously, she served in leadership roles at Safe Havens Hospice, Sentara Hospice House, and Banner Health. A recipient of the 2018 Leadership in Action Award, she holds a nursing degree from the University of Phoenix and is a Certified Hospice and Palliative Care Nurse (CHPN)



Bryan Nowicki, Partner
Husch BlackWell

Is a seasoned healthcare attorney with over 20 years of litigation and regulatory experience. He advises hospices, home health agencies, palliative care providers, and other healthcare organizations on compliance, crisis management, and navigating complex legal challenges. Known for his practical strategies and strong advocacy, Bryan helps clients handle audits, investigations, and fraud claims while promoting proactive and innovative solutions.



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Zaundra Ellis, Regulatory and Compliance Specialist
CHAPCA

Zaundra Ellis brings more than 20 years of hospice leadership, regulatory expertise, and quality improvement experience to CHAPCA. Prior to joining our team, she served as Vice President of Hospice at Axxess, where she led the development of national training programs focused on compliance, clinical excellence, and operational performance.

A recognized leader in the hospice community, Zaundra serves on the NHPCO Regulatory Committee, contributes to national policy initiatives, and frequently speaks at state and national conferences. At CHAPCA, she leads provider training, regulatory updates, and technical support efforts to strengthen the delivery of high-quality, compliant, and patient-centered care across California.



Jon C. McNutt, Partner
Husch BlackWell

Jon is a trusted legal advisor with over 20 years of experience helping clients align their business goals with legal compliance. Known for his responsiveness and practical solutions, Jon represents employers across industries—including education, healthcare, hospitality, and transportation—in labor relations and employment litigation. He has served as chief negotiator in more than 100 collective bargaining agreements and successfully defended numerous arbitrations and employment claims. A clear communicator and strategic thinker, Jon is committed to guiding clients through complex legal challenges so they can focus on what matters most: running a successful business.



MEET THE PRESENTERS

June 20, 2025



Dr. Sun Chung, PharmD, BCACP, BCGP, BCMTMS

Is an experienced clinical pharmacist and Pharmacist-in-Charge, specializing in ambulatory care, geriatric pharmacy, and medication therapy management. With over 23 years in the field, Dr. Chung is a recognized expert in end-of-life care for hospice patients and an active consultant on Medicare Part D Pharmacy & Therapeutics (P&T) Committees. Dr. Chung holds a Doctor of Pharmacy from Purdue University and a Bachelor of Arts in Biology from Northwestern University. She is board-certified in multiple pharmacy specialties and actively contributes to clinical training, regulatory compliance, and operational efficiency in the field of pharmacy. Fluent in Korean, she is also skilled in various pharmacy management systems and healthcare technologies.



Dr. Adam Rock Kendall, MD, MPH, FAAHPM, CPMA

Is a distinguished physician specializing in hospice and palliative care. He is the lead claims review audit physician for VITAS Healthcare and holds an active medical license in California. Double board-certified in Family Medicine and Hospice and Palliative Care, Dr. Kendall has extensive experience as a hospitalist, in hospital-based palliative care, and as a medical director for multiple hospice organizations.

A graduate of USC Keck School of Medicine's joint MD/MPH program, Dr. Kendall completed a Stanford fellowship in hospice and palliative care at the VA in Palo Alto, leading to his board certification in the field. He has been a faculty member at UCI School of Medicine since 2019, delivering numerous lectures annually. His research has been published in top peer-reviewed journals, including the *New England Journal of Medicine*. Renowned for his expertise in hospice regulations, Dr. Kendall is a Certified Professional Medical Auditor and a Fellow of the American Academy of Hospice and Palliative Medicine, where he actively contributes to national discussions in his field.



MEET THE PRESENTERS

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Dr. Kenneth N. Vermette, M.D., HMDCB

Is a board-certified physician specializing in family medicine, hospice, and palliative care. He earned his B.S. in Biology and Neuroscience from Texas Christian University and his M.D. from the University of Texas Southwestern Medical School. Certified by the Hospice Medical Director Certification Board (HMDCB), he has extensive experience in hospice care, medical auditing, and regulatory compliance. As a Medical Director at Vitas Healthcare, he oversees quality assurance and physician training. Dr. Vermette has held multiple faculty appointments, mentoring future physicians in palliative medicine. A decorated veteran, he served as a Major in the U.S. Air Force Medical Corps, earning commendations for his service.