

Hospice Compliance & Operational Excellence:

From Regulations to Results

Program Format

- **Day 1:** Full Day | 9:00 AM – 4:00 PM
- **Day 2:** Half Day | 9:00 AM – 12:00 PM

DAY 1

9:00 – 9:15 AM | Welcome & Introductions

Session Overview

- Welcome and program objectives
- Introduction of faculty and participant roles

9:15 – 10:30 AM | Regulatory Update & Current Hospice Landscape

Session Description

This session provides a comprehensive overview of the current hospice regulatory environment, including CMS priorities, enforcement trends, and audit activity. Participants will gain insight into how regulatory focus areas are evolving and what hospice providers must prioritize to remain compliant and audit-ready.

Key Topics

- CMS hospice oversight priorities and enforcement trends
- OIG work plan focus areas affecting hospice providers
- MAC, PPEO, UPIC, SMRC, and CERT audit activity trends
- Common denial drivers and documentation pitfalls
- Emerging compliance risks related to eligibility, length of stay, and election documentation

10:30 – 10:45 AM | Break

10:45 AM – 12:00 PM | Conditions of Participation, State Regulations & Survey

Readiness

Session Description

This session translates Medicare Hospice Conditions of Participation (CoPs) and California regulatory requirements into practical operational expectations. Emphasis is placed on survey readiness and avoiding condition-level deficiencies.

Key Topics

- Medicare Hospice CoPs: structure, intent, and survey application
- State licensure requirements
- Survey types: accreditation, complaint, validation, and focused surveys
- Condition-level vs. standard-level deficiencies
- Common survey citations

12:00 – 12:30 PM | Lunch

12:30 – 1:45 PM | Compliance Program & Audit Preparedness

Session Description

This session focuses on building and sustaining an effective hospice compliance program aligned with OIG expectations. Participants will learn how to proactively identify risk, conduct meaningful audits, and use QAPI to support compliance.

Key Topics

- Core elements of an effective hospice compliance program
- Role of leadership and the governing body in compliance oversight
- Internal audit structure and frequency
- Using audit results to drive corrective action and education
- Documentation of corrective actions and monitoring for sustainability

1:45 – 2:00 PM | Break

2:00 – 3:00 PM | Audit Preparedness, Responses & Appeals

Session Description

This session walks through real-world audit scenarios, including ADRs, denials, and appeals. The focus is on preparation, documentation strategy, and response management to minimize financial and regulatory exposure.

Key Topics

- Types of hospice audits and what triggers them
- Preparing for ADRs before they arrive
- Best practices for record submission and narrative framing
- Common mistakes that weaken appeal success
- Documentation vs. clinical denial strategies
- Appeals process overview and escalation considerations

3:00 – 4:00 PM | Hospice Documentation: From Compliance to Defensibility

Session Description

This session dives deeply into documentation standards that support hospice quality and compliance. Emphasis is placed on creating a defensible medical record that clearly tells the patient's decline story across benefit periods.

Key Topics

- Documentation expectations for hospice eligibility and continued eligibility
- CTI narratives: what auditors expect to see
- Demonstrating decline across benefit periods
- Role of core team documentation and eligibility support

4:00 – 4:30 PM | Optional Q&A / Open Discussion

DAY 2

9:00 – 10:30 AM | Hospice Quality Reporting Program: HOPE, CAHPS & HCI

Session Description

This session provides a practical breakdown of the Hospice Quality Reporting Program (HQRP) and how quality data impacts public reporting, reputation, and regulatory oversight.

Key Topics

- Overview of HQRP requirements
- HOPE assessment structure and submission requirements
- CAHPS Hospice Survey interpretation and improvement strategies
- Hospice Care Index (HCI): measures, scoring, and implications
- Common reporting errors and submission risks
- Using quality data to drive performance improvement

10:30 – 10:45 AM | Break

10:45 AM – 12:00 PM | Hospice Finance, KPIs & Operational Performance

Session Description

This session connects compliance and quality performance to financial sustainability. Participants will explore key hospice financial metrics and operational KPIs that signal risk or opportunity.

Key Topics

- Hospice financial fundamentals and reimbursement structure
- Key performance indicators (KPIs) for hospice leadership
- Overview of Hospice CAP impact and monitoring
- Using data to support compliance, quality, and financial decisions

12:00 – 12:30 PM | Optional Q&A / Wrap-Up Discussion