



## Hospice Manager Certificate Program Schedule

March 17-19, 2026 (Training) | March 20, 2026 (Exam)

### Schedule

#### Day 1: Tuesday, March 17, 2026

7:00 - 8:00	Registration, Coffee/Danishes
8:00 - 10:00	<i>Hospice, Medicare Certified &amp; Home Care Aide / Private Duty:</i> <b>Leadership in a Changing Home Care Environment</b> <b>Speaker: Chris Alexander</b>
10:00 - 10:15	Break
10:15 - 12:00	<i>Hospice, Medicare Certified &amp; Home Care Aide / Private Duty:</i> <b>Leadership in a Changing Home Care Environment (continued)</b> <b>Speaker: Chris Alexander</b>
12:00 – 1:00	Lunch (provided)
1:00 – 5:00	<i>Hospice, Medicare Certified &amp; Home Care Aide / Private Duty:</i> <b>Legal Update and Summary of Employment Laws</b> <b>Speaker: Elizabeth Murphy</b>
5:00 – 6:00	Networking Reception

#### Day 2: Wednesday, March 18, 2026

7:00 - 8:00	Continental Breakfast
8:10 - 10:00	<i>Hospice:</i> <b>Hospice Medicare Benefits</b> <b>Speaker: Cindy Hatton</b>
10:00 - 10:15	Break
10:15 - 12:00	<i>Hospice:</i> <b>Conditions of Participation Overview</b> <b>Speaker: Cindy Hatton</b>
12:00 - 1:00	Lunch With Sponsors (provided)
1:00 - 2:00	<i>Hospice:</i> <b>Regulatory and Eligibility Requirements</b> <b>Speaker: Cindy Hatton</b>

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## Day 2: Wednesday, March 18, 2026 (continued)

- 2:15 - 3:15      *Hospice:*  
**QAPI Review**  
**Speaker: Cindy Hatton**
- 3:15 - 5:00      *Hospice:*  
**Understanding Risk Areas for Hospice**  
**Speaker: Cindy Hatton**

## Day 3: Thursday, March 19, 2026

- 7:00 - 8:00      Continental Breakfast
- 8:00 - 10:00      *Hospice:*  
**Organizational Management Skills**  
**Speaker: Cindy Hatton**
- 10:00 - 10:15      Break
- 10:15 - 12:00      *Hospice:*  
**Regulations Impacting Hospice Providers**  
**Speaker: Cindy Hatton**
- 12:00 - 1:00      Lunch (provided)
- 1:00 - 5:00      *Hospice:*  
**Budgeting and Reimbursement Fundamentals**  
**Speaker: Cindy Hatton**

### **Want to Earn a Professional Credential? March 20, 2026 | Certification Exam**

Earning your credential demonstrates that your knowledge, experience, and decision-making have been validated against rigorous, industry gold standards through formal assessment. Professionals who pass the exam earn certification through the National Board for Home Care and Hospice Certification (NBHHC®) and may use the respected designations:

- **Certified Hospice Manager (CHM)**

If you're serious about advancing your leadership, strengthening your professional standing, and differentiating yourself in a competitive market, this is the next step.

**Certification exam requires a separate application and registration fee and is not included with the training program. To learn more or apply to sit in the exam, please visit: <https://nbhhc.org/page/aboutcertification>**