



CHAPCA CERTIFIED

Leadership

24-Hour Master Training Agenda

August 11-13, 2026

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

Orchard Conference Center | 18111 Nordhoff St | Northridge, CA 91330

Agenda is tentative and subject to change.



24-Hour Program Structure

Three consecutive days | 8 instructional hours per day | 24 instructional hours total

Daily assessments are delivered by SurveyMonkey after the conclusion of each instructional day and are not included in the 24 instructional hours.

Board-Approved Program Baseline: July 22, 2026

Day One - Tuesday, August 11, 2026

Time	Session Title	Description
8:00 AM-8:30 AM	Course Introduction	Program orientation; CHAPCA CERTIFIED framework; role pathways; section 74880 crosswalk; attendance, assessment, and completion requirements.
8:30 AM-9:30 AM	CMS Conditions of Participation - Part 1	Federal hospice regulatory structure, Conditions of Participation, and leadership accountability.
9:30 AM-10:30 AM	Hospice Administration - Part 1	Management, contracts, policies, complaints, clinical records, and HIPAA.
10:30 AM-12:00 PM	Hospice Administration - Part 2	Compliance; fraud, waste, and abuse; audits; controlled substances; ethical and professional conduct.
12:00 PM-1:00 PM	LUNCH	
1:00 PM-3:30 PM	Hospice Administration - Part 3	Core and non-core services; medical direction; IDG coordination; patient and family support; clinical leadership.
3:30 PM-5:00 PM	Hospice Administration - Part 4	Human resource management, personnel requirements, and practical leadership considerations.

Day 1 Assessment: Following the conclusion of the instructional day, participants will receive a SurveyMonkey link for the applicable role-specific assessment. A passing score is required for successful program completion and certificate issuance. Assessment completion is separate from the 24 instructional hours.

Day Two - Wednesday, August 12, 2026

Time	Session Title	Description
8:00 AM-9:30 AM	CMS Conditions of Participation - Part 1	Hospice election, patient rights, certification of terminal illness, medical necessity, and conditions of payment.
9:30 AM-10:30 AM	CMS Conditions of Participation - Part 2	Eligibility, organization and environment, audit risk, medical direction, and regulatory compliance.
10:30 AM-12:00 PM	Patient Care Administration - Part 1	Comprehensive assessment, plan of care, coordination, levels of care, transfer, discharge, and continuity.
12:00 PM-1:00 PM	LUNCH	
1:00 PM-2:30 PM	Patient Care Administration - Part 2	Payment for hospice care, QAPI, financial operations, and performance improvement.
2:30 PM-5:00 PM	Safety, Integrity, and Continuity of Hospice Operations	Emergency preparedness, infection prevention and control, operational continuity, and leadership responsibilities.

Day 2 Assessment: Following the conclusion of the instructional day, participants will receive a SurveyMonkey link for the applicable role-specific assessment. A passing score is required for successful program completion and certificate issuance. Assessment completion is separate from the 24 instructional hours.

Day Three - Thursday, August 13, 2026

Time	Session Title	Description
8:00 AM-9:00 AM	Program Surveys / Medicare Certification Surveys	Survey process, deemed status, deficiency levels, plans of correction, and enforcement.
9:00 AM-10:30 AM	Safety, Integrity, and Continuity of Hospice Operations	Complaints; fraud, waste, and abuse; program integrity; audits; appeals; payment suspension; and revocation risk.
10:30 AM-12:00 PM	Current Issues in California	Current California hospice requirements, CDPH developments, and leadership implementation issues.
12:00 PM-1:00 PM	LUNCH	
1:00 PM-3:00 PM	HOPE Tool and Quality Reporting	HOPE assessment, quality reporting, data accuracy, symptom management, and QAPI integration.
3:00 PM-5:00 PM	Financial Management, Planning, and Operations	Leadership-level financial management, planning, budgeting, operations, and regulatory accountability.

Day 3 Assessment: Following the conclusion of the instructional day, participants will receive a SurveyMonkey link for the applicable role-specific assessment. A passing score is required for successful program completion and certificate issuance. Assessment completion is separate from the 24 instructional hours.