

# CHAP

Community  
Health  
Accreditation  
Partner

## Media Kit



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# Table of Contents

<b>Company Overview.....</b>	<b>2</b>
<b>Fact Sheet.....</b>	<b>3</b>
<b>Our Team.....</b>	<b>4</b>
<b>FAQs.....</b>	<b>9</b>
<b>Press Releases.....</b>	<b>12</b>
<b>Accreditation Services.....</b>	<b>17</b>
<b>Certification.....</b>	<b>20</b>
<b>Multimedia Resources.....</b>	<b>21</b>
<b>Client Testimonials.....</b>	<b>23</b>
<b>Contact Information.....</b>	<b>24</b>

# Company Overview

CHAP is an independent, nonprofit accrediting body for home and community-based health care organizations. We are people who care. We have a mission to lead and a journey to serve.

Created in 1965 as a joint venture between the American Public Health Association and the National League for Nursing, CHAP was the first accrediting body for home and community-based health care organizations in the United States.

We accredit a variety of home and community-based health care organizations that make high-quality care a programmatic and business priority.

We bring deep insights, best practices, and thought leadership to the organizations we serve, improving the care and services they provide.

Don't just take our word for it; we're a nationally approved accrediting organization and have "deeming" authority granted by the Centers for Medicare and Medicaid Services (CMS).

We know more about home and community-based health care accreditation than anyone in the industry.

# Fact Sheet

## ◆ Mission

CHAP defines, verifies and advances the highest quality of home and community-based care through its standards, accreditation, education and research.

## ◆ Vision

CHAP will be the standard bearer for excellence in health outcomes, person centered care, and the health of the community.

## ◆ Values

Leadership      Quality      Community      Excellence

## ◆ Quick Facts

*Founded in 1965*

A joint venture between the American Public Health Association and the National League for Nursing.

## Headquarters

CHAP is located in Washington, D.C.

**50+** Site Visitors

**1st** First accrediting body for home and community-based health care organizations in the United States.

## Accreditation Services

- ◆ Home Health      ◆ Infusion Therapy      ◆ Pharmacy      ◆ Palliative Care
- ◆ Home Medical Equipment      ◆ Hospice      ◆ Private Duty/Home Care

# Our Team

## Nathan DeGodt, CHAP President & CEO



Mr. DeGodt has over 17 years of healthcare leadership experience working for the industry giants: CCS Medical, Stryker, Vitas, Kindred, and most recently, Amedisys. As Vice President of Amedisys, he had business development oversight of over 70 offices throughout 19 states. He served on several companywide committees including Mergers and Acquisitions. He was part of a team responsible for making \$350 million of investments for the Hospice division. These investments added 2,700 new employees and approximately 4,000 new patients in 62 communities across the country. In addition, Mr. DeGodt is affiliated with The University of Southern California-Sol Price School of Public Policy as an adjunct professor, teaching Advanced Degree courses, such as: Operational Efficiency Processes in Healthcare Organizations and Leading People in Healthcare Organizations. Mr. DeGodt earned his MHA degree from The University of Southern California and his undergraduate degree from Texas Tech University.

## Barbara McCann, Chief Quality Officer

Barbara McCann is CHAP's former President and CEO. She previously served as the Chief Industry Officer of Interim HealthCare Inc., the nation's largest Home Care and Hospice franchisor with over 300 offices in 44 states. Ms. McCann joined Interim HealthCare in January 1998, and served as the Chief Clinical Officer overseeing the company's corporate clinical operations team developing policies, procedures, and practice guidelines for the delivery of patient care, as well as compliance with federal law and regulation and professional standards of practice. She also directed the national chronic care programs. In 2010, Ms. McCann assumed the role of Chief Industry Officer acting as the company liaison and industry representative to Congress, CMS, MedPAC, the National Quality Forum, and the Patient-Centered Primary Care Collaboration, representing the roles of Home Care and Hospice in medical homes and ACOs, as well as other professional and consumer organizations. In addition, Ms. McCann directs the national care transition programs partnering with hospitals, physicians, and payors to reduce avoidable readmissions and effectively transition chronically ill patients and their families to home self-management and safety.



Ms. McCann is a Phi Beta Kappa graduate of the University of California at Berkeley where she received her Bachelor's degree in Social Welfare. She received her Master's degree from the University of New Mexico.

# Our Team



## Kris Gochenour, Chief Financial Officer

Kristofer has over a decade of experience in healthcare finance, most recently as the financial leader of the home care division of a \$1B integrated health system. The home care division consisted of a \$27M CHAP-accredited home health agency and a \$5M private duty agency. Kristofer led a highly engaged team that included business office, revenue cycle, payroll, finance and accounting, and also actively served on a number of system-level leadership committees.

Prior to becoming the financial leader of the home care division, Kristofer spent time within the same system as the finance manager of the non-acute hospital division, which included a physical rehabilitation hospital and a behavioral health hospital with combined revenues of over \$100M. Kristofer's experience also includes roles at a renowned \$4B academic medical center and a \$5B publicly-traded national healthcare provider, where he facilitated the acquisition of eighteen long-term acute care/critical illness recovery hospitals.

Kristofer is a Certified Public Accountant (CPA) and a Fellow of the Healthcare Financial Management Association (FHFMA), and also holds a Master of Business Administration in Finance and a Bachelor of Business Administration in Accounting.

In his spare time, Kristofer serves on the Finance Committee for a small Federally Qualified Health Center (FQHC) and peer reviews articles for a national healthcare finance magazine, hfm.



# Our Team

## Teresa Harbour, Senior Vice President, Accreditation

Teresa Harbour is a Registered Nurse with an Associate Degree in Nursing from Wytheville Community College, a Bachelor Degree in Nursing from Winston-Salem State University, and a Master of Business Administration/Master of Health Administration from Pfeiffer University.

Prior to pursuing a career in accreditation, Teresa worked 14 years in Hospice and Home Health. She began her home care career as a case manager and rose steadily to Hospice/Home Health director. The experience she gained gave her the insight to make accreditation her next area of focus beginning in 2004 as a site visitor then progressing through the ranks to her current position of SVP. She also worked as a consultant to home care agencies and physician practices assisting in operational improvement projects. Teresa brings to CHAP a tremendous amount of industry experience and strategic initiatives. She is looking forward to working with community-based organizations on ways to utilize CHAP as a resource to ensure ongoing quality and compliance. Teresa serves on the American College of Education Healthcare Department Advisory Board, is a member of the American College of Healthcare Executives, and previously served on the Association of Home and Hospice Care of North Carolina's Board of Directors. In her spare time, Teresa enjoys spending time at the beach with her family.

## Fran Petrella, Senior Vice President, Corporate Accounts and Governmental Affairs

Fran Petrella graduated Cum Laude from Washington State University in 1977 with a Bachelor's of Science in Nursing. Fran began her career as a nurse's aide in a nursing home in 1971, moving to the hospital on graduation, and working on an Internal Medicine/Oncology unit. In 1986, she found home care, providing both Home Health and Hospice services as a field nurse and in management in northwest Washington State. In 2000, she started working as technical support staff and Home Health expert resource for a home care benchmarking company, advancing to Director of Client Services within 6 months.

Fran jumped back into the Home Care arena in 2010, working in management/oversight roles for a VNA, and facilitating the transition of a merger with a hospital-based system, providing Home Health, Hospice, and Home Infusion Pharmacy services. In 2012, she moved across the country from Washington State to join the team at CHAP. Community-based care is her heart. She strongly believes that quality community-based care should be at the core of health care and that the increased focus towards "connecting the dots" through the continuum of care is helping us along the path to that change. Her ultimate goal is to be involved in the path in whatever way she can; to facilitate bringing quality home care closer to becoming the center of the path along the continuum. Outside the office, Fran enjoys spending time with her three grandkids.



## Dan McPhilemy, Senior Vice President, Marketing and Business Development

Dan McPhilemy has over 15 years of Post-acute care experience focusing on business development, sales and marketing with an emphasis on overall healthcare leadership. Through evolving roles in home health and hospice, he has lead and supported growth well above industry norms. His passion is helping those who care for their communities prosper. A graduate of Penn State University, Dan loves reading and music but most importantly when he isn't working you will probably find him with his 5-year-old daughter Nora.



# Our Team



## Cliff Valenti, Vice President, Information Technology

Cliff Valenti joined CHAP in December of 2012. A graduate of the University of South Florida's College of Engineering, Cliff has spent more than 20 years leading teams in the development, implementation, and governance of technology solutions for companies such as AT&T, Arbitration Forums, and National Cooperative Bank. Cliff is a member of the Washington, D.C. chapter of the Association of Information Technology Professionals, and believes healthcare is the next frontier for technology to conquer. In his spare time, Cliff enjoys hiking with his dogs, building furniture, playing guitar, oatmeal cookies, and tinkering with the latest gadgets to hit the market.

## Nancy Reeder, Vice President, Customer Relations

Nancy Reeder has been working in post-acute, community based care for a number of years in Home Health, Hospice and Private Duty as well as other service lines. She got her start leading multiple operating units with Manpower International, a large, multinational staffing company. In 2004, she got her start in healthcare, selling outcomes based information and software to Home Health, Hospice and Private Duty Agencies.

Nancy later transitioned to the provider side, working for Providence Senior and Community Services as their Director of Business Development. There she became deeply involved in the mechanisms for care transitions, the referral process, understanding the needs of hospital Case Managers, and participating as a part of work teams regarding Revenue Cycle, Team Restructuring and operational improvements.

Nancy brings her business development skills and expertise in operations to the CHAP team, while developing a deeper understanding of how agencies can improve patient care by adhering to a set of proven standards. Her free time is spent with her two college age children – a boy and a girl, and husband at their home outside downtown Seattle.



## Lawton Samuels, Vice President, Human Resources

Lawton Samuels brings 20 years of progressive Human Resources experience to CHAP, including talent acquisition, diversity and inclusion, cultural development, and employee relations and development.

Prior to joining CHAP, Lawton spent 19 years at the Newseum in various leadership roles where he demonstrated a customer-centric focus in delivering world-class service to millions of visitors. Having attended management leadership training at both the Disney Institute and Ritz Carlton Leadership Center, Lawton believes there is always room to improve the customer and employee experience. Lawton prides himself in creating innovative ways to engage all employees and develop future leaders. He also shares with many of us his passion about the quality of healthcare and believes that it has never been more critical.

Lawton's education includes a degree in Accounting from George Mason University and post-graduate studies in Business Administration at American University. He is an active member of Society of Human Resources Professionals (SHRM), holds a Senior Certified Professional Human Resources certification (SHRM-SCP), and completed his Human Resource Management Certificate through George Mason's Executive and Professional Education Program.

Lawton resides in Northern Virginia with his wife and two children. He enjoys family time, running, cycling, swimming, traveling, and mentoring at a local elementary school.

## Dr. Khai Nguyen, National Medical Director

Khai Nguyen, MD, MHS, HMDC is a board-certified physician in internal medicine, geriatrics, and a previous hospice medical director. He provides primary and specialty care to senior patients, with an emphasis on disease prevention, treatment of chronic illnesses/geriatric syndromes and preservation of function.

Dr. Nguyen is the Clinical Services Chief of Geriatric Medicine at UC San Diego Health, where he oversees efforts to help ensure quality patient care and provides leadership management of clinical functions and staff. He also serves as an Associate Medical Director in Population Health - HCC Primary Care Program, and Associate Clinical Professor of Medicine in the UCSD Division of Geriatrics & Gerontology.

Dr. Nguyen's past leadership and medical experience was serving as the Medical Director of VITAS Healthcare in San Diego, serving as a geriatric home-based primary care physician at VA Healthcare System and a SNF and hospice physician in the Department of Continuing Care Services at Kaiser Permanente San Diego.

Dr. Nguyen completed a fellowship in Geriatric Medicine at UC San Diego School of Medicine and a residency in Internal Medicine at Scripps Green Hospital in La Jolla. He earned his medical degree from University of Vermont College of Medicine in Burlington, Vermont, and also holds a master's degree in health policy and certification in health finance and management from the Johns Hopkins Bloomberg School of Public Health. His health policy experience includes past work at CMS Division of Health Promotion and Disease Prevention where he worked on the Healthy Aging Project. Dr. Nguyen has significant interest and passion for the intersection of health policy and medicine.



# Our Team

## 1 Where do I apply?

You complete and submit your application through CHAP LinQ. Your application is the first step in our accreditation process.

## 2 How long does it take to obtain accreditation?

It varies by organization, but you should allow between 6 and 9 months to complete the entire accreditation process. In certain circumstances, we can move faster on this process.

## 3 Which forms, policies, and consultants does CHAP suggest I use to assist in the accreditation process?

Our approach to accreditation means that there is no one set of policies or one approach to forms that will ensure success. Likewise, we cannot review and quality test all the tools and consultants that might be available to our customers. Therefore, if you do use commercial sources of policies and forms, we encourage you to select them with care. All tools you use should be customized to reflect the specific policies of your organization. Accreditation standards are not met by the tools themselves, but by how well the tools are built into the structure and process of your organization so that your business and service operations support quality outcomes.

## 4 What is the Self Study?

The Self Study is an online self assessment used to help evaluate both the business and service aspects of your organization. It also helps you prepare for the next steps of the accreditation process. Through Self Study, you review each of CHAP's Standards of Excellence, then assess how your organization is meeting the standards. After this assessment, you'll develop a "project plan" to address the implementation and consistent application of policies, procedures, practices, and protocols to ensure compliance with CHAP standards.

## 5 How long does a site visit last?

Site Visits generally range from 2 to 5 business days, depending on the size of your organization. Check our Site Visit readiness guidelines to be sure you have everything in place to begin.

## 6 What happens during a Site Visit?

The Site Visit allows us to evaluate the evidence of your compliance with CHAP Standards of Excellence. Our Site Visitors perform five activities while they are with you:

- 1) Hold an entrance conference so that they can introduce themselves and work with you to develop a plan for the visit.
- 2) Collect and review documents such as personnel files, consumer and clinical records, policy and procedure manuals, and meeting minutes.
- 3) Observe the workplace, including where direct consumer and client services take place (for example, home visit, home delivery, etc.)
- 4) Interview management and staff.
- 5) Conduct an exit conference to summarize the preliminary findings of the visit and discuss next steps.

## 7 How long does it take for CHAP to schedule the Site Visit for accreditation?

Site Visits can be scheduled as soon as you submit the Self Study and have met any other readiness requirements. Site Visits usually take place within 1 to 90 days from when you submit Readiness.

## 8 Who are the Site Visitors? What are their credentials?

Our Site Visitors are assigned to perform accreditation visits only for services where they have specific experience. They are required to have a minimum of five years of experience in a health care field that reflects the scope of care and services we accredit. Our Site Visitors hold a minimum of a bachelor's degree in a related specialty area; most have a master's degree. We also require that they have a minimum of five years of management or executive level experience in a home or community-based health care organization.

## 9 Are Site Visits announced?

Site Visits are generally unannounced, but there are some organizations that do have announced Site Visits. See below for information specific to your service area.

### Organizations that participate in unannounced Site Visits:

- Home Health and Hospice organizations seeking accreditation with deemed status for Medicare certification.
- Home Medical Equipment providers.
- Pharmacy
- Any multi-service organization that has deemed service.

### Organizations that participate in announced Site Visits:

- Organizations for which the above does not apply. In this situation, a CHAP scheduler will contact you to coordinate the Site Visit.

10

## What kind of documents will CHAP need during the accreditation process?

In general, we will be looking for the following information and documents:

- Policy and procedure manual
- Sample admission packet
- List of unduplicated admissions (new patients) for the past 12 months
- List of personnel from the past 12 months
- List of governing body membership
- Bylaws
- Mission statement
- Meeting minutes
- Most recent strategic plan
- Most recent annual evaluation conducted for the organization
- List of contracts
- Operating budget
- Capital expenditure plan
- Insurance coverage
- Most recent annual external review of financial statement

11

## How do I apply for deemed status accreditation for Medicare?

Once you are licensed (if a license is required to provide services in your state), you will need to complete the appropriate forms from the Centers for Medicare and Medicaid Services. These forms will depend on your provider type. Also, when you apply for accreditation with CHAP, be sure to indicate that you are applying for accreditation with deemed status. If you already have a Medicare provider number, please report it.

12

## Is there an extra charge for deemed status accreditation?

No, there is no extra charge for deemed status accreditation.

The following are four templates with suggested language for news releases. Each organization should tailor the language to their specific needs, using the fields provided in brackets with underlined text. Organizations should edit other information minimally. Organizations should not edit the CHAP quote provided in the release.

- 1) Initial
- 2) Initial (deemed)
- 3) Renewal
- 4) Renewal (deemed)

**Note: Although the following templates are similar, the press releases for Deemed Organizations contains language specific to organizations deemed by CHAP as Medicare providers.**



# Press Releases

# Press Releases

## ◆ Press Release Template: Initial

[On Organization Letterhead]

FOR IMMEDIATE RELEASE

### **[Organization] awarded CHAP Accreditation**

[City, State] — [Today's Date] — Community Health Accreditation Partner, Inc., (CHAP) announced today that [Organization] has been awarded CHAP Accreditation under the CHAP [Service(s) for which accreditation received] Standards of Excellence.

CHAP Accreditation demonstrates that [Organization] meets the industry's highest nationally recognized standards. The rigorous evaluation by CHAP focuses on structure and function, quality of services and products, human and financial resources and long-term viability. Simply stated, adherence to CHAP's standards leads to better quality care.

"By achieving CHAP Accreditation, [Organization] has shown a commitment to excellence," said Nathan DeGodt, CHAP President & CEO. "We are excited to begin our partnership with [Organization] by offering support in its commitment to providing quality care and continuous improvement."

[Organization] provides a variety of [service(s)] services to patients and their families in [City, County, and/or Region] and surrounding areas. [Include Additional Organization Information.]

CHAP is an independent, not-for-profit, accrediting body for community-based health care organizations. Created in 1965, CHAP was the first to recognize the need and value for accreditation in community-based care. CHAP is the oldest national, community-based accrediting body with more than 9,000 agencies currently accredited nationwide. Through "deeming authority" granted by the Centers for Medicare and Medicaid Services (CMS), CHAP has the regulatory authority to survey agencies providing home health, hospice and home medical equipment services, to determine if they meet the Medicare Conditions of Participation and CMS Quality Standards. CHAP's purpose is to define and advance the highest standards of community-based care.

For more information about the CHAP accreditation process, please visit the CHAP website at [www.chapinc.org](http://www.chapinc.org). For additional information on CHAP, please contact Teresa Harbour, Senior Vice President, Accreditation, at 202.467.1701, or [teresa.harbour@chapinc.org](mailto:teresa.harbour@chapinc.org).

For additional information, contact [Name of Contact at Organization] at [Telephone Number of Organization].

###

## ◆ Press Release Template: Initial (Deemed)

[On Organization Letterhead]

FOR IMMEDIATE RELEASE

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###

This press release template can be found [here](#).

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# Press Releases

## ◆ Press Release Template: Renewal

[On Organization Letterhead]

FOR IMMEDIATE RELEASE

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###

# Press Releases

## ◆ Press Release Template: Renewal (Deemed)

[On Organization Letterhead]

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###

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# Accreditation Services

## ◆ Home Medical Equipment Accreditation

Patients and clients depend on superior quality products and services by CHAP-accredited Home Medical Equipment providers and distributors.

CHAP Accreditation for Home Medical Equipment (HME) and Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) suppliers ensures the best possible quality of service to patients utilizing these products. Our accreditation demonstrates your company's commitment to the patients you serve.

The foundation of our accreditation program is the CHAP Standards of Excellence. The Standards of Excellence are continually monitored and updated to ensure your organization is employing the most effective and efficient strategies for HME and DMEPOS management.

Because of our experience with HME and DMEPOS, we understand the range of products you offer can be as diverse as the patients who use them. Our Standards of Excellence include patient/client education on proper set-up and safe operation of equipment. As your partner in accreditation, CHAP provides the tools and resources Home Medical Equipment providers need to deliver the best patient care and keep their operations running smoothly.

## ◆ Private Duty Accreditation

Private Duty home care and personal care organizations are critical to supporting patients in maintaining independence in the comfort of their homes and communities.

Private Duty home care organizations serve the aged, ill and disabled by providing services varying from skilled nursing care, personal care assistance, home health aide and homemaker services. These providers build their services around the needs and schedules of their patients. Private Duty service providers know how to make the day-to-day "work" for their clients.

As the leader in Private Duty Accreditation, we understand the unique skill set this job requires. Our Site Visitors work in cooperation with you and your staff to make the transition into accreditation as non-disruptive to routines as possible. Our straightforward process is easy to implement and geared towards delivering quality care to the patients you serve.

The foundation of our program is the CHAP Standards of Excellence, created by providers for providers. The Standards of Excellence are continually monitored and updated to ensure your organization is employing the most effective and efficient strategies to provide the highest standard of care to your patients.



## ◆ Home Health Accreditation

After 55 years of industry experience, CHAP is the recognized leader in Home Health Accreditation, with more Medicare-certified Home Health providers than any other accrediting body recognized by CMS. CHAP's guidance and resources are the proven method providers need to deliver the best patient care. Our Site Visitors are Registered Nurses (RNs) with a demonstrated track record in Home Health. Their understanding of the workflows and challenges in Home Healthcare allows them to truly collaborate with your organization.

The CHAP Standards of Excellence for Home Health Providers, created by providers for providers, covers all aspects of Home Healthcare, for both public and private agencies. They include home aide care as well as occupational therapy, physical therapy, speech and language therapy, medical social work, nutrition counseling, and all other services.



## ◆ Hospice Accreditation

As a recognized leader in Hospice Accreditation, our process provides the guidance and resources providers need to deliver the best patient care. CHAP understands hospice is delivered wherever a patient calls home, including hospice centers, hospitals, nursing homes and other long-term care facilities. As a result, we have created an easy to implement accreditation process.

All of our CHAP Site Visitors, who guide you through the process, are Registered Nurses (RNs) with many years of experience in hospice. They are familiar with the workings of hospice care teams that include physicians, physician assistants, nurse practitioners, home health aides, social workers, and therapists. They also understand the challenges of working with this special group of patients and weave the standards of our accreditation program into your facility's protocols as seamlessly as possible.

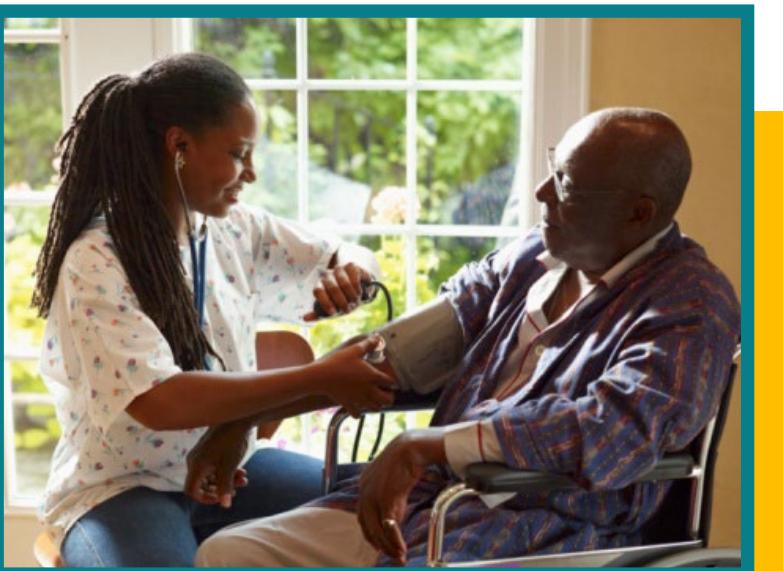
# Accreditation Services

## ◆ Pharmacy Accreditation

CHAP Accreditation in Pharmacy demonstrates your organization's commitment to dispense safe, reliable, and effective medicine and treatments.

We partner with providers in a variety of settings including hospitals, long-term care facilities, independent pharmacies, and pharmacies that operate online and through mail order.

The CHAP Standards of Excellence are the foundation of our accreditation program. The Standards are continually monitored and updated to ensure your facility is practicing the most effective and efficient strategies to provide the highest standard of care to your patients and keep your business operating smoothly.



## ◆ Home Infusion Therapy Accreditation

CHAP accreditation helps ensure Home Infusion Therapy providers stay abreast of the knowledge and technology they need to deliver the highest quality care.

We specialize in accrediting Home Infusion Therapy providers that work in home and outpatient settings. CHAP Infusion Therapy Standards provide the foundation for our accreditation programs, created by providers for providers. The Standards of Excellence are continually monitored and updated to ensure your facility is practicing the most effective and efficient approaches to providing exceptional patient care.

Our Site Visitors, who are Registered Nurses (RNs), collaborate with you and your staff to create a whole-team approach to accreditation. Our straightforward process is easy to implement and applicable to all the settings where infusion is administered including homes, ambulatory care centers, nursing homes, and infusion pharmacy operations.

# Certification

## ◆ Palliative Care Certification

Palliative Care is the organized delivery of patient and family-centered care that optimizes quality of life by anticipating, preventing, and treating symptoms of individuals with serious illness.

Palliative care addresses the physical, emotional, social, and spiritual needs of the patient and the family, as well as facilitating access to information and choice. It is provided and coordinated by an interdisciplinary team in any setting.

The CHAP (Community Health Accreditation Partner) Palliative Care standards are informed by providers of palliative care and the National Consensus Project for Quality Palliative Care. Clinical Practice Guidelines for Quality Palliative Care 4th Edition. Richmond, VA: National Coalition for Hospice and Palliative Care; 2018.

Certification is awarded for three (3) years and is available to Palliative Care Programs that are:

- A service of an existing setting such as a physician practice, Assisted Living Facility, or SNF, etc.
- A service of a currently accredited hospice or home health agency.
- An independent provider of palliative care.



# Multimedia Resources



## CHAP: Your COVID-19 Care Resource Video

[Download Here](#)

**CHAP**

**CARING FOR A PERSON AT HOME WITH COVID-19: CAREGIVER INSTRUCTIONS**

**Wear A Face Mask**  
The caregiver and infected person should wear a surgical mask when in the same room. Wear a cloth mask if surgical masks are not available. Caregiver should add gloves if in contact with the patient's blood, stool, or bodily fluids.

**Maintain Separate Bedroom**  
Close the door to the patient's bedroom. Pets should not enter. Limit children's exposure to the infected person. Screen visitors for fever and cough before allowing into the home. All visitors must wear a mask.

**Avoid Sharing Household Items**  
Avoid sharing household items with the patient including dishes, towels, bedding, and eating utensils. Clean "high touch" surfaces often using disinfectant. Bleach can be used in place of other disinfectants. For bleach solution, mix 4 teaspoons of bleach per quart of water.

**How To Handle Trash**  
Used disposable gloves and masks should be placed in lined trashcan with a lid and added to household trash for pick-up. Wash hands after handling. Avoid touching eyes, nose, and mouth with unwashed hands.

**Important Phone Numbers**

Resource: <https://www.cdc.gov/coronavirus> Copyright: CHAPinc. April 7, 2020

**COVID-19 Caregiver Instructions**  
[Click Here to Download English Version](#)  
[Click Here to Download Spanish Version](#)

**COVID-19 & CHILDREN: WHAT WE KNOW**

**THE SYMPTOMS OF COVID-19 IN CHILDREN**  
Illness among pediatric cases appear to be mild, with most cases presenting with symptoms of upper respiratory infection such as:

- Fever
- Cough
- Nasal congestion
- Rhinorrhea – runny nose
- Sore throat

**FEWER CASES OF COVID-19 AMONG CHILDREN**  
The good news is that pediatric COVID-19 cases, those aged 18 or younger, are relatively fewer compared to adults.

In the published studies the incidence of confirmed pediatric cases is low:

- In the United States as of April 2, 2020 children represent only 0.3% of cases
- In China, 2.2% (up to 19 years old)
- In Italy, 1.2%
- In Spain, 0.8%

Data on the incubation period (time from exposure to the virus to symptoms) for COVID-19 in the children is limited. CDC believes it extend to 14 days, similar to adult patients. In studies from China, the reported children's incubation period ranged from 2 to 10 days.

**OUTCOMES: WHAT WE KNOW HAPPENS IN PEDIATRIC PATIENTS**  
Relatively few children with COVID-19 are hospitalized. Hospitalization has been most common among pediatric patients aged <1 year and those with underlying conditions such as cystic fibrosis, immunocompromising disease, etc. Only 9 children were reported in China as hospitalized.

Fewer children than adults experience fever, cough, or shortness of breath.

**WHAT TO DO AS PARENTS, GRANDPARENTS, OTHER CAREGIVERS**  
Continue to monitor the children as you do now and contact your pediatric office for guidance about any of your concerns. Pediatricians and their staff are alerted about COVID-19, diagnosis and management.

The CDC is also encouraging pediatric practices to prioritize newborn care and vaccination of infants and young children (through 24 months of age) – keeping our children well!

CHAP www.chapinc.org Source: [www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

**COVID-19 & Children: What We Know**  
[Click Here to Download](#)

## CHAP Logos



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## CHAP Logos (Transparent)



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# Client Testimonials



## Community Home Health & Hospice

"When I am asked to explain something out of compliance, CHAP's approach has always been: 'Tell me what you are doing and why you are doing it that way.' They are honestly working with me to make sure they are reflecting the needs of our business and patients."

~ Randy Dalton, VP Community Home Health and Hospice



## Patriot Home Care

"With CHAP, we felt that the survey was fair. The approach was collaborative regarding the improvements that we needed to make. It is one of the things that sets us apart: people know that we really do care about our business. We started in 2011 and have doubled our business year over year. When talking with our referral sources, we lead in with our CHAP accreditation."

~ Greg Davis, VP Patriot Home Care



## Compassus Hospice

This is what CHAP accreditation means to us:

- Reduced turnover by providing clear performance and role expectations.
- Establishes standardization in onboarding, orientation and continuing education.
- Increased operational effectiveness through retention of seasoned staff and better colleague satisfaction.
- Sets a higher bar for compliance and excellence.
- Signals a commitment to quality as a cornerstone of operational excellence."

~ Jen Hale, VP of Quality & Compliance, Compassus Hospice



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Arlington, VA  
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## Phone

**Main: 202.862.3413  
Hours: 8:30am - 5:30pm ET**



## Email

**info@chapinc.org  
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# Contact Information

Patient Centered. Partner Focused.

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Accreditation is the threshold, quality that outshines is the outcome.

- Home Health
- Hospice
- Home Medical Equipment
- Private Duty
- Home Infusion Therapy
- Pharmacy
- Palliative Care



\*\*Deeming authority for Home Health, Hospice, DMEPOS and Home Infusion Therapy.