



CHPCA[®]

Candidate Handbook

**Certified Hospice and Palliative
Care Administrator (CHPCA[®])
Computer Based Examination**

2017

The Hospice and Palliative Credentialing Center (HPCC) provides specialty certification examinations for health care professionals: advanced practice registered nurses, registered nurses, pediatric registered nurses, licensed practical/vocational nurses, nursing assistants, perinatal loss care professionals and hospice and palliative care administrators. All information regarding the hospice and palliative care administrator examination, testing policies and procedures and an application form can be found in this Candidate Handbook. Candidate Handbooks for other HPCC certification examinations are also available. All HPCC certification exams are computer-based and offered at PSI Assessment Center locations. Deadlines are firm and strictly enforced.

All inquiries regarding the certification program should be addressed to HPCC.

HPCC
One Penn Center West, Suite 425
Pittsburgh, PA 15276
Telephone: 412-787-1057
Fax: 412-787-9305
Email: hpcc@goHPCC.org
Website: www.goHPCC.org

PSI is the professional testing company contracted by HPCC to assist in the development, administration, scoring and analysis of the HPCC certification examinations.

All inquiries regarding the application process, test administration and the reporting of scores should be addressed to PSI.

PSI
18000 W. 105th St.
Olathe, KS 66061-7543
Telephone: (Toll free) 888-519-9901
Fax: 913-895-4651
Email: info@goAMP.com
Website: www.goAMP.com

Your signature on the application certifies that you have read all portions of this Candidate Handbook and application.

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SECTION 1: GENERAL INFORMATION

ABOUT THE HPCC

The Hospice and Palliative Credentialing Center (HPCC) was incorporated in 1993 as the National Board for Certification of Hospice Nurses (NBCHN) to develop a program of certification for the specialty practice of hospice and palliative nursing. The HPCC has been affiliated with the Hospice Nurses Association (HNA), now Hospice and Palliative Nurses Association (HPNA), since its inception. The first Certification Examination for Hospice Nurses was given in 1994, and in 1998, initial certificants were required to renew their credential for the first time. HPCC has expanded its mission and now provides specialty examinations for all levels of the nursing team: advanced practice registered nurses, registered nurses, pediatric registered nurses, licensed practical/vocational nurses, nursing assistants, administrators and perinatal loss care professionals. Currently there are over 18,000 individuals certified by HPCC.

The HPCC Board of Directors is a competency-based Board that oversees all aspects of the certification program. The composition of the Board includes certified representatives from HPCC certification programs, a certified nurse from another speciality, and a non-nurse consumer member. HPCC has the responsibility for development, administration and maintenance of the examinations in conjunction with a testing agency, PSI.

STATEMENT OF NON-DISCRIMINATION POLICY

The HPCC does not discriminate among applicants on the basis of age, gender, race, religion, national origin, disability, sexual orientation or marital status.

CERTIFICATION

The HPCC endorses the concept of voluntary, periodic certification for all hospice and palliative advanced practice registered nurses, registered nurses, pediatric registered nurses, licensed practical/vocational nurses, nursing assistants, professionals in perinatal loss care and administrators. It focuses specifically on the individual and is an indication of current competence in a specialized area of practice. Certification in hospice and palliative care is highly valued and provides formal recognition of competence.

The purpose of certification is to *promote delivery of comprehensive palliative care through the certification of qualified hospice and palliative professionals by:*

1. Recognizing formally those individuals who meet the eligibility requirements for and pass an HPCC certification examination or complete the recertification process.
2. Encouraging continuing personal and professional growth in the practice of hospice and palliative care.

3. Establishing and measuring the level of knowledge required for certification in hospice and palliative care.
4. Providing a national standard of requisite knowledge required for certification; thereby assisting the employer, public and members of the health professions in the assessment of hospice and palliative care.

TESTING AGENCY

PSI is the professional testing agency contracted by the HPCC to assist in the development, administration, scoring and analysis of the HPCC certification examinations. PSI services also include the processing of examination applications and the reporting of scores to candidates who take the examinations. PSI is a research and development firm that conducts professional competency assessment research and provides examination services for a number of credentialing programs.

HPCC PROCESSING AGREEMENT

HPCC agrees to process your application subject to your agreement to the following terms and conditions:

1. To be bound by and comply with HPCC rules relating to eligibility, certification, renewal and recertification, including, but not limited to, payment of applicable fees, demonstration of educational and experiential requirements, satisfaction of annual maintenance and recertification requirements, compliance with the HPCC Grounds for Sanctions and other standards, and compliance with all HPCC documentation and reporting requirements, as may be revised from time to time.
2. To hold HPCC harmless and to waive, release and exonerate HPCC, its officers, directors, employees, committee members, and agents from any claims that you may have against HPCC arising out of HPCC's review of your application, or eligibility for certification, renewal, recertification or reinstatement, conduct of the examination, or issuance of a sanction or other decision.
3. To authorize HPCC to publish and/or release your contact information for HPCC approved activities and to provide your certification or recertification status and any final or pending disciplinary decisions to state licensing boards or agencies, other healthcare organizations, professional associations, employers or the public.
4. To only provide information in your application to HPCC that is true and accurate to the best of your knowledge. You agree to denial of eligibility, revocation or other limitation of your certification, if granted, should any statement made on this application or hereafter supplied to HPCC is found to be false or inaccurate or if you violate any of the standards, rules or regulations of HPCC.

EXAMINATION ADMINISTRATION

The HPCC Examination is delivered by computer at approximately 300 PSI Assessment Centers geographically located throughout the United States. The examination is administered by appointment only Monday through Friday. Appointment starting times may vary by location. Evening and Saturday appointments may be scheduled based on availability. Candidates are scheduled on a first-come, first-served basis. The examination is not offered on holidays during the four offered windows – Labor Day and the Christmas Holiday (December 24-26).

EXAMINATION WINDOWS AND APPLICATION DEADLINES

Applications that are received before the application “Start Date” or after the application “Deadlines” as posted below will be returned to the applicant **unprocessed**.

Applications are processed for the corresponding testing window **ONLY** as indicated in the chart below.

TESTING WINDOW	Application Start Date	Paper Application Deadline	Online Application Deadline
March 1 – March 31	December 1	January 15	February 15
June 1 – June 30	March 1	April 15	May 15
September 1 – September 30	June 1	July 15	August 15
December 1 – December 31	September 1	October 15	November 15

To apply for an HPCC examination, complete the application online or mail the application included with this handbook to PSI. All applications must be **RECEIVED** at PSI by the application deadline.

Advanced Practice Registered Nurses applying for initial certification **MUST** submit transcripts as part of the application process.

ASSESSMENT CENTER LOCATIONS

A current listing of approximately 300 Assessment Centers with specific address information can be viewed at www.goHPCC.org.

APPLYING FOR AN EXAMINATION

THE APPLICATION PROCESS

There are two ways to apply for the HPCC Certification Examination. Candidates may access the application process through the HPCC at www.goHPCC.org. **FAXED APPLICATIONS ARE NOT ACCEPTED.**

1. **Online Application and Scheduling:** You may complete the application and scheduling process in one online session by visiting www.goHPCC.org. The computer screens will guide you through the application/scheduling process. After the application information and payment using a credit card (VISA, MasterCard, AMEX, Discover) have been submitted, eligibility will be confirmed or denied and you will be prompted to schedule an examination appointment or supply additional eligibility information.

OR

2. **Paper Application and Scheduling:** Complete and mail to PSI the paper application included in this handbook and appropriate fee (credit card, personal check, cashier’s check or money order). A paper application is considered complete only if all information requested is complete, legible and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application. **A paper application that is incomplete or late will be returned, unprocessed.**

PSI will process the paper application and within approximately two weeks will send a confirmation notice including a website address and toll-free telephone number to contact PSI to schedule an examination appointment (see following table). If eligibility cannot be confirmed, notification why the application is incomplete will be sent. If a confirmation of eligibility notice is not received within 4 weeks, contact PSI at 888-519-9901.

If you contact PSI by 3:00 p.m. Central Time on ...	Your examination may be scheduled as early as ...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday (Saturday if available)
Thursday	Monday
Friday	Tuesday

Be prepared to confirm a location and a preferred date and time for testing. You will be asked to provide your unique identification number that was provided on your confirmation notice. When you call to schedule an appointment for examination, you will be notified of the time to report to the Assessment Center. Please make a note of it because you will **NOT** receive an admission letter with appointment confirmation. If an email address is provided you will be sent an email confirmation notice.

You are allowed to take only the examination scheduled. **Unscheduled candidates (walk-ins) are not tested.**

EXAMINATION APPOINTMENT CHANGES

You may reschedule an appointment for examination at no charge **once** by calling PSI at 888-519-9901 or rescheduling

online at www.goAMP.com **AT LEAST TWO BUSINESS DAYS** prior to the scheduled examination session (see following table). Appointments **MUST** be rescheduled within the **SAME TESTING WINDOW**.

If your Examination is scheduled on ...	You must contact PSI by 3:00 p.m. Central Time to reschedule the Examination by the previous ...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

REQUESTS FOR SPECIAL EXAMINATION ACCOMMODATIONS

The HPCC and PSI comply with the Americans with Disabilities Act (ADA) and are interested in ensuring that individuals with disabilities are not deprived of the opportunity to take the examination solely by reason of a disability, as required and defined by the relevant provisions of the law. Special testing arrangements may be made for these individuals, provided that an appropriate written application request for accommodation is received by PSI by the application deadline and the request is approved. Please complete the Request for Special Examination Accommodations form included in this handbook. This form must be signed by an appropriate professional and submitted to PSI with this application.

HPNA MEMBERSHIP BENEFIT

The Hospice and Palliative Nurses Association is a membership organization offering only individual memberships. Affiliated with HPCC, HPNA is a nursing membership organization whose mission is to advance expert care in serious illness.

Persons applying for a certification examination who are current HPNA members **PRIOR** to applying for the HPCC examination are entitled to the HPNA member discounted examination fee as a membership benefit. See "Examination Fees" section for the applicable examination. Candidates **MUST** include their HPNA membership number on their exam application in order to receive the discounted fee.

FORFEITURE OF FEE

A candidate who:

1. does not schedule an examination appointment within the selected testing window;
2. fails to reschedule an examination within two business days prior to the scheduled testing session;
3. fails to report for an examination appointment;

4. arrives more than 15 minutes late for the examination appointment; or
5. fails to provide proper identification at the Assessment Center
6. fails to submit required audit documentation if selected for audit

will forfeit the examination fee and must reapply for the examination by submitting a new application, documentation and full examination fee, or request a transfer.

AUDITS

To ensure the integrity of eligibility requirements, HPCC will audit a percentage of randomly selected applications each year. Candidates whose applications are selected for audit will be notified and required to provide documentation of their professional license and verification of practice hours.

TRANSFERS

Candidates who, for any reason, are unable to sit for the examination in the window for which they applied, may request a transfer. This transfer will allow the candidate to forward their application fee to the **next testing window only**. Extensions of transfers will not be permitted.

Request for this transfer must be made in writing using the Transfer of Application form at the back of this handbook, and sent to PSI via mail or facsimile along with a \$100 transfer fee. The request must be received no later than 30 days following the last day of the original testing window. Once the request is received and processed, the candidate will receive notification from PSI with instructions regarding scheduling their appointment when the next application window opens.

Telephone calls and/or electronic mail messages are not accepted as transfer requests. However, a phone call should be made to PSI (888-519-9901) to **cancel** the scheduled appointment.

Transfer requests made after the timeframe outlined on page 3 will not be honored.

Note: The acceptance of a transfer request DOES NOT extend the expiration date of an HPCC credential. An individual holding an HPCC credential who does not successfully renew during the year of expiration must stop using the credential after the expiration date and cannot resume using the credential until written confirmation of passing the examination is received.

REFUNDS

Due to the nature of computer based testing and the ability to reschedule your appointment within the testing window, no refund requests will be honored. Candidate substitutions are not permitted.

ON THE DAY OF YOUR EXAMINATION

On the day of your examination appointment, report to the Assessment Center no later than your scheduled testing time. Once you enter the Assessment Center, look for the signs indicating PSI Assessment Center check-in. **IF YOU ARRIVE MORE THAN 15 MINUTES AFTER THE SCHEDULED TESTING TIME YOU WILL NOT BE ADMITTED.**

To gain admission to the Assessment Center, you must present **two forms of identification**. The primary form must be government issued, current and include your photograph. You will also be required to sign a roster for verification of identity. No temporary IDs are allowed.

Examples of valid primary forms of identification are:

1. Driver's license with photograph
2. State identification card with photograph
3. Passport with photograph
4. Military identification card with photograph

Employment ID cards, student ID cards, social security cards and any type of temporary identification are **NOT** acceptable as primary identification, but may be used as secondary identification if they include your name and signature. Candidates are prohibited from misrepresenting their identities or falsifying information to obtain admission to the Assessment Center.

At the testing carrel, you will be prompted on-screen to enter your unique identification number. Your photograph, taken before beginning the examination, will remain on-screen throughout your examination session. This photograph will also print on your score report.

SECURITY

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Assessment Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular phones are allowed in the testing room. Possession of a cellular phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- No calculators are allowed.
- No guests, visitors or family members are allowed in the testing room or reception areas.
- Candidates may be subjected to a metal detection scan upon entering the examination room.

PERSONAL BELONGINGS

No personal items, valuables, or weapons should be brought to the Assessment Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- watches
- hats
- wallets
- keys

Once you have placed everything into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If all personal items will not fit in the soft locker you will not be able to test. The site will not store any personal belongings.

If any personal items are observed in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

EXAMINATION RESTRICTIONS

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the supervisor at the completion of testing, or you will not receive your score report.
- No documents or notes of any kind may be removed from the Assessment Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking will not be permitted in the Assessment Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

MISCONDUCT

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported and examination fees will not be refunded. Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular phones;
- talk or participate in conversation with other examination candidates;

- give or receive help or are suspected of doing so;
- leave the Assessment Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books or other aids without it being noted on the roster.

COPYRIGHTED EXAMINATION QUESTIONS

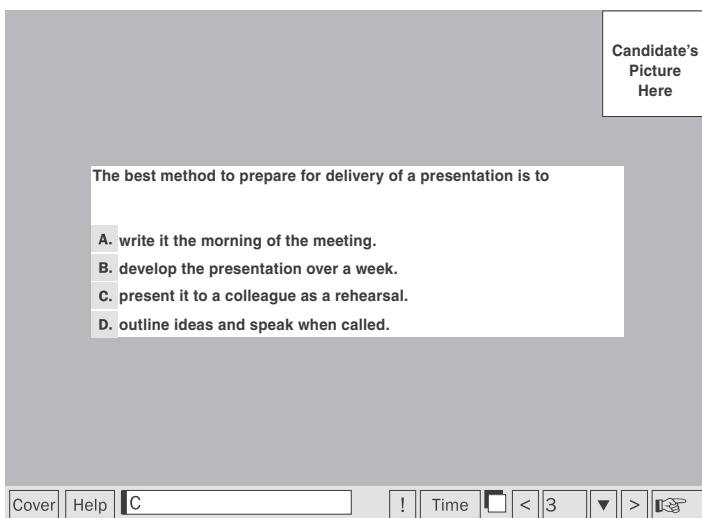
All examination questions are the copyrighted property of HPCC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may subject you to severe civil and criminal penalties.

PRACTICE EXAMINATION

Prior to attempting the timed examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is **NOT** counted as part of your examination time. When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

TIMED EXAMINATION

Following the practice examination, you will begin the timed examination. Before beginning, instructions for taking the examination are provided on-screen. The following is a sample of what the computer screen will look like when you are attempting the examination.



The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time limit. You may click on the "Time" button in the lower right portion of the

screen to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire examination question appears on-screen (i.e., stem and four options labeled – A, B, C and D). **Indicate your choice by either entering the letter of the option you think is correct (A, B, C or D) or clicking on the option using the mouse.** To change your answer, enter a different option by entering in the letter in the response box or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen. This action will move you forward through the examination question by question. If you wish to review any question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

The computer-based test (CBT) is set up in a linear format. In a linear format the candidate answers a predetermined number of questions. The examination questions do not become increasingly more difficult based on answers to previous questions. Answer selections may be changed as many times as necessary during the allotted time.

A question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the TIME button. Click on the hand icon to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the hand icon. When the examination is completed, the number of questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions. Be sure to answer each question before ending the examination. **There is no penalty for guessing.**

CANDIDATE COMMENTS

You may provide comments for any examination question during the computerized examination **by clicking on the button displaying an exclamation point (!)** to the left of the TIME button. This opens a dialogue box to enter comments. Because of test security considerations, you will not receive individual replies about the content of examination questions, nor will you be permitted to review examination questions after completing the examination. At conclusion of the examination, you will also be asked to complete a brief survey about the examination administration conditions.

INCLEMENT WEATHER OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of an examination, the HPCC and PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Assessment Center personnel are able to open the Assessment Center.

You may visit the PSI website at www.goAMP.com prior to the examination to determine if PSI has been advised that any Assessment Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at an Assessment Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

If power to an Assessment Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact, but for security reasons the questions will be scrambled.

REPORT OF RESULTS

After completing the examination, you are asked to complete a short evaluation of your examination experience. Then, you are instructed to report to the examination proctor to receive your score report. Scores are reported in printed form only, in person or by U.S. mail. **Scores are not reported over the telephone, by electronic mail or by facsimile.**

Your score report will indicate a “pass” or “fail.” Additional detail is provided in the form of raw scores by major content category. Test scores are reported as raw scores and scaled scores. A raw score is the number of correctly answered questions; a scaled score is statistically derived from the raw score. Your total score determines whether you pass or fail; it is reported as a scaled score ranging between 0 and 99.

The methodology used to set the minimum passing score for each examination is the Angoff method, applied during the performance of a Passing Point Study by a panel of content experts. The experts evaluated each question on the respective examination to determine how many correct answers are necessary to demonstrate the knowledge and skills required for the designation. The candidate’s ability to pass the examination depends on the knowledge and skill displayed during the examination, not on the performance of other candidates.

The minimum scaled score needed to pass the examinations has been set at 75 scaled score units. The reason for reporting scaled scores is that different forms (or versions) of the examinations may vary in difficulty. As new forms of the examinations are introduced each year, a certain number of questions in each content area are replaced. These changes may cause one form of the examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure

called “equating” is used. The goal of equating is to ensure fairness to all candidates.

In the equating process, the minimum raw score (number of correctly answered questions) required to equal the scaled passing score of 75 is statistically adjusted (or equated). For instance, if an examination is determined to be more difficult than the previous form of the examination, then the minimum raw passing score required to pass will be slightly lower than the original raw passing score. If the examination is easier than the previous form of the examination, then the minimum raw score will be higher. Equating helps to assure that the scaled passing score of 75 represents the same level of competence no matter which form of an examination the candidate takes.

In addition to the candidate’s total scaled score and scaled score required to pass, raw scores (the actual number of questions answered correctly) are reported for the major categories on the content outline. The number of questions answered correctly in each major category is compared to the total number of questions possible in that category on the score report (e.g., 15/20). Content categorical information is provided to assist candidates in identifying areas of relative strength and weakness; however, passing or failing the examination is based only on the candidate’s total scaled score.

DUPLICATE SCORE REPORT

You may purchase additional copies of your score report at a cost of \$25 per copy. Requests must be submitted to PSI, in writing, within twelve months after the examination. The request must include your name, unique identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to PSI. Duplicate score reports will be mailed within approximately five business days after receipt of the request and fee.

CONFIDENTIALITY

Individual examination scores are released ONLY to the individual candidate. Results will not be given over the telephone, fax or email.

RECOGNITION OF CERTIFICATION

Eligible candidates who pass an HPCC certification examination are eligible to use the respective registered designation after their names and will receive certificates from the HPCC.

- **Advanced Certified Hospice and Palliative Nurse Examination: ACHPN®**
- **Certified Hospice and Palliative Nurse Examination: CHPN®**
- **Certified Hospice and Palliative Pediatric Nurse Examination: CHPPN®**

- **Certified Hospice and Palliative LP/VN**
Examination: CHPLN®
- **Certified Hospice and Palliative Nursing Assistant**
Examination: CHPNA®
- **Certified Hospice and Palliative Care Administrator**
Examination: CHPCA®
- **Certified in Perinatal Loss Care**
Examination: CPLC®

Each certification expires after a period of four years unless it is renewed by the individual (see "Renewal of Certification" section). A registry of certified hospice and palliative certificants will be maintained by the HPCC and may be used for: 1) employer, accrediting body or public verification of an individual's credential; 2) publication; 3) special mailings or other activities.

RENEWAL OF CERTIFICATION

Attaining certification is an indication of a well-defined body of knowledge. Renewal of the certification is required every four years to maintain certified status. Initial certification or renewal of certification is valid for four years.

It is the certificant's responsibility to apply for renewal by the required application deadline, posted at www.goHPCC.org. HPCC attempts to provide certificants with renewal notices, but failure to receive a notice does not relieve the certificant from the responsibility to apply for renewal by the application deadline.

Individuals who do not renew before the expiration date of their credential will not be able to use the credential after that date.

Please refer to Section 2 of the handbook for specific information regarding renewal of certification.

ETHICAL CODE

HPCC has a responsibility to ensure the integrity of all processes and products of its certification programs to the public, the professionals, the employers and its certificants. Therefore, HPCC considers the Hospice and Palliative Nurses Association (HPNA) Code of Ethics as the essential ethical framework for honoring human dignity and professional accountability for conduct. HPCC upholds the high standards for credentialing agencies established by two national accreditation organizations, the Accreditation Board for Specialty Nursing Certification (ABSNC) and the National Commission for Certifying Agencies (NCCA).

MISUSE OF CERTIFICATION CREDENTIALS

Please be advised that once certified, the designated credential may only be used by the certified individual during the four-year

time period designated on the certificate. Failure to successfully recertify requires the individual to **stop use of the credential immediately** after the credential has expired. Any other use, or use of the HPCC Trademark without permission from the HPCC Board of Directors, is fraudulent. It is the policy of the HPCC to thoroughly investigate all reports of an individual or corporation fraudulently using the "ACHPN®", "CHPN®", "CHPPN®", "CHPLN®", "CHPNA®", "CHPCA®" or "CPLC®" credentials. If proof of fraudulent use is obtained, the HPCC will notify the parties involved. Fraudulent use may be reported to employers, state nursing boards, and/or published for professional or consumer notification at the discretion of the HPCC Board of Directors.

GROUND FOR DISCIPLINARY ACTION

The following conditions or behaviors by applicants or certificants constitute grounds for disciplinary action by the HPCC:

1. Ineligibility for certification, regardless of when the ineligibility is discovered.
2. Any violation of an HPCC rule or procedure, as may be revised from time to time, and any failure to provide information required or requested by HPCC, or to update (within thirty days) information previously provided to HPCC, including but not limited to, any failure to report to HPCC in a timely manner an action, complaint, or charge that relates to rules 6-8 of these grounds for disciplinary action.
3. Unauthorized possession of, use of, distribution of, or access to:
 - a. HPCC examinations
 - b. Certificates
 - c. Logo of HPCC
 - d. Abbreviations related thereto
 - e. Any other HPCC documents and materials, including but not limited to, misrepresentation of self, professional practice or HPCC certification status, prior to or following the grant of certification by HPCC, if any.
4. Any examination irregularity, including but not limited to, copying answers, permitting another to copy answers, disrupting the conduct of an examination, falsifying information or identification, education or credentials, providing and/or receiving unauthorized advice about examination content before, during, or following the examination. [Note: the HPCC may refuse to release an examination score pending resolution of an examination irregularity.]
5. Obtaining or attempting to obtain certification or renewal of certification for oneself or another by a false or misleading statement or failure to make a required statement, or fraud or deceit in any communication to HPCC.

6. Gross or repeated negligence, incompetence or malpractice in professional work, including, but not limited to, habitual use of alcohol or any drug or any substance, or any physical or mental condition that currently impairs competent professional performance or poses a substantial risk to patient health and safety.
7. Limitation, sanction, revocation or suspension by a health care organization, professional organization, or other private or governmental body, relating to nursing practice, public health or safety, or nursing certification.
8. Any conviction of a felony or misdemeanor directly relating to nursing practice and/or public health and safety. An individual convicted of a felony directly related to nursing practice and/or public health and safety shall be ineligible to apply for HPCC certification or renewal of certification for a period of three (3) years from the exhaustion of appeals.

Any disciplinary complaint must be written in a letter to the HPCC President, c/o Chief Executive Officer, HPCC, One Penn Center West, Suite 425, Pittsburgh, PA 15276.

REVOCATION OF CERTIFICATION

Admittance to the examination will be denied or certification will be revoked for any of the following reasons:

1. Falsification of an application or documentation provided with the application.
2. Failure to pay the required fee.
3. Revocation or expiration of current nursing license.
4. Misrepresentation of certification status.

QUESTIONS AND APPEALS

HPCC provides an opportunity for candidates to question any aspect of the certification program. HPCC will respond to any question as quickly as possible, generally within a few days. Candidates are invited to call 412-787-1057 or send an email message to hpsc@goHPCC.org for any questions. In addition, HPCC has an appeals policy to provide a review mechanism for challenging an adverse decision, such as denial of eligibility for the examination or revocation of certification. It is the responsibility of the individual to initiate the appeal process by written request to the HPCC President, c/o Chief Executive Officer, HPCC, One Penn Center West, Suite 425, Pittsburgh, PA 15276 within 30 calendar days of the circumstance leading to the appeal.

RE-EXAMINATION

Candidates who do not pass the HPCC certification examination may reapply for the next testing window or any subsequent window by filing a new application and fee.

STUDY ADVICE

Determine how you study best. Some individuals seem to learn faster by hearing the information, while others need to see it written or illustrated, and still others prefer to discuss material with colleagues. A combination of these alternatives can often produce the most effective study pattern. If you had success in lecture courses with little outside review, it may be that you need to hear information for best retention. You may wish to organize a study group or find a study partner. Once you decide on the method most effective and comfortable for you, focus on that preference and use the other techniques to complement it.

Plan your study schedule well in advance. Use learning techniques, such as reading or audio-visual aids. Be sure you find a quiet place to study where you will not be interrupted.

TEST-TAKING ADVICE

The advice offered here is presented primarily to familiarize you with the examination directions.

1. Read all instructions carefully.
2. The actual examination will be timed. For best results, pace yourself by periodically checking your progress. This will allow you to make any necessary adjustments. Remember, the more questions you answer, the better your chances of achieving a passing score.
3. Book mark unanswered questions for return and review.

A list of suggested references is provided at the end of Section 2 in this candidate handbook.

SECTION 2: CERTIFICATION EXAMINATION FOR HOSPICE AND PALLIATIVE CARE ADMINISTRATORS

EXAMINATION

The Certification Examination for Hospice and Palliative Care Administrators consists of a 150 multiple choice items, of which 135 have equal weight for scoring. The examination includes 15 non-scored “pretest” or “trial” items that are interspersed throughout the examination. Performance on the pretest questions does not affect your score. The examination presents each question with four response alternatives (A, B, C, D). One of those represents the best response. You will be permitted three hours to complete this examination. Candidates achieving a passing score on this examination will be awarded the **Certified Hospice and Palliative Care Administrator (CHPCA®) credential**.

The HPCC, with the advice and assistance of PSI, prepares the examinations. Individuals with expertise in hospice and palliative administration write the questions and review them for relevancy, consistency, accuracy and appropriateness.

DEFINITION OF HOSPICE AND PALLIATIVE CARE

Hospice and palliative care is the provision of care for the patient with serious illness and their family with the emphasis on their physical, psychosocial, emotional and spiritual needs. This is accomplished in collaboration with an interdisciplinary team in diverse settings including: inpatient, home, or residential hospice; acute care hospitals or palliative care units; long-term care facilities; rehabilitation facilities; home settings; ambulatory or outpatient palliative care primary care or specialty clinics; veterans’ facilities; correctional facilities; homeless shelters; and mental health settings.

Hospice and palliative interdisciplinary team members serve in a variety of roles including: expert clinicians, educators, researchers, administrators, consultants, case managers, program developers/coordinators, and/or policymakers. Moreover, hospice and palliative care includes holistic assessment of the patient and family, offering information to allow more informed decision-making, meticulous pain and symptom management, determination and optimization of functional status, and support of coping patterns.

ELIGIBILITY REQUIREMENTS

To be eligible for the CHPCA® Examination, an applicant must fulfill the following requirement prior to submission of application.

The candidate has the equivalent of two years of full time experience in the past three years in a hospice and palliative administrative role that covers the content in the test content

outline. Verification of experience is to be confirmed on the application form.

RENEWAL OF CERTIFICATION

The Certified Hospice and Palliative Care Administrator (CHPCA®) certificant may renew their certification by successfully passing the computer based examination in any of the four windows available (March, June, September, December) during the year in which the current certification will expire OR by completing the alternative method for renewal called the Certified Hospice and Palliative Care Administrator Hospice and Palliative Accrual for Recertification (CHPCA® HPAR) method.

IMPORTANT NOTICE REGARDING THE CHPCA® CERTIFICATION

HPCC will stop offering the CHPCA® examination at the end of 2017. The last day to take the CHPCA® exam is December 31, 2017. Individuals who hold the CHPCA® credential or who become CHPCA® certified on or before the end of 2017 may renew their credential through the CHPCA® Hospice and Palliative Accrual for Recertification (HPAR). Testing will not be an option for renewal after December 31, 2017.

The accrual method, CHPCA® HPAR, allows renewal of certification by fulfilling practice hour requirements and by accruing points through various professional developmental activities. See HPAR packet for details regarding submission and fees.

For more information, contact the National Office at 412-787-1057 or visit the website (www.goHPCC.org) for details.

EXAMINATION FEES

Applicants Applying for INITIAL Certification

HPNA members prior to submitting application	\$345
Non-HPNA members	\$465

Applicants Applying for RENEWAL Certification

HPNA members prior to submitting application	\$310
Non-HPNA members	\$430

*See “HPNA Membership Benefit” on page 3.

Application fees may be paid by credit card (MasterCard, VISA, AMEX or Discover), personal check, cashier’s check or money order (payable to HPCC) in U.S. dollars. DO NOT SUBMIT CASH. All fees must be submitted with the application to be **RECEIVED** by PSI by the application deadline.

Insufficient funds checks returned to HPCC or declined credit card transactions will be subject to a \$15 penalty. Repayment of an insufficient funds check or declined credit card must be made with a cashier's or certified check or money order.

EXAMINATION CONTENT

To begin your preparation in an informed and organized manner, you should know what to expect from the actual examination in terms of the content. The content outline will give you a general impression of the examination and, with closer inspection, can give you specific study direction by revealing the relative importance given to each category on the examination.

The content of the examination is directly linked to a national job analysis that identified the activities performed by hospice and palliative care administrators. Only those activities that were judged by hospice and palliative care administrators to be important to practice for an administrator with three years of practice in end-of-life care are included on the examination content outline. Each question on the examination is linked to the examination content outline, and is also categorized according to the level of complexity, or the cognitive level that a candidate would likely use to respond.

1. Recall (RE): The ability to recall or recognize specific information is required. Approximately 25 percent of the examination requires recall on the part of the candidate.
2. Application (AP): The ability to comprehend, relate or apply knowledge to new or changing situations is required. Approximately 50 percent of the examination requires the candidate to apply knowledge.
3. Analysis (AN): The ability to analyze and synthesize information, determine solutions and/or to evaluate the usefulness of a solution is required. Approximately 25 percent of the examination requires analysis on the part of the candidate.

The HPCC administrator examination requires the ability to manage the proper allocation of available resources to assure quality outcomes, job satisfaction and professional development. It involves a leadership role in planning, organizing, implementing and evaluating their organization's activities. Hospice and palliative care administrators use a comprehensive approach in the management and coordination of the interdisciplinary team to provide efficient and effective hospice and palliative care across the spectrum of health care settings. The examination includes questions distributed across eight domains of practice as shown in the detailed content outline that follows.

DETAILED CONTENT OUTLINE INFORMATION

The Detailed Content Outline lists each task that **MAY** be tested by content area and performance level. Each and every task listed for a given content area is not tested on any one form of the examination. Rather, these tasks are representatively sampled such that the test specifications for performance levels are met (i.e., appropriate number of recall, application and analysis performance level items).

DETAILED CONTENT OUTLINE

1. Leadership and Ethics 19%

A. Leadership

1. Design an organizational culture to support the hospice and palliative care philosophy and core values
2. Foster a positive work environment which enhances the organizational culture, mission and values
3. Promote effective interdisciplinary team building
4. Ensure a system to promote access to quality hospice and palliative care
5. Demonstrate effective leadership by serving as a role model
6. Establish an organizational climate to encourage mentoring
7. Monitor emerging trends that could impact hospice and palliative care operations, programs, practices, and services
8. Facilitate management of change within the organization
9. Promote service and performance excellence
10. Develop a long term strategic plan that is aligned with organizational mission and vision
11. Collaborate with the governing board to facilitate oversight and decision making
12. Provide input to facilitate succession planning

B. Ethics

1. Participate in establishing a code of ethical conduct (e.g., professional boundaries, scope of practice)
2. Follow the code of ethical conduct
3. Develop a process of monitoring and addressing biomedical ethical issues (e.g., advance directives, assisted suicide, withholding and withdrawing life support or life sustaining procedures/treatments, informed consent)
4. Develop a process of monitoring and addressing ethical issues related to business practices (e.g., sales and marketing practices)
5. Encourage system-wide processes surrounding advance care planning

2. Operations 21%

A. Staff Management

1. Ensure clinical staffing to meet patient and family care needs
2. Ensure administrative staffing to meet organizational needs
3. Provide regular and effective communication with staff members
4. Provide direct supervision to staff members
5. Establish productivity guidelines consistent with available resources (e.g., NHPCO, CAPC)
6. Support recruitment and retention of volunteers

B. Staff Education

1. Assure implementation of best practices in all areas of hospice and palliative care operations
2. Encourage staff to apply clinically-based research findings into practice
3. Strive to achieve certification of hospice and palliative care staff
4. Assess staff educational needs
5. Create an education plan based on needs assessment
6. Ensure job-specific orientation
7. Foster continuing competence for all staff
8. Lead staff development initiatives
9. Provide opportunities for professional development of staff
10. Evaluate effectiveness of staff development

C. Business Continuity

1. Assist with development of policies and procedures
2. Recommend an operating structure to ensure achievement of organizational goals
3. Develop and implement project management plans
4. Establish and implement an internal communication plan
5. Provide input to the development of emergency preparedness plans
6. Ensure staff have resources and tools to support job performance (e.g., technology)

D. Operations Management

1. Engage in problem solving activities and conflict resolution

2. Establish workflow systems (e.g., flow of information, maintenance of records, delivery of medications)
3. Direct and manage day-to-day business operations
4. Establish delegation of operational decisions
5. Encourage innovative models of care delivery

3. Fiscal Management 13%

A. Budget

1. Develop and provide input for the development of the budget
2. Manage resources efficiently within the allocated budget
3. Approve financial expenditures
4. Monitor and address budget variances
5. Maintain responsibility of financial areas and cost controls
6. Participate in cost reporting activities
7. Monitor targeted revenue to expense ratio
8. Monitor data related to reimbursement (e.g., utilization, median length of stay)
9. Maintain knowledge of cost reporting requirements, issues and practices
10. Determine acceptable balance of reimbursable and non-reimbursable services (e.g., complementary therapies, community bereavement services, anticipatory grief services)
11. Ensure preparation of data for routine audit and assessment

B. Contract Management

1. Negotiate with vendors of goods and services (e.g., DME, pharmaceuticals, biological, providers, facilities)
2. Monitor delivery of goods and services provided according to contractual terms

4. Human Resource Management 10%

A. Staffing

1. Evaluate the marketplace to ensure workforce excellence
2. Participate in recruitment activities for staff
3. Participate in staff retention activities
4. Provide mechanisms to obtain employee feedback

5. Ensure general orientation of new staff
6. Conduct performance appraisals and provide feedback to employees
7. Participate in hiring, termination, and status changes (e.g., promotion, full-time to part-time, leave of absence)
8. Ensure compliance with licensing and credentialing of staff
- B. Policies and Procedures
 1. Ensure compliance with employment laws (e.g., EEOC, OSHA, practice acts, worker's compensation)
 2. Ensure compliance with human resources policies
- 5. Quality Management 15%**
 - A. Participate in the strategic and tactical review of the organization's performance with the governing body
 - B. Participate in implementation of the quality management program
 - C. Participate in the development of a data-driven quality assessment and performance improvement program using a methodology that guides the services of the organization to address:
 1. patient safety
 2. adverse events
 3. infection control
 - D. Integrate data-driven performance improvement projects into practice
 - E. Evaluate quality management data related to outcomes
 - F. Measure satisfaction of internal and external customers
 - G. Oversee development, implementation, and evaluation of standards of practice in hospice and palliative care clinical areas
 - H. Promote excellence in the patient and family experience
 - I. Participate in national quality initiatives
 - J. Apply National Quality Forum preferred practice standards
- 6. Community Outreach and Advocacy 8%**
 - A. Participate in development of community outreach plans
 - B. Participate in community outreach activities (e.g., education, support groups, memorial services)
 - C. Establish relationships with local, state, and national health and human service groups
 - D. Participate in advocacy activities to influence public policy
 - E. Develop relationships to assure consistency and growth of referral sources
 - F. Determine market share and areas for development
- 7. Organizational Integrity and Compliance 14%**
 - A. Ensure organizational adherence to a code of conduct
 - B. Ensure processes are in place for reporting violations related to inappropriate conduct
 - C. Incorporate industry standards and guidelines into organizational practice (e.g., NHPCO Standards for Hospice Programs, National Consensus Project Clinical Practice Guidelines for Quality Palliative Care, CAPC, NQF, discipline specific guidelines)
 - D. Maintain current knowledge and interpretation of regulations that currently or potentially impact the organization's program goals and objectives (e.g., Medicare Hospice Benefit, Conditions of Participation/ Interpretive Guidelines, Local Coverage Determination (LCDs))
 - E. Follow applicable Federal regulations (e.g., Patient Self Determination Act, HIPAA, Anti-kickback laws, Stark law)
 - F. Implement a compliance plan to ensure adherence to regulatory standards
 - G. Ensure compliance with accreditation standards (e.g., The Joint Commission, CHAP)
 - H. Participate in the development and integration of a risk management program

SAMPLE QUESTIONS

1. A Palliative Care Administrator is seeking a qualified physician to lead a new hospital-based palliative care consult service. An experienced hospice physician expresses interest; however, the staff who have previously worked with the physician reports serious concerns about the physician’s ability to communicate with patients. The hospital CEO supports hiring the physician because patients and families need the palliative care service. The BEST approach for the palliative care Administrator is to
 - A. hire the physician and assign a mentor.
 - B. continue to search for additional candidates.
 - C. ask a colleague to talk with the physician about communication styles.
 - D. register the physician in a seminar related to communication.

2. A hospice Administrator anticipates retirement in 2 years. After meeting with the governing body, which of the following should the Administrator do FIRST?
 - A. Review the organizational chart.
 - B. Search for a potential in-house replacement.
 - C. Begin advertising for a replacement.
 - D. Appoint a candidate Search Committee.

3. Which of the following is the primary objective of a state survey of a hospice program?
 - A. maintaining compliance with licensure regulations
 - B. ensuring patient safety programs are in place
 - C. conducting a review of the fiduciary status of the program
 - D. reviewing quality management plans

4. A hospice program is reaching its reimbursement CAP. Financial analysis should include evaluating
 - A. patient lengths of stay over 180 days.
 - B. average cost per patient day.
 - C. the number of palliative care patients.
 - D. the percentage of non-Medicare patients.

5. Which of the following is an example of workforce excellence?
 - A. Staff regularly attend national conferences.
 - B. The diversity of staff and volunteers is reflective of the community.
 - C. Cost of certification is reimbursed by hospice.
 - D. Program has high staff retention rate.

6. A new Administrator plans to reorganize a hospice to lower labor costs and increase the bottom line. Some department leaders may have to apply for open positions. The greatest impact on the organization is likely to be
 - A. a decrease in patient satisfaction.
 - B. a chance to streamline the agency to profitability.
 - C. an opportunity to retrain key staff.
 - D. an increase in morale due to restructuring.

7. The MOST important element of an external crisis communication plan is to
 - A. identify a company spokesperson to address the media.
 - B. educate the governing board on media requests and policies.
 - C. create a crisis communication committee for media requests.
 - D. hire an advertising agency for media communication.

8. A patient with a terminal diagnosis is unable to sign a DNR and has no Advance Directive. The patient’s wife refuses to sign the DNR. The patient ceases to breathe, and the wife implores, “Do something, he’s dying!” Under the Code of Ethics, the nurse should
 - A. begin basic life support.
 - B. explain that resuscitation efforts will be futile.
 - C. encourage the wife to sign the DNR.
 - D. immediately notify the attending physician.

ANSWER KEY			
<u>Question</u>	<u>Answer</u>	<u>Content Area</u>	<u>Cognitive Level</u>
1.	B	1A9	AN
2.	B	1A12	AP
3.	A	7F	RE
4.	A	3A8	AP
5.	B	4A1	RE
6.	B	3A2	AN
7.	A	2D3	AP
8.	A	1B3	AN

SUGGESTED REFERENCES

The HPCC has prepared a list of references that may be helpful in preparing for the Certification Examination for Hospice and Palliative Care Administrators. This reference list contains materials that include information of significance to hospice and palliative care. Inclusion of certain journals and textbooks on this list does not constitute an endorsement by the HPCC of specific professional literature which, if used, will guarantee candidates successful passing of the certification examination.

- Berger, A., Shuster, J. and Von Roenn, J. (Eds.) (2012). *Principles & Practices of Palliative Care and Supportive Oncology* (4th Ed.). Philadelphia: Lippincott, Williams & Wilkins.
- Borkowski, N. (Ed.) (2011). *Organizational Behavior in Health Care* (2nd Ed.). Boston: Jones and Bartlett Publishers.
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- Coyle, N. (Ed.); Ferrell, BR. (Series Ed.) (2015). *Social Aspects of Care*. New York: Oxford University Press.
- Cunningham, L. (2016). *Taking Conversations from Difficult to Doable*. Pensacola, FL: Fire Starter Publishing.
- Ferrell, BR. (Ed.) (2015). *Structure and Processes of Care*. New York: Oxford University Press.
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- Karlgard, R. and Malone, M.S. (2015). *Team Genius: The New Science of High-Performing Organizations*. New York, NY: HarperCollins Publishers.
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- National Hospice & Palliative Care Organization (NHPCO) (2006). *Hospice General Inpatient Care: Its Proper Use and Supporting Processes*. Alexandria, VA: National Hospice and Palliative Care Organization.
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- Palliative Nursing: Scope and Standards of Practice: An Essential Resource for Hospice and Palliative Nurses*. (2014). American Nurses Association/Hospice and Palliative Nurses Association. Silver Spring, MD: Nursesbooks.org.
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- Studer, Q. (2013). *A Culture of High Performance: Achieving Higher Quality at Lower Cost*. Gulf Breeze, FL: Fire Starter Publishing.
- Tye, J. and Schwab, D. (2014). *The Florence Prescription: From Accountability to Ownership* (2nd Ed.). CreateSpace Independent Publishing Platform.
- Wittenberg, E., Ferrell, BR., Goldsmith, J., Smith, T., Ragan, SL., Glajchen, M., and Handzo, G. (Eds.) (2015). *Textbook of Palliative Care Communication*. New York: Oxford University Press.

Journals:

- American Journal of Hospice and Palliative Care*
American Journal of Hospice and Palliative Medicine
CIN: Computers, Informatics, Nursing
Journal of the American Medical Association
Journal of Hospice and Palliative Nursing
Journal of Pain and Symptom Management
Journal of Palliative Medicine
Journal of Nursing Informatics

2017 HPCC EXAMINATION APPLICATION

To apply online, visit www.goHPCC.org.

To apply using this form, provide the requested information and mail it to be **RECEIVED** by PSI by the paper application deadline. Applications received after the deadline or postmarked on the deadline will be returned unprocessed. **FAXED APPLICATIONS ARE NOT ACCEPTED.** Read the Candidate Handbook before completing this application. Mail the completed application and payment made by credit card, personal check, cashier's check or money order payable to HPCC to: HPCC Certification Examination, PSI, 18000 W. 105th St., Olathe, KS 66061-7543.

1. Personal Information (please print using blue or black ink)

Last Name:

First Name: Middle Initial:

Former Name (if applicable):

Date of Birth (xx/xx/xxxx):

Applicant Email Address:

Your HOME Information

Address Line 1:

Address Line 2:

City:

State/Province: Zip/Postal Code:

Country:

Home Phone: Cell Phone:

2. I am a:

- New Applicant (not currently certified at this level)
- Reapplicant (previously attempted this examination and have not previously held this certification)
- Applicant for Renewal (currently certified at this level)

I am including a Special Examination Accommodations Request. Please include completed form at end of handbook.

3. Eligibility and Examination Fees

Persons applying for a certification examination who are current HPNA members **PRIOR** to applying for the Certification Examination are entitled to the HPNA member discounted examination fee as a membership benefit. Must include HPNA membership to receive discount.

HPNA membership number _____.

HPCC certification number (for renewal) _____.

	Initial Certification		Renewal of Certification	
	HPNA Member	Non-HPNA Member	HPNA Member	Non-HPNA Member
Advanced Practice Registered Nurse Examination	<input type="checkbox"/> \$345	<input type="checkbox"/> \$465	Refer to Page 10	Refer to Page 10
Registered Nurse Examination	<input type="checkbox"/> \$295	<input type="checkbox"/> \$415	Refer to Page 9	Refer to Page 9
Pediatric Registered Nurse Examination	<input type="checkbox"/> \$295	<input type="checkbox"/> \$415	Refer to Page 9	Refer to Page 9
Licensed Practical/Vocational Nurse Examination	<input type="checkbox"/> \$250	<input type="checkbox"/> \$345	<input type="checkbox"/> \$225	<input type="checkbox"/> \$320
Nursing Assistant Examination	<input type="checkbox"/> \$185	<input type="checkbox"/> \$225	<input type="checkbox"/> \$170	<input type="checkbox"/> \$200
Administrator Examination	<input type="checkbox"/> \$345	<input type="checkbox"/> \$465	<input type="checkbox"/> \$310	<input type="checkbox"/> \$430
Perinatal Loss Care Examination	<input type="checkbox"/> \$295	<input type="checkbox"/> \$415	<input type="checkbox"/> \$260	<input type="checkbox"/> \$380

Payment Information: Please indicate your method of payment.

- Check or money order (personal or cashier's check payable to HPCC)
- Credit card: If payment is made by credit card, please provide the following information.
- MasterCard VISA AMEX Discover

Account Number	Expiration Date (MO/YR)	Security Code
Name as it Appears on Card	Signature	

Demographic Information – Please complete the following demographic questions. Select only one response for each question, unless directed otherwise.

1. Which of these best describes the nature of your practice?
 - 1 Hospice care
 - 2 Palliative care
 - 3 Both
2. Total number of years in your profession?
 - 1 0-2 years
 - 2 3-5 years
 - 3 6-10 years
 - 4 11-15 years
 - 5 16-20 years
 - 6 21-25 years
 - 7 26-30 years
 - 8 More than 30 years
3. Total number of years in hospice and palliative care?
 - 1 0-2 years
 - 2 3-5 years
 - 3 6-10 years
 - 4 11-15 years
 - 5 16-20 years
 - 6 21-25 years
 - 7 26-30 years
 - 8 More than 30 years
4. Which of the following is your primary employer? (check one)
 - 1 Hospice agency
 - 2 Home health agency
 - 3 Hospital or healthcare system
 - 4 Long-term care facility
 - 5 College or university
 - 6 Self (private practice)
 - 7 Private physician practice
 - 8 Ambulatory care facility
 - 9 Correctional facility
5. What is your primary practice setting? (check one)
 - 1 Private home
 - 2 Nursing home, assisted living or extended care facility
 - 3 Hospital: palliative care unit
 - 4 Hospital: hospice unit
 - 5 Hospital: other unit or scattered beds
 - 6 Freestanding residential or inpatient hospice
 - 7 Any setting in which patient resides
 - 8 Clinic
 - 9 Prison
 - 10 I do not routinely see patients
6. Type of practice
 - 1 Clinical
 - 2 Educational
 - 3 Administrative
 - 4 Research
7. What is your primary role?
 - 1 Staff nursing assistant
 - 2 Staff nurse (RN, LPN/LVN)
 - 3 Clinical supervisor/patient care coordinator
 - 4 Manager/administrator
 - 5 Clinical educator (including staff development)
 - 6 Advanced practitioner (i.e., CNS, NP)
 - 7 Consultant for hospice/palliative care team
 - 8 Faculty/researcher
8. What is the highest academic level you have attained?
 - 1 High school diploma
 - 2 CNA-state
 - 3 Associate degree in nursing
 - 4 Diploma in nursing
 - 5 Bachelor's degree (non-nursing)
 - 6 Bachelor's degree (nursing)
 - 7 Master's degree (non-nursing)
 - 8 Master's degree (nursing)
 - 9 Doctoral degree (nursing)
 - 10 Doctoral degree (non-nursing)
9. Primary age group served
 - 1 Adult
 - 2 Pediatric
10. Gender (optional)
 - M Male
 - F Female
11. Race (optional)
 - 1 African American/Black
 - 2 Asian/Asian American/Pacific Islander
 - 3 Caucasian
 - 4 Hispanic
 - 5 Native American/Alaskan Native
 - 6 Multiracial
 - 7 Other
12. Credentials: _____
13. Employer Name (required): *If you are not currently employed, please enter 'none.'* _____
14. Street Address: _____
15. City: _____
16. State: _____
17. Zip Code: _____

Attestation and Signature (Sign and date in ink the statement below.)

I certify that I have read all portions of the Candidate Handbook and application, and I agree to all terms of the HPCC processing agreement. I certify that the information I have submitted in this application and the documents I have enclosed are complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided, not released or invalidated by HPCC.

Audits of HPCC Applications – To ensure the integrity of eligibility requirements, HPCC will audit a percentage of randomly selected applications each year. Candidates whose applications are selected for audit will be notified and required to provide documentation of their professional license and verification of practice hours.

Please check below to confirm you currently meet the eligibility requirements for the examination you are registering for:

Advanced Practice Registered Nurse Examination

- I am currently licensed as a registered nurse in the United States, its territories or the equivalent in Canada.
 - Nurse Practitioner Clinical Nurse Specialist
- I have worked as an advanced practice registered nurse in hospice and palliative care for at least 500 hours in the most recent 12 months or 1000 hours in the most recent 24 months prior to submission of this application.

Registered Nurse Examination

- I am currently licensed as a registered nurse in the United States, its territories or the equivalent in Canada.
- I have worked as a registered nurse in hospice and palliative care for at least 500 hours in the most recent 12 months or 1000 hours in the most recent 24 months prior to submission of this application.

Pediatric Registered Nurse Examination

- I am currently licensed as a registered nurse in the United States, its territories or the equivalent in Canada.
- I have worked as a pediatric registered nurse in hospice and palliative care for at least 500 hours in the most recent 12 months or 1000 hours in the most recent 24 months prior to submission of this application.

Licensed Practical/Vocational Nurse Examination

- I am currently licensed as a licensed practical/vocational nurse in the United States or its territories.
- I have worked as a licensed practical/vocational nurse in hospice and palliative care for at least 500 hours in the most recent 12 months or 1000 hours in the most recent 24 months prior to submission of this application.

Nursing Assistant Examination

- I have fulfilled the eligibility requirement of 500 hours in the most recent 12 months or 1000 hours in the most recent 24 months prior to submission of this application in hospice and palliative nursing assistant practice under the supervision of a registered nurse.

Administrator Examination

- I have fulfilled the eligibility requirements of the equivalent of two years of full time hospice and palliative administrative work in the past three years that encompasses the content in the Administrator test content outline prior to submission of this application.

Perinatal Loss Care Examination

- I hold a professional degree and I am currently licensed in the United States or its territories as
 - Registered Nurse Physician Psychologist Counselor
 - Child Life Specialist Social Worker Chaplain
- I have fulfilled the eligibility requirement working in my profession and the area of perinatal loss and/or bereavement support for a minimum of two years in the past three years prior to submission of this application.

Within the last five (5) years:

Yes No

- Have you ever been sued by a patient?
- Have you ever been found to have committed negligence or malpractice in your professional work?
- Have you ever had a complaint filed against you before a governmental regulatory board or professional organization?
- Have you ever been subject to discipline, certificate or license revocation, or other sanction by a governmental regulatory board or professional organization?
- Have you ever been the subject of an investigation by law enforcement?
- Have you ever been convicted of, pled guilty to, or pled nolo contendere to a felony or misdemeanor, or are any such charges pending against you?

I further affirm that no licensing authority has taken any disciplinary action in relation to my license to practice in the aforementioned or any other state, and that my license to practice has not been suspended or revoked by any state or jurisdiction.

No refunds will be issued once payment is processed.

Name (Please Print) Signature Date

HPCC reserves the right to contact you for further information as deemed necessary.

TRANSFER OF APPLICATION

Directions: Use this form to transfer your application to the next testing window (**one time only**). Complete all requested information. This form and \$100 fee must be received by PSI no later than thirty (30) days following the last day of the original testing window. Note: Refer to Transfers section, page 3, for the details.

Last Name	First Name	MI
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Home Street Address or PO Box

City	State	Zip Code
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Home Phone	Work Phone	Cell Phone
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Email Address (required)

Fee: \$100

Payment Method: Acceptable forms of payment include personal check, money order, cashier check or credit card. Please check appropriate box and complete credit card information if necessary:

personal check
 money order
 cashier check

Payment Information: If payment is made by credit card, please provide the following information.

Credit card:
 MasterCard
 VISA
 AMEX
 Discover

Account Number _____

Expiration Date (MO/YR) _____ Security Code _____

Name as it Appears on Card _____

Signature _____

I agree to pay above amount according to card issuer agreement.

Signature	Date
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Please mail form with payment to:

HPCC Certification Examination
 PSI
 18000 W. 105th St.
 Olathe, KS 66061-7543
 Or fax to: 913-895-4650



REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, **please complete this form and the Documentation of Disability-Related Needs on the reverse side and submit it with your application at least 45 days prior to your requested examination date.** The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

Candidate Information

Candidate ID # _____ Requested Assessment Center: _____

Name (Last, First, Middle Initial, Former Name)

Mailing Address

City State Zip Code

Daytime Telephone Number Email Address

Special Accommodations

I request special accommodations for the examination below:

- Advanced Practice Registered Nurse
- Registered Nurse
- Pediatric Registered Nurse
- Licensed Practical/Vocational Nurse
- Nursing Assistant
- Administrator
- Perinatal Loss Care

Please provide (check all that apply):

- _____ Reader
- _____ Extended testing time (time and a half)
- _____ Reduced distraction environment
- _____ Please specify below if other special accommodations are needed.

Comments: _____

PLEASE READ AND SIGN:

I give my permission for my diagnosing professional to discuss with PSI staff my records and history as they relate to the requested accommodation.

Signature: _____ Date: _____

Return this form to:
PSI, 18000 W. 105th St., Olathe, KS 66061-7543, Fax 913-895-4650.
If you have questions, call the Candidate Services at 888-519-9901.



DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that PSI is able to provide the required accommodations.

Professional Documentation

I have known _____ since ____ / ____ / ____ in my capacity as a
Candidate Name Date

My Professional Title

The candidate discussed with me the nature of the test to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

Telephone Number: _____ Email Address: _____

Date: _____ License # (if applicable): _____

Return this form to:

PSI, 18000 W. 105th St., Olathe, KS 66061-7543, Fax 913-895-4650.

If you have questions, call Candidate Services at 888-519-9901.

