



HOSPICE MEDICAL DIRECTOR

CERTIFICATION BOARD

*Hospice Physician Excellence.
Quality Patient Care.*

Candidate Handbook for the Continuing Certification Program (CCP)

2020 Application Cycle

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All questions and requests for information about the **Hospice Medical Director certification program** should be directed to:

Hospice Medical Director Certification Board
 8735 W. Higgins Road, Suite 300
 Chicago, IL 60631
 Phone: 847-375-6740
 Fax: 847-375-6739
 Email: info@hmdcb.org
 Website: www.hmdcb.org

All questions and requests for information about **examination scheduling** should be directed to:

PSI Candidate Services
 18000 W. 105th St.
 Olathe, KS 66061-7543
 Phone: 913-895-4600
 Fax: 913-895-4650
 Website: www.goAMP.com

GENERAL INFORMATION

About This Handbook

The purpose of this candidate handbook is to provide information and requirements for active candidates who endeavor to renew their certification through the Hospice Medical Director Certification Board® (HMDCB).

Candidates are responsible for reading this guide in its entirety and understanding its contents. This candidate guide is only a guide. All information in this document may be revised, updated and amended at any time without notice. This most recent CCP candidate guide, found on the HMDCB website, supersedes all previous versions.

Hospice Medical Director Certification Board

HMDCB serves as an independent, not-for-profit corporation to administer a certification program for hospice medical directors and other hospice physicians. HMDCB is led by individuals with years of experience in the field of hospice and palliative medicine who are dedicated to improving the quality and consistency of care provided by local hospices.

The HMDC® credential promotes the professional competence, established standards and ethical practice of hospice physicians. The role of hospice physicians in the United States requires a special subset of knowledge, with complicated regulatory, administrative and ethical aspects in addition to expertise in clinical care.

HMDCB is governed by a seven-member board of directors representing diverse backgrounds, practice settings and training pathways in the field of hospice and palliative medicine and includes one non-physician member representing the public. HMDCB's mission is to relieve suffering and improve quality of life by promoting the excellence and professional competency of hospice physicians.

HMDCB receives no public funds and has no licensing function. Its business plan is to be self-funded by the fees paid by candidates. Any income that exceeds expenses will be invested in the continued improvement and advancement of the certification and continuing certification process.

Non-Discrimination Policy

HMDCB and PSI do not discriminate against candidates for examination, certification, or recertification on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected classification under state or federal law.

About Continuing Certification

Certificants' initial certification is valid for 6 years. The goal of HMDCB's CCP is to encourage and reward certified hospice physicians for ongoing learning and development of knowledge in the practice of hospice medicine amidst ever-changing regulatory and administrative conditions. HMDCB's program is both flexible and relevant to guide physicians in this ongoing education to help certificants keep pace with this rapidly evolving profession.

It is the intent of HMDCB's Board of Directors that the CCP serve the following purposes:

- assess competency, skill and judgement;
- maintain the knowledge of the certificant during the certification period;
- be flexible by offering various options to satisfy Continuing Certification requirements;
- accurately reflect what occurs in practice.

The 6-year time period established for recertification is based on both the scope of issues that face hospice professionals and the HMDCB's belief that continuing certification helps to ensure better patient care and increases public protection.

Name/Address Change

It is the candidate's responsibility to update their online profile or notify HMDCB's national office of any changes in contact information. HMDCB will correspond with candidates through email. Candidates should ensure that HMDCB has a current email address on file. Email information may be updated through the Physician profile by logging into "My HMDCB". Candidates also may indicate address and name changes when completing the recertification application. Notification of admission to the examination, communication of test results and delivery of information regarding the next renewal cycle depend on HMDCB having current information.

CONTINUING CERTIFICATION PROGRAM

When to Begin the Continuing Certification Process

Certification is valid for 6 years. The expiration date is November 30th of the 6th complete year after certification (i.e., certification expires November 30, 2021 for those HMDCs initially certified in 2015). The hospice physician must complete 150 continuous learning credits every six years, complete the Professional Development Tool survey (recommended in the third year), and satisfy other general Continuing Certification requirements every six years to maintain an active certification status. The continuing certification process may be completed in the fifth or sixth year of the certification renewal period.

Reduced Requirements for Physicians Certified 2014 – 2016

Due to the timing of the CCP rollout, physicians certified in the first three years (2014 – 2016) have reduced requirements in continuous learning credits for their first renewal cycle. See Continuing Certification Requirements section for details.

Recertification Opportunities

Candidates eligible for renewal may benefit from recertifying early to take advantage of the two (2) opportunities HMDCB provides to recertify before their expiration date. If candidates apply in their 5th year, they are able to reapply for recertification before their certificate expires if they are not successful during their first attempt. *You will be required to complete a new application and pay the examination fees in effect at the time of reapplication.*

The recertification examination will be administered in one, 2-hour session during a single testing window each year. All components of HMDCB’s CCP must be completed before submitting an application to take the recertification examination.

A new six-year period will begin on your original recertification date after you successfully pass the examination in either the fifth or sixth year of your renewal cycle. The following schedule applies.

Initial Certification Date	Year of Successful Examination	New Certification Expiration Date
June 30, 2014	2019	November 30, 2026
June 30, 2014	2020	November 30, 2026
June 30, 2015	2020	November 30, 2027
June 30, 2015	2021	November 30, 2027
June 30, 2016	2021	November 30, 2028
June 30, 2016	2022	November 30, 2028

Implications for Not Completing Continuing Certification before Certificate Expiration Date

It is the certified hospice physician’s responsibility to renew their certification in a timely manner prior to expiration. If the Continuing Certification process is not completed by the time of the certificate expiration, HMDCB will no longer recognize the individual as an HMDC, will remove the individual’s name from the Directory of Certified Hospice Physicians, and will advise the individual that it would be unethical and a misrepresentation to publicly display the certification in any way or to use the certifying initials after his or her name. Candidates found ineligible to renew their certification will need to apply for and meet current eligibility requirements as an Initial Applicant.

CONTINUING CERTIFICATION REQUIREMENTS

Due to the timing of the CCP rollout, physicians certified in the first three years (2014 – 2016) have reduced requirements in continuous learning credits for their first renewal cycle. See image below for detail.

Renewal Eligibility

At the time of application, all candidates eligible for renewal must hold a current, active, and unrestricted **license** to practice medicine in the United States, its territories or any province of Canada; conform to HMDCB’s **Code of Professional Conduct**; and complete the **Professional Development Tool** once per 6-year renewal cycle but recommended in the third year.

In addition to these general requirements, candidates must obtain **150 points** of continuous learning during the CCP cycle. Points may be earned exclusively through Continuing Medical Education (CME) or a combination of CME and Professional Activities. If using a combination, you must obtain a minimum of **108 points** through CME and up to **42 points** through Professional Activities.

Candidates must then pass a computer-based, 100 multiple-choice question **recertification examination** at a secured assessment center.

My HMDCB for Logging Activities

Candidates eligible for renewal may log continuous learning activities such as CME or Professional Activities and access the Professional Development Tool survey in the “My HMDCB” online portal during the renewal cycle. The renewal application will be available five months before a candidate’s expiration date in the fifth and sixth year of their renewal cycle. **To access “My HMDCB” to log activities, visit www.hmdcb.org.**

Professional Development Tool

Recommended in the third year, candidates must complete the Professional Development Tool, a 20-question survey, once per 6-year renewal cycle. Results are provided solely to the candidate for learning development and are a tool for guidance on areas where candidates may need further study.

Continuous Learning (CME/ Professional Activities)

Candidates eligible for renewal must obtain **150 points** of continuous learning during the CCP cycle. Points may be earned exclusively through Continuing Medical Education (CME) or a combination of CME and Professional Activities. If using a combination, you must obtain a minimum of **108 points** through CME and up to **42 points** through Professional Activities.

***Candidates certified in 2014** are required to obtain 50 points of continuous learning before applying for renewal. Candidates may obtain 50 CME credits exclusively or a minimum of 36 CME and up to 14 Professional Activities.

***Candidates certified in 2015** are required to obtain 75 points of continuous learning before applying for renewal. Candidates may obtain 75 CME credits exclusively or a minimum of 54 CME and up to 21 Professional Activities.

***Candidates certified in 2016** are required to obtain 100 points of continuous learning before applying for renewal. Candidates may obtain 100 CME credits exclusively or a minimum of 72 CME and up to 28 Professional Activities.

2014 CERTIFICANTS	2015 CERTIFICANTS	2016 CERTIFICANTS
Obtain 50 points of continuous learning, with a minimum of 36 points through CME and up to 14 points through Professional Activities.	Obtain 75 points of continuous learning, with a minimum of 54 points through CME and up to 21 points through Professional Activities.	Obtain 100 points of continuous learning, with a minimum of 72 points through CME and up to 28 points through Professional Activities.

CME Categories Eligible for Continuing Certification Credit

Candidates may obtain all 150 points exclusively through Continuing Medical Education (CME) or if choosing a combination of CME and Professional Activities must obtain a minimum of 108 points through CME.

There are four categories of CME eligible for continuing certification credit:

- attending college/university courses,
- attending professional workshops or conferences,
- completing online courses specifically designed to enhance competence,
- or *independent study.

All CME activities must be documented as including content related to the HMDCB Blueprint and relevant to practice in a hospice setting.

CME credits must be obtained from an accredited provider of medical education evidenced by reference to one or more of the following:

- *AMA PRA Category 1™ credits*
- Prescribed credit(s) by the American Academy of Family Physicians
- AOA Category 1-A or 2-A CME Credit

**Independent study allows certificants to learn in their own environment. Approved study materials must be based on content related to the HMDCB Blueprint (e.g., completion of the American Academy of Hospice and Palliative Medicine’s self-study materials or the National Hospice and Palliative Care Organization’s E-OL Courses and webcasts).*

If a candidate has attended a course that was only partially or not clearly hospice-related, or the title of the course does not explicitly indicate hospice content, submission of a course outline may be required during audit to enable the determination of the appropriate amount of credit. For example, a course titled “Supportive Care in Oncology” may contain some relevant content but based on the title alone the content is not clear to the reviewer unless a course syllabus or outline is submitted. Please see the HMDCB Content Blueprint for clarity.

Professional Activities Eligible for Continuous Learning Credit

Professional Activities may only account for 42 of the 150 points of Continuous Learning Activities required **every six (6) years**. Professional Activities are not required.

There are eight categories of professional activities eligible for continuous learning credit. A summary of acceptable professional activities are found in the corresponding categories below.

Obtain/Maintain a Certification in a Related Field

Credit will be given if you maintain subspecialty certification in: Pain Management, Geriatrics, Hospice and Palliative Medicine, or AMDA's medical director certification.

1 point per year, per certification held

Special Project Performed in Work Setting

Special projects include performance measurement and improvement. Performance improvement (PI) activities describe structured, long-term processes by which a physician or group of physicians can learn about specific performance measures, retrospectively assess their practice, apply these measures prospectively over a useful interval, and re-evaluate their performance.

2 points per project

Volunteer Service

Volunteer participation in leadership responsibilities or committee involvement in a state or national professional organization, a hospice-provider or other organization directly related to the field of hospice and palliative medicine.

1 point per year/per service

Preceptorship and Mentoring

Hospice physicians serving as supervisor or preceptor may apply hours spent supervising those practicing professionals of the interdisciplinary team in a structured program within the hospice setting. One point will be awarded per 10 hours of preceptorship maintained.

3 points maximum per year

Teaching, Lecturing, Presenting

Encompasses the candidate's participation as an instructor delivering content related to the HMDCB Blueprint. The presentation must be delivered within a structured framework of teaching/learning. A presentation includes a seminar, in-service, clinical conference, consumer education program, and/or presenting an original paper or poster. The participation may be as the primary instructor, lecturer or panelist. No credit is given for repeat presentations of the same content. One point will be awarded per lecture hour.

4 points maximum per year

Publishing

Encompasses publications delivering content related to the HMDCB Blueprint. Responsibility in the publication may be authorship, co-authorship or editorial. The item to be published may be a book, chapter in a book, paper, article, abstract, book review, etc. One point will be awarded per publication.

4 points maximum per year

Journal Club Participation

Candidates participating in a structured journal club who meet regularly to critically evaluate articles related to content outlined in the HMDCB Blueprint may earn credit through their membership. Two points will be awarded for quarterly participation; three points for monthly participation.

3 points maximum per year

APPLYING FOR RENEWAL

June 22, 2020	Renewal application cycle opens
August 12, 2020	Last date to withdraw from 2020 recertification examination
August 20, 2020	Final deadline to apply for 2020 recertification examination
September 3, 2020	Last date to schedule examination appointment with PSI
September 12 - October 22, 2020	Recertification examination testing window
November 2020	Expected release of recertification examination results

Candidates eligible to apply for renewal must submit applications via “My HMDCB” (the online portal), on or before August 20, 2020, to be considered for recertification in 2020. Candidates may log continuous learning activities such as CME or Professional Activities and access the Professional Development Tool survey in the “My HMDCB” online portal anytime during the renewal cycle.

Candidates must submit their applications with payment to HMDCB during the application cycle. No application will be considered without complete information and full payment. **To access “My HMDCB” and apply, visit www.hmdcb.org/apply.**

It is the sole responsibility of HMDCB candidates eligible for renewal to be aware of and comply with registration deadlines. In fairness to all candidates, the HMDCB Board of Directors will strictly adhere to its published registration deadlines for all examinations. Candidates are encouraged to apply early in the registration period to avoid problems. Issues arising from one’s inability to log on to the HMDCB application system (e.g., forgotten user name or password, technical difficulties, operator error) must be resolved, and all components of the application, including payment, completed prior to published deadlines. The HMDCB staff will make every effort to promptly assist with all issues as they arise; however, candidates are responsible for contacting HMDCB for assistance well in advance of deadlines. If a physician applies for the recertification examination and is deemed ineligible, the examination fee will be retained by HMDCB.

Medical License

It is the responsibility of the candidate to inform HMDCB immediately upon any changes to their license status following submission of their application or renewing their certification.

Code of Professional Conduct

Certification by the HMDCB carries an obligation for ethical behavior and professionalism in all conduct. The ethical behavior and professionalism expected of all candidates includes:

- submitting accurate, valid application information
- respecting the confidentiality of examination questions and content
- maintaining an unrestricted medical license in the United States, its territories, or Canada
- accurately representing certification status at all times
- maintaining ethical and professional behavior in all conduct HMDCB candidates will be required to sign a statement affirming adherence to the code when submitting their application.

CCP Fees

Recertification examination fees are set by the HMDCB Board of Directors. The 2020 recertification examination fee is \$850; this fee must accompany the application. The examination fee covers application review, administrative

costs, and testing company fees. Payment of the examination fee may be made by credit card or check made payable to the Hospice Medical Director Certification Board. If paying by check, candidates will be required to print the application and mail it with full payment to HMDCB, PO Box 3781, Oak Brook, IL 60522. Until full payment has been received by HMDCB, the application will not be processed, and the examination cannot be scheduled. An additional \$25 will be charged for any returned checks or rejected credit cards to cover additional handling fees and service charges imposed by the bank or credit card company. A candidate's cancelled check or credit card receipt serves to document payment for the examination.

Confirmation of Application Submission

Upon submitting the application and payment, candidates will automatically receive an email from HMDCB informing them that the application and payment have been received. If eligibility is denied, the candidate will be contacted by HMDCB. Within 15 business days of receipt of the application and payment, candidates will receive email instructions and a postcard from the testing company, PSI, on how to schedule the examination. The notices will include a web address and toll-free telephone number (US) for PSI along with detailed instructions for scheduling the examination. If the notices from PSI are not received within three weeks of submission, please contact HMDCB at 847-375-6740 or info@hmdcb.org.

Audit

To maintain the integrity of the program and to verify the accuracy of the information submitted by candidates for continuing certification, HMDCB will audit a percentage of randomly selected applications each year. Other applications may be audited at the discretion of HMDCB. Candidates whose applications are selected for audit will be notified and required to provide the documentation requested. During the audit process, candidates are encouraged to proceed with scheduling their examination. By submitting your application, candidates duly authorize the HMDCB to conduct such independent verification. Candidates who fail the audit, fail to respond satisfactorily to the receipt of an audit notification, or refuse to submit to an audit will forfeit all fees and will be subject to disciplinary action in accordance with the revocation and misconduct policy.

Accommodation of Candidates with Disabilities

HMDCB and PSI comply with the provisions of the Americans with Disabilities Act in providing reasonable accommodations to eligible candidates. Reasonable accommodations provide candidates with disabilities a fair and equal opportunity to demonstrate their knowledge and skill in the essential functions being measured by the examination. Reasonable accommodations are approved or denied based upon the individual's specific request, disability, documentation submitted and appropriateness of the request. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination, influence the examination results or result in an undue burden.

Verification of the disability and a statement of the specific type of assistance needed **must be made in writing** at least 4 weeks prior to a candidate's desired examination date by completing the *Request for Special Examination Accommodations* form found at the end of this handbook. Submit it to PSI along with the *Documentation of Disability-Related Needs* form (which must be completed by an appropriate licensed professional). PSI will review the submitted forms and contact the candidate regarding the decision for accommodations.

Candidates requesting special accommodations must call PSI at 833-333-4755 to schedule their examination. Wheelchair access is available at all established Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary. Candidates with visual, sensory, physical or learning disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements.

SCHEDULING THE EXAMINATION

Testing Partner

PSI is the professional testing agency contracted by HMDCB to assist in the development, administration, scoring and analysis of the HMDCB examination. PSI is engaged in educational and occupational measurement and provides examination development and administration to a variety of credentialing programs.

Examination Administration

Examinations are delivered by computer in approximately 300 PSI Test Centers located throughout the United States. Computer examinations are administered by appointment only Monday through Friday. Saturday appointments may be scheduled based on availability. Available dates will be indicated when scheduling the examination. Appointment starting times may vary by location. Appointments are scheduled on a first-come, first-served basis.

Test Center Locations

PSI Test Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at www.goAMP.com. Specific address information will be provided when examination appointments are scheduled.

Scheduling an Examination

There are two ways to schedule the examination after receiving your scheduling notice from PSI:

1. **Online Scheduling:** Go to www.goAMP.com at any time and select "Candidates." Follow the simple, step-by-step instructions to choose the HMDCB examination and register.

OR

2. **Telephone Scheduling:** Call PSI at 833-333-4755 to schedule an examination appointment. This toll-free number is answered from 7:00 a.m. to 9:00 p.m. (Central Time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday, and 8:30 a.m. to 5:00 p.m. on Saturday. Those who have requested special accommodations must schedule their examination by telephone.

When scheduling an examination appointment, be prepared to confirm a location and a preferred date and time for testing. Candidates will be asked to provide their unique identification number. Candidates will be notified of the time to report to the Test Center, and, if an email address is provided, an email confirmation notice will be sent.

Rescheduling an Examination

Candidates who wish to change test center locations or reschedule their appointment for a different date or time within the testing window may do so by calling PSI at 833-333-4755 at least two business days prior to the scheduled appointment. The following schedule applies.

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

Transfers

Examination fees may not be transferred to a future testing window.

Withdrawal (cancellation)

Candidates who wish to withdraw from the examination must contact the HMDCB office in writing, either by regular mail or email sent to info@hmdcb.org. Telephone requests will not be honored. Due to the ongoing COVID-19 pandemic, all withdrawals will be refunded in full for the 2020 examination. Refunds will be issued directly to the party who paid the fee.

Missed Appointments/No Shows

Candidates who fail to appear for the scheduled appointment or who arrive more than 15 minutes after the scheduled testing time will be denied entrance to the examination, and all fees will be forfeited.

Inclement Weather, Power Failure or Emergency

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

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

If power to a Test Center is temporarily interrupted during an administration, the 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.

PREPARING FOR THE EXAMINATION

Resources

HMDCB does not provide a reference list or review materials. The board does publish a content blueprint (see below or visit www.hmdcb.org), providing detailed information on the content areas to expect on a typical examination. Candidates are strongly encouraged to become familiar with the content blueprint in preparation for the examination and use it to provide guidance on areas where they may need further study.

Other options for preparation might include:

- examination preparation or continuing education programs and courses
- journal articles, textbooks, federal regulations or other publications related to the content blueprint.

Other federal agencies and related organizations in the field of hospice and palliative medicine may offer materials or review/preparatory courses relevant to the examination for HMDC candidates. HMDCB neither sponsors nor endorses training, educational opportunities or preparatory courses for the HMDCB examination.

The list below is for informational purposes only. This is not intended to be a comprehensive list of sources.

American Academy of Hospice and Palliative Medicine (AAHPM)
847-375-4712
www.aahpm.org

Centers for Medicare & Medicaid Services/Conditions of Participation for Hospices (CoPs)
www.cms.gov

National Hospice and Palliative Care Organization (NHPCO)
703-837-1500
www.nhpco.org

Or contact your state hospice organization.

Detailed Content Blueprint¹

Approximate
Percent² of
Examination³

1. Patient and Family Care

17%

- A. Oversee and manage:
 1. family meetings
 2. goals of care
 3. do not resuscitate (DNR) orders/orders for life-sustaining treatment
 4. conflict resolution
 5. withdrawal of life-sustaining therapies
 6. palliative sedation
 7. medication review
- B. Assess patient and family with regards to cultural and personal diversities
- C. Educate the patient and family (e.g., disease trajectory, prognosis, symptom management, impending death, and complication anticipation)
- D. Assess and document the patient's decision-making capacity
- E. Serve as a patient advocate
- F. Facilitate legal surrogate's role in decision making
- G. Support the family through the moment of death
- H. Ensure provision of primary care to hospice patients (e.g., when primary physician is not available)
- I. Recognize social problems experienced by hospice patients and their families and collaborate with the interdisciplinary group to assess and manage them
- J. Assess and resolve issues with family dynamics (e.g., coping styles, psychological defenses, and developmental stages)

2. Medical Knowledge

26%

- A. Assess and differentiate types of pain including total pain
- B. Assess and manage:
 1. acute and chronic pain
 2. medications for pain
 3. non-opioid medications for pain
 4. non-pain symptoms*
 5. non-pharmacologic measures for pain and non-pain symptoms (complementary and alternative therapies)
 6. disorders* (e.g., delirium, dementia, depression, and anxiety)
- C. Demonstrate knowledge of:
 1. the physical, emotional, spiritual, and psychosocial dimensions of care
 2. settings where hospice and palliative care are provided
 3. patient assessment and management across hospice care settings
 4. addiction, pseudo-addiction, opioid toxicity, and dependence and tolerance
 5. brain death, persistent vegetative state, and minimally conscious state
 6. normal and complex grief
 7. pediatric life-threatening conditions
 8. signs and symptoms of impending death
 9. various routes of medication delivery
 10. palliative sedation
- D. Manage medical conditions commonly encountered in hospice care
- E. Assess and manage of risk associated with drug abuse, addiction and diversion
- F. Identify indications for interventional symptom management, including radiation therapy*
- G. Formulate and certify prognosis for hospice patients by:
 1. Reviewing available clinical data* (e.g., comorbid and secondary conditions, medical findings, disease progression, medications and treatment orders)
 2. Understanding the patient's and family's expectations and goals for care
- H. Demonstrate knowledge of, and recognize limitations of, evidence-based medicine in hospice care

Detailed Content Blueprint¹

Approximate
Percent² of
Examination³

3. Medical Leadership and Communication

21%

- A. Demonstrate interpersonal communication skills*
- B. Model empathic communication (e.g., expression of compassion)
- C. Communicate with referring and consultant clinicians about the care plan
- D. Facilitate conflict resolution and 'service recovery'*
- E. Explain physician culture and behaviors to hospice staff
- F. Educate hospice staff about communication with physicians
- G. Provide ongoing education for hospice staff
- H. Provide education of the community at large
- I. Provide emotional support to staff around difficult decisions and care scenarios
- J. Communicate the mission of hospice to hospital administrators, clinicians, and community at large
- K. Facilitate the interdisciplinary group process
- L. Demonstrate the ability to reflect on his/her personal leadership style and use different styles to suit the situation and goals
- M. Demonstrate skill as a supervisor and mentor
- N. Supervise team providers (e.g., physician and nurse practitioner) related to:
 - 1. certification and recertification*
 - 2. development of a plan of care
 - 3. symptom management
 - 4. clinical assessments and face-to-face encounters
 - 5. pharmacy and formulary management
 - 6. performance improvement
 - 7. fatigue and burnout
 - 8. documentation of care
 - 9. billing and coding
- O. Provide oversight of skills management for hospice staff

4. Professionalism

10%

- A. Recognize and manage fatigue and burnout
- B. Practice active self-care
- C. Demonstrate boundaries with colleagues, patients, and families and help interdisciplinary group members do the same
- D. Recognize and accept responsibility for errors when appropriate
- E. Disclose medical errors in accord with institutional policies and professional ethics
- F. Make recommendations to attending and consulting physicians(s) and coordinate medical care
- G. Collaborate with other health professionals to coordinate the plan of care
- H. Demonstrate commitment to continuing professional development and lifelong learning
- I. Seek feedback and engage in the self-assessment process

5. Systems-Based Practice

25%

- A. Apply knowledge of ethics and law related to:
 - 1. informed consent
 - 2. confidentiality
 - 3. decision-making capacity for patient and surrogate
 - 4. limits of surrogate decision-making
 - 5. truth-telling
 - 6. withholding/withdrawing life-sustaining therapies*
 - 7. medical futility
 - 8. use of artificial hydration and nutrition*
 - 9. physician-aided dying (assisted suicide)
 - 10. euthanasia
 - 11. principle of double effect

Detailed Content Blueprint¹

Approximate
Percent² of
Examination³

- 12. organ donation
- 13. nurse-physician collaboration
- 14. indications for referring to an ethics consultant
- 15. conflicts of interest
- B. Demonstrate knowledge of hospice regulation and reimbursement
- C. Utilize local coverage determinations and understand limitations*
- D. Participate in the process of:
 - 1. additional development requests (ADR)
 - 2. redetermination or reconsideration
 - 3. testifying to the Administrative Law Judge
 - 4. differentiate and respond to technical and medical denials
- E. Participate in the following aspects of the survey process:
 - 1. the role of clinical documentation
 - 2. focused or targeted medical review
 - 3. of a Corrective Action Plan
- F. Ensure patient access to allied health professionals (e.g., speech therapist, nutritionist)
- G. Comply with legal and regulatory issues surrounding opioid prescribing
- H. Comply with Medicare/Medicaid Hospice Benefit* (e.g., Conditions of Participation, requirements for certification, related/unrelated to terminal diagnosis, and levels of hospice care)
- I. Perform pre-hospice consultation
- J. Ensure compliance with accreditation policies (e.g., The Joint Commission, CHAP)
- K. Understand these elements of quality improvement (QI) in the hospice setting:
 - 1. differentiate quality assurance and performance improvement*
 - 2. role of clinical indicators
 - 3. approach to data collection for quality review
 - 4. role of focused QI studies
- L. Assist in the design of clinically relevant quality-of-care outcome measures
- M. Use data to demonstrate clinical, utilization, and financial outcomes of hospice care
- N. Demonstrate awareness of and adherence to patient safety standards
- O. Observe hospice policy (e.g., related to infection control, employee safety, emergency preparedness, harassment)
- P. Promote the role of the medical director as a member of the leadership team
- Q. Develop strategies to manage barriers to utilization of medications (including controlled drugs) in different clinical care settings

* Indicates content that should be represented on every exam.

¹Each test form will include 100 scored items.

²The total percentage does not equal 100 due to rounding.

³Cognitive Levels: Approximately 12 percent of items will require Recall on the part of the candidate, 60 percent will require Application of knowledge, and 28 percent will require Analysis.

EXAMINATION DAY

The HMDCB CCP examination consists of 100 multiple-choice questions and will be given via computer at a PSI Test Center. Candidates will have two hours to complete the examination. Candidates do not need any computer experience or typing skills to take the computer examination. On the day of the examination appointment, a candidate should plan to arrive at least 30 minutes prior to the appointment. However, IF A CANDIDATE ARRIVES MORE THAN 15 MINUTES AFTER THE SCHEDULED TESTING TIME, THEY WILL NOT BE ADMITTED.

Identification

To gain admission to the Test Center, candidates must present two forms of identification. The primary form must be government issued, current and include a name, signature and photograph. No form of temporary identification will be accepted. Candidates will also be required to sign a roster for verification of identity.

- Examples of valid primary forms of identification are: driver's license with photograph; state identification card with photograph; passport; military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment/student ID card with signature).
- If a candidate's name on their registration is different than it appears on the identification, candidates must bring proof of their name change (e.g., marriage license, divorce decree or court order).

Without acceptable forms of identification, candidates will not be allowed to test and will forfeit the examination fee. PSI reserves the right to deny a candidate from taking the examination if there is a question in regards to the validity of the ID(s).

Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test 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/smart phones are allowed in the testing room. Possession of a cellular/smart 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.

Personal Belongings

No personal items, valuables or weapons should be brought to the Test Center. Only wallets and keys are permitted. Large coats and jackets must be left outside the testing room. Candidates will be provided a soft locker (a small backpack) to store wallet and/or keys in the testing room. The proctor will lock the soft locker prior to the candidate entering the testing room. Candidates will not have access to these items until after the examination is completed. Please note that wallets, watches, keys and hats will not be allowed in the testing room except securely locked in the soft locker.

Once personal belongings have been placed in the soft locker, candidates will be asked to pull out their pockets to ensure they are empty. If candidates bring personal items that will not fit in the soft locker, they will not be able to test. The site will not store or be responsible for personal belongings.

If any personal items are observed or heard (e.g., cellular/smart phones, alarms) in the testing room after the examination is started, the candidate will be dismissed and the administration will be forfeited.

Examination Restrictions

- Pencils will be provided during check-in.
- Candidates 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. Candidates must return the scratch paper to the proctor at the completion of testing.
- No documents or notes of any kind may be removed from the Test Center.

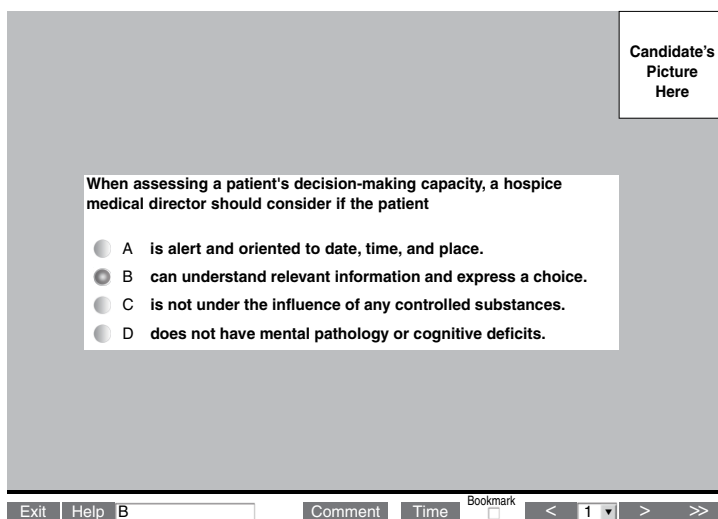
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking is not permitted in the Test Center.
- Candidates may take a break whenever they wish, but will not be allowed additional time to make up for time lost during breaks.

Practice Examination

After the candidate's identification has been confirmed, they will be directed to a testing carrel and instructed on-screen to enter their unique identification number. A photograph of the candidate, taken before beginning the examination, will remain on-screen throughout the examination session. Prior to attempting the examination, candidates will be given the opportunity to practice taking an examination on the computer. The time taken for this practice examination is NOT counted as part of the examination time or score. Once comfortable with the computer testing process, candidates may quit the practice session and begin the timed examination.

Timed Examination

Following the practice examination, candidates will be allowed up to two hours to answer 100 multiple choice questions for the examination. Before beginning, instructions for taking the examination are provided on-screen.



The computer monitors the time spent on the examination. The examination will terminate if the time allowed is exceeded. Candidates may click on the "Time" box in the lower menu bar on the screen to monitor time. A digital clock indicates the time remaining to complete the examination. The Time feature may be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right of the screen. Choices of answers to the examination question are identified as A, B, C or D. Candidates must indicate their choice by either typing the letter in the response box in the lower left portion of the computer screen or clicking on the option using the mouse. To change an answer, enter a different option typing in the letter in the response box or by clicking on the option using the mouse. Candidates may change their answer as many times as they desire 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 a candidate forward through the examination question by question. To review any question(s), click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination 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.

To identify all unanswered and/or bookmarked questions, click on the double arrows (>>). When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, candidates may return to the examination and answer those questions. Be sure to provide an answer for each examination question before exiting the examination. **There is no penalty for guessing.**

Candidate Comments

During the examination, candidates may make comments for any question by clicking on the Comment button to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided. Candidates may also leave comments regarding the testing facility with the proctor after completing their examination.

Misconduct

Candidates will be observed at all times while taking the examination. This includes direct observation by test center proctors as well as video and audio monitoring of computer-based testing sessions. Test proctors are required to report to HMDCB any irregular or improper behavior by a candidate. Irregular behavior may include but is not limited to the following

- creating a disturbance or being abusive or otherwise uncooperative;
- talking;

- giving or obtaining information or aid;
- looking at the test materials of others;
- making notes, except on the paper provided by and returned to the proctor;
- displaying or using electronic devices (e.g., pagers, cell phones);
- attempting to take the examination for someone else;
- failing to comply with time limits or instructions.

HMDCB and PSI will work together to thoroughly investigate any reports of irregularities at a test center, and HMDCB holds the authority to cancel any score resulting from an irregularity.

Copyrighted Examination Questions

All examination questions are the copyrighted property of HMDCB. 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 candidates to severe civil and criminal penalties.

POST EXAMINATION

After completing the examination, candidates will be asked to answer a short evaluation of their experience then report to the examination proctor to receive an examination completion report.

Examination Results and Notification

After the examination is given, it will be analyzed and evaluated to ensure the valid and reliable scoring of the assessment. Score reports detailing the examination results and performance in the major competency areas tested will be available to each candidate in their My HMDCB Certification Center profile once the results data is received from PSI. HMDCB expects to upload results to candidates' My HMDCB profile within 2-3 weeks following the last date in the examination window. HMDCB will not report scores by phone, email or fax.

Test Scoring

The methodology used to set the minimum passing score was the Angoff method, applied during a passing point study conducted by a panel of experts in the field. The experts evaluated each question on the examination to determine how many correct answers would be necessary to demonstrate the knowledge and skills required to pass. A candidate's ability to pass the examination depends on the knowledge and skills demonstrated, not on the performance of other candidates. Passing points for subsequent forms of the examination should be based on statistical equating to maintain a comparable standard of competence.

Certificates and Designation

The HMDC credential mark and logo are the property of HMDCB. The designation, "HMDC" signifies that an individual has completed the requirements for the certification or renewal of certification. The HMDCB grants limited permission to individuals who have met all of the certification or renewal of certification requirements and received such notification from the HMDCB to use the HMDC designation. Use of the HMDC credential by individuals who have not been granted certification or renewal of certification, or who have failed to properly maintain certification in good standing is prohibited. Improper use of the credential may result in disciplinary action.

Reexamination

Qualified candidates who fail the HMDCB examination in their fifth year may retake it in their sixth year upon submis-

sion of a new application and payment of the examination fees in effect at that time. If the Continuing Certification process is not completed by the time of the certificate expiration, HMDCB will no longer recognize the individual as an HMDC.

Scores Cancelled by HMDCB or PSI

HMDCB and PSI are responsible for the validity and integrity of the scores they report. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. PSI reserves the right to void or withhold examination results if, upon investigation, any violation of its regulations is discovered.

Verification of Scores

In computer-delivered testing, the computer accepts responses from a keyboard or mouse in digitized form. As a result, computer-administered testing eliminates problems that may have previously arisen with scanning paper-and-pencil answer sheets, since all responses are recorded by candidates during their examination. However, verification of examination scores from electronic responses can be requested in writing for a fee of \$25. Requests must be submitted to PSI, in writing, no later than 12 months after the examination administration date, and must include the candidate's name, unique identification number, mailing address, and examination date. Please allow 10 business days for processing requests. Requests should be mailed to PSI, 18000 W. 105th St., Olathe, KS 66061.

Duplicate Score Report

Candidates may purchase additional copies of their score reports at a cost of \$25 per copy. Requests must be submitted to HMDCB in writing within one year of the examination. Duplicate score reports will be mailed within approximately one week of receipt of the request and payment. Please contact HMDCB for more information.

Reinstatement

If certification is revoked due to failure to recertify, the individual must submit a new application and pass the initial examination to earn the certification.

POLICIES

Confidentiality

Information about candidates and their examination results are considered confidential. Studies and reports concerning candidates will contain no information that identifies any candidate, unless authorized by that individual.

Revocation and Misconduct Policy

In the interest of protecting the integrity of HMDCB and its certification credential, HMDCB may investigate any allegation of one or more of the following and may take whatever action is appropriate, including, but not limited to, denial of eligibility to take the certification examination or renew certification or revocation of certification:

- a. Revocation, suspension, probation, voluntary surrender or any other limitation imposed on the individual's medical license by the jurisdiction's licensing authority
- b. Misrepresentation of HMDCB certification or other unauthorized use of the HMDC credential. Unauthorized use is defined as the use of the HMDC credential by a noncertified individual in a way that would lead a third party to believe the individual is certified
- c. Failure to satisfactorily respond to an audit or falsification of an application for the examination or for renewal of certification or of any other material information requested by the HMDCB
- d. Failure to fulfill the requirements for renewal of certification before the specified deadline
- e. The giving or receiving of assistance in the examination, as evidenced by observation and/or statistical analysis of an applicant's answers, or any irregular behavior during the examination process or violation of testing procedures

- f. The unauthorized possession, reproduction, or disclosure of any HMDCB examination-related materials before, during, or after the examination
- g. Any violation of the Code of Professional Conduct by an HMDC applicant or certificant.

Reconsideration and appeal procedures are available to individuals who wish to contest an adverse decision on the part of HMDCB as outlined in the Reconsideration and Appeals Policy.

The procedures for revocation and misconduct are available at www.hmdcb.org or upon request from HMDCB.

Reconsideration and Appeals

Any aggrieved individual may appeal a decision by the HMDCB to deny eligibility to take the certification examination or renew certification or to revoke certification but may not challenge the requirements themselves. Failure of an examination is not grounds for appeal. HMDCB reconsideration and appeal procedures are not available for challenges to the content specifications of the examination, the methodology used to establish the scores reported to the candidate, or the methodology used to establish or apply the minimum passing standard for the examination.

A request for reconsideration may be filed by an aggrieved individual within 30 days of the HMDCB's decision by submitting a written request to HMDCB's executive director by a traceable mailing service. The process and procedures for reconsideration and appeal are available at www.hmdcb.org, or upon request from HMDCB.



Request for Special Examination Accommodations

If you have a disability covered by the Americans with Disabilities Act, **please complete this form and provide the Documentation of Disability-Related Needs on the next page and submit both pages with your application at least 30 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 Test 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 _____ administration of the _____ examination.
Year

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 along with documentation from a licensed professional to:
PSI, 18000 W. 105th St., Olathe, KS 66061-7543
If you have questions, call Candidate Services at 833-333-4755.**



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 Request for Special Examination Accommodations form.

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.
If you have questions, call Candidate Services at 833-333-4755.