

1	Quality of Care (Care, Services, and Supports)	14 questions
1.1	Medical and Nursing Care Practices	
1.1.8	Provide skilled professional services in the patient's home to assess, plan, and deliver care in accordance with the patient's individualized plan of care (Home Health 42CFR 484.75).	
1.2	Medication Management and Administration	
1.2.10	Provide care recipient education on medication storage in the home	
1.2.11	Educate staff on content of hospice election statement addendum including medications not covered by hospice (42CFR418.106(a)(1))	
1.5	Rehabilitation and Restorative Programs	
1.5.8	Ensure therapy services are available, and when provided, offered in a manner consistent with accepted standards of practice. (42CFR418.72)	
1.6	Care Recipient Assessment and Interdisciplinary Care Planning	
1.6.13	Assess and monitor care recipients on an ongoing basis to determine if a change in level of care is needed	
1.6.14	Educate all staff to monitor care recipients and report any changes in condition	
1.6.15	Develop policies and procedures to ensure the agency creates the individual plan of care based on each home care and/or hospice care recipient's needs (CFR 484.55, 42CFR418.56).	
1.7	Clinical and Medical Records and Documentation Requirements for provision of care	
1.7.6	Establish policies and procedures to ensure compliance with CMS requirements to complete and transmit comprehensive home health assessment in timely manner (CFR484.45(a))	
1.7.7	Maintain accurate, complete, and secure clinical records for every patient receiving home health services, ensuring documentation meets regulatory standards (42 CFR 484.110).	
1.8	Physician and Provider Services	
1.8.6	Designate a physician to serve in the role as Medical Director and define their authority (42CFR418.102)	
1.10	Transition of Care	
1.10.8	Develop and implement an effective discharge planning process to ensure timely transfer of complete medical information and care goals. (42CFR 484.58, 42CFR418.26)	
1.11	Pain Management	
1.11.5	Develop policies and procedures to ensure pain management and symptom control (e.g., comprehensive pain assessment, interdisciplinary plan of care, patient rights). (42CFR418.52(c)(1))	
1.12	Ancillary Services	
1.12.6	Ensure ongoing compliance with all Federal, State, and local laws and regulations governing laboratory services. (42CFR484.100(c), 418.116(b).)	
2	Quality of Life (Care, Services, and Supports)	13 questions
2.1	Psychosocial Needs	
2.1.6	Develop and maintain policy and procedure for the care recipient's psychosocial services (e.g., social worker, chaplain, bereavement) (42CFR418.64(c & d))	
2.3	Care Recipient Bill of Rights and Responsibilities	
2.3.6	Maintain, monitor and enforce policies and procedures to address care recipients' rights and responsibilities (42CFR418.52)	
2.3.7	Educate staff and residents on resident rights (42CFR418.52)	
2.3.8	Inform home health care recipients and representatives of their rights and protect those rights (42 CFR 484.50)	
2.4	Care Recipient (and Representative) Grievance, Conflict, and Dispute Resolution	
2.4.5	Address complaints for home health care recipients and representatives rights in an accessible and timely manner. (42CFR 484.50)	
2.8	Care Recipient (or Representative) Satisfaction	
2.8.4	Establish policies and procedures to survey the required number of discharged care recipients and ensure data collection to meet specific quality and reporting compliance standards (42 CFR 484.250(a))	
2.8.5	Maintain knowledge of and educate staff on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey. (42CFR418.312(d))	
2.9	Maltreatment Recognition and Response	
2.9.6	Develop and implement policies to ensure timely reporting to applicable external agencies. (CFR418.52(c)(6))	
2.12	Restraint Usage and Reduction	
2.12.2	Develop policies and procedures to keep care recipients free from restraint or seclusion. (42CFR418.110(n))	
2.13	Dining Experience	
2.13.3	For in-patient hospice individuals, furnish meals that are aligned with care recipient's needs and preferences, consistent with their plan of care, nutritional needs, and therapeutic diet. (42CFR418.110(m))	
2.16	Volunteer Programs	
2.16.4	Develop, maintain and enforce volunteer services policies and procedures to comply with applicable regulations and requirements (CFR418.78)	
2.16.5	Develop and maintain a system for tracking and reporting volunteer hours to create a strong onboarding experience (CFR418.78)	
3	Financial Management (Operations)	4 questions
3.2	Financial Analysis and Reporting Requirements	
3.2.5	Create and submit cost reports in a timely manner (e.g., Medicare, Medicaid)	
3.2.7	Ensure timely and accurate submission of required Hospice Quality Reporting Program data in compliance with federal reporting requirements. (1814(i)(5) of the Social Security Act)	
3.2.8	Develop policies and procedures to submit quality data as specified under the expanded Home Health Value Based Purchasing model and HHCAHPS surveys per CMS regulatory requirements for Home Health Agencies (CFR 484.355)	

3.4	Revenue and Reimbursement	
3.4.6	Identify different payment models and episodic billing. (e.g., PDGM, value-based purchasing)	
3.4.7	Differentiate between third-party payor sources (e.g., PDGM, value-based purchasing)	
3.4.8	Ensure accurate and timely submission of required home health data (e.g., OASIS assessments, RAPS, NOAs and quality reporting measures) to CMS in accordance with Federal requirements to receive proper payment and avoid penalties. (CFR 484.205, 484.215, 484.220)	
4	Risk Management (Operations)	7 questions
4.3	Compliance Programs	
4.3.4	Ensure policies and procedures to comply with all state, federal, and local laws and regulations related to patient safety and health (42 CFR 484.100)	
4.5	Quality Improvement Processes	
4.5.6	Develop, implement, and enforce Quality Assurance and Performance Improvement (QAPI) program policies and procedures, ensuring compliance with regulations and active engagement of the interdisciplinary team throughout the process (42CFR484.65)	
4.5.7	Develop, implement, and maintain an effective, ongoing, hospice-wide data-driven quality assessment and performance improvement program (42CFR418.58).	
4.10	Disaster and Emergency Planning, Preparedness, Response, and Recovery	
4.10.7	Develop and implement emergency preparedness plans to ensure safety, continuity of operations, and regulatory compliance during emergencies (e.g., State Operations Manual Appendix Z) (42CFR484.102, 42CFR418.113(b)(1))	
5	Human Resources (Operations)	4 questions
5.4	Organizational Staffing Requirements and Compliance	
5.4.5	Ensure home health staff meet all applicable professional licensing, qualifications, certifications and credentialing (e.g., Administrator, audiologist, clinical manager, home health aide, physical therapist) (42CFR484.115).	
5.4.6	Ensure hospice staff meet all applicable professional licensing, qualifications, certifications and credentialing (e.g., hospice aide, social worker, physical therapist, licensed nurse) (42CFR484.114).	
6	Care Setting (Environment and Quality)	5 questions
6.2	Person-Centered Environment	
6.2.6	Conduct a comprehensive safety assessment in the home to ensure staff and care recipient safety (e.g., pets, weapons, drugs, bug infestations)	
6.5	Infection Control and Sanitation	
6.5.9	Develop, maintain, and document a comprehensive infection control program that includes prevention, surveillance, control measures, and education for staff, care recipients, and caregivers in accordance with home health agency standards. (42CFR 484.70)	
6.5.10	Maintain and document an effective infection control program for hospice that protects care recipients, families, visitors, and personnel (42CFR418.60, 418.110)	
7	Regulatory Compliance (Environment and Quality)	13 questions
7.1	Healthcare Laws, Rules, and Regulations	
7.1.3	Ensure compliance with applicable rules, laws and regulations (e.g., CMS Policies and Memos, Hospice and Home Health CMS regulations)	
7.2	Organizational Certification and Licensure Requirements	
7.2.3	Evaluate and monitor agency certification and licensure policies and procedures to remain compliant with state, federal rules and regulations	
7.3	Regulatory Survey and Inspection Process	
7.3.9	Ensure the home health/hospice agency is prepared for surveys by maintaining compliance with conditions of participation	
7.4	Procedures for Informal Dispute Resolution (IDR)	
7.4.2	Ensure and maintain informal dispute resolution policies and procedures to comply with federal rules and regulations	
7.5	Centers for Medicare and Medicaid Services (CMS) Quality Measures	
7.5.4	Develop, implement, and evaluate the organization's process and performance for quality reporting	
7.5.5	Analyze and assess the impact of CMS Five Star Rating System on home health and hospice operations	
7.5.6	Analyze and assess the impact of CMS Quality Measures on home health and hospice operations	

DISCLAIMER

NAB has shared a tertiary (task statement) level to the examination blueprint to give you a clear picture of the role of a senior living and health services leader. Please note that this is not an exhaustive list of everything you might need to know. As regulations and business practices change, the exam content is also updated to reflect the most current information.