

PRESS RELEASE

Teleios Announces CHAP Consultant Certification for Melissa Calkins, Compliance and Process Excellence Manager

Hendersonville, NC: Teleios Collaborative Network (TCN) is proud to announce that Melissa Calkins, Compliance and Process Excellence Manager, is now recognized as a Certified Consultant by the Community Health Accreditation Partner (CHAP).

Melissa has met CHAP's Certified Consultant training requirements and adheres to CHAP's standards for consulting, which requires the consultant to renew the distinction every three years through continued education and practice in the specialty. She joined Teleios Consulting Network in August 2023 and comes with sixteen years of experience in hospice. Her skills and expertise include clinical process improvement, regulation, and policy research, producing and developing clinical education, collaborating with front-line workers on best documentation practices, data analysis, and defending hospice eligibility. She has taught best practices at a national level, coordinated numerous favorable record reviews, and has been instrumental in helping one hospice recover over \$2 million in ALJ hearings. She is an active member with NPHI, NHPCO, HCN, and CGS' POE AG.

Annette Kiser, Chief Compliance Officer, TCN, said, “We at TCN are so pleased that Melissa wishes to advance her knowledge to better serve our members. Our hospice and serious illness organizations are committed to high-quality compliant care and operations. Melissa’s completion of the CHAP’s Certified Consultant training, in addition to her NHPCO Compliance Certificate and Quality Certificate programs, ensures her expanded knowledge of the myriad rules, regulations and quality standards pertinent to our field. Melissa’s many certifications show her dedication to providing exemplary service.”

Teleios Collaborative Network is a nonprofit organization that has created a clinically integrated network that shares expert leadership, industry best practices, and resources with its member organizations. The goal of TCN’s collaboration is to harness the best of each hospice and enable the network to care for the patients and families in each community served. There are over 3,500 hospice patients and over 4,300 palliative patients in its network. TCN was founded in 2017 by Four Seasons and Carolina Caring and co-founded by AMOREM and Mountain Valley organizations. TCN is currently comprised of sixteen member organizations across ten states.

More information about TCN can be found at teleioscn.org.

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