



CHAP is an independent, nonprofit accrediting body for home and community-based health care organizations. The CHAP accreditation seal of approval ensures that an organization has met — or exceeded — the highest standards of quality of care. Patients and families immediately know that they can trust the care that is behind it.

Chap's Standards of Excellence are built on four underlying principles:

1. The organization's **structure and function** consistently supports its consumer-oriented mission.
2. The organization consistently provides **high-quality services and products**.
3. The organization has adequate **human, financial and physical resources** to accomplish its stated mission and purpose.
4. The organization is positioned for **long-term viability**.

We continually review the Standards of Excellence to ensure they remain relevant for home and community-based health care providers.

We have a rigorous revision process that includes ongoing assessment and feedback, working with industry experts and key stakeholders to ensure alignment with national quality efforts, field-testing and public comment.

CHAP's Standards Quality Board (SQB) oversees the maintenance and revision to the Standards of Excellence. Current SQB members are:

- **Katherine Browne**, MBA, MHA, Deputy Director and Chief Operating Officer, Center for Health Care Quality
- **Karen Drenkard**, PhD, RN, NEA-BC, FAAN, Chief Clinical/Nursing Officer, GetWellNetwork, Inc.
- **Patricia T. Driscoll**, BSN, MSN, JD, Professor, Texas Woman's University
- **Gail Gibson Hunt**, President and Chief Executive Officer, National Alliance for Caregiving
- **John Letizia**, ATP, Partner and President, Laurel Medical Supplies
- **Elizabeth Madigan**, RN, MSN, PhD, FAAN, Professor of Nursing and Associate Dean for Academic Affairs, Bolton School of Nursing, Case Western Reserve University
- **Mary Maryland**, PhD, MSN, APN-BC, Visiting Clinical Assistant Professor, University of Illinois at Chicago, College of Nursing
- **Barbara McCann**, MS, Chief Industry Officer, Interim HealthCare Inc.
- **Richard Payne**, MD, Esther Colliflower Professor of Medicine and Divinity, Duke Divinity School
- **Nicole Silverman**, MBA, Senior Vice President for Operations, National Quality Forum
- **Annette C. Watson**, RN-BC, CCM, MBA, Founder and Principal, Watson International Consulting
- **Margo Zink**, BSN, MSN, PhD, Consultant