



## 5 Steps to a Great Facility Tour

**Note:** Please contact NHPCO's Public Policy Team at [advocacy@nhpco.org](mailto:advocacy@nhpco.org) for the latest on what is happening on Capitol Hill, and where your Member of Congress fits into the current hospice advocacy efforts.

1. **Fax or email a polite, professional invitation letter to the Member of Congress in care of the staff person who schedules meetings.** You might want to "cc" the Legislative Assistant (LA) for health issues, as well as the District Director, who manages the Member's offices in the state. Mention the number of patients served by your facility, your service area, and the number of employees.
2. **Be as flexible as you can about the timing of a tour.** This would likely occur during one of the district work periods, when Congress is not in session. Allow for adequate time for the Member and his or her staff to get a sense of your operation, and leave some time for questions.
3. **In conversations with staff about a potential tour, offer to invite the local media or a photographer to accompany the Member on the tour.** If a tour is scheduled, alert the press beforehand about the visit, and how Medicare policy affects your organization.
4. **During the tour, involve employees – and patients, if possible.** Let the Member of Congress meet some of the people involved in your program. Your Member represents employees, patients, and their families.
5. **Share key facts about your program.** These include: what types of patients your organization serves, what types of services and equipment are provided, how many employees work at the facility, the economic impact of the facility in the region, and other information about the role that your organization plays in the community, and in the lives of patients and their families.

