

2020 ANNUAL CONFERENCE EDUCATION

- *The Virtual Edition* -

**As seen on the original 2020 NEHCC Agenda*

PROGRAM GUIDE

27 RECORDED
WEBINARS

8 PACKAGED
TRACKS

ABOUT THE CONFERENCE

Although it is a chaotic time, and personal energy probably barely exists outside of work – we know that we must continue to offer opportunities for all to stay educated as we adjust to the “new normal”.

While the New England Home Care & Hospice Conference and Trade Show(NEHCC) 2020 is cancelled and moving on to 2021, the Home Care Alliance of Massachusetts is coordinating a virtual series intended to present most of the education sessions that were originally scheduled for the conference. We have also worked with speakers to develop new content including topics relating directly to COVID-19.

The sessions have been made available in a recorded format with the option for members to purchase as individual sessions, packages of 5 (based on tracks), or the full series. Thanks to sponsors, you will also be given the opportunity to receive significant discounts on products!

Take a look at the following program guide to learn about all of the great sessions we have available!

REGISTER FOR FULL SERIES OR PACKAGES

REGISTER FOR INDIVIDUAL SESSIONS

Go to www.ThinkHomeCare.org/2020ACE
for the most up to date information

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HOW DOES IT WORK?

1 Review the Program

Take a look at the 27 session descriptions to learn about the wide array of topics being offered!

2 Select the Sessions You Want

Choose to purchase sessions in the following format*:

- Individual - \$90 per webinar
- Pre-Packaged - \$350 per package of 5
-Packages available are on the last page
- Full Conference Series - \$1500 for all 27 webinars

**Participating State Association Member Rates*

3 Choose a Discount

Agree to have an Agency representative (*position of Director or Higher*) have a one-on-one phone call with our Premium Sponsors:

- Agree to 3 “Meetings” - Receive 30% Off All Purchases!
- Agree to 5 “Meetings” - Receive 50% Off All Purchases!

4 Gain Access

Receive a password to access the content you purchased

Your Purchase will include:

- Access to the recording until September 1, 2020
- Handouts associated with webinar(s)
- Materials Needed to Gain Access to CEUs
- Contact Information for Q&A's

5 Enjoy Bonus Content

Vendors that have sponsored this virtual conference have provided you with FREE demo webinars of their services & products

Contact information for all sponsors are available if you are interested in learning more about what they have to offer!

SESSIONS AVAILABLE

1. How to Transition New Reimbursement Models into Operational Success

Robert Simione, Director of Finance, Simione Healthcare Consultants & RJ Gagnon, CFO, Androscoggin Home Healthcare and Hospice

New reimbursement models including the Patient Driven Groupings Model (PDGM), Hospice Medicare Advantage carve outs, risk based payments, and payments based on quality incentives are increasing in the home health industry. It is critical that agencies are prepared for these changes. Agencies must analyze internal and external data to create a strategy for success. This presentation will discuss the key drivers for measuring the operational success of these models, including communicating key performance indicators to all departments within the agency.

2. Preventing Patient Exploitation & Other Home Care Nightmares

Joanne MacInnis RN, President, & Mary Battistelli, SHRM, Dir. HR, Aberdeen Home Care, Inc., Scott Moore, Esq. Employment Law, Stuart Gardner Esq., Elder Law

Exploitation opportunities are inherent in elder home care. This session will offer ways agencies can develop increased awareness and strategies to protect vulnerable elders and avoid disaster. Also covered will be agency HR processes including strategic screening, interviewing, hiring, ongoing supervision.

3. Digitizing Care Delivery Operations – A Hospice Case Study

Satin Katiyar, Chief Architect & CEO, Kratin LLC

Healthcare is on the brink of a data-driven transformation with its ever-evolving technology and analytics capabilities. All facets of healthcare must be mindful of the human side of decision making while prioritizing data and the technical infrastructure for a true data analytics-driven industry. Satin Katiyar will offer a roadmap for hospice organizations to embrace Uber-like real time operations to improve care delivery.

4. Today's Evolving Privacy and Security Risks

Dr. Suzanne Miller, Principal, Citrin Cooperman

Healthcare organizations have become major targets of cyber attacks. During this presentation we will look at the challenges home health care and hospice organizations face in keeping Patient Health Information secure. Dr. Miller will address the evolving privacy and security risks surrounding the use of electronic health records (EHR) that are shared with third-parties and other EHR information systems as well as discuss strategies to reduce these risks.

5. The Quest for Success Under PDGM

Nick Seabrook, Founding Partner, Managing Principal, Blacktree Healthcare Consulting, Chris Attaya, Vice President of Product Strategy, SHP, Stacy Ashworth, EVP of Clinical Innovation, Select Data

This session will include a panel of top industry experts to examine some of the key considerations you need to make in the journey to PDGM success. This includes updated information on what we learned from PDGM in Q1 and what we've learned during Q2 with the COVID impact. The session will highlight and discuss operational challenges and impacts as well as taking a look at the data.

6. RN Productivity and Turnover in Hospice and Home Health - the Leadership Imperative

Cindy Campbell, Director Operational Consulting, WellSky Advisory and Outsourced Services (formerly Fazzi Associates, Inc.)

A study of a year's worth of productivity and turnover data in the rural northeast revealed a common pattern of clinicians reaching a tipping point of their employment and deciding to leave an agency. The results from the study will give leaders a deeper understanding of the root causes of why employees leave; what stresses are at the very core of their decision to leave the agency; and practical steps agencies can take to reduce this risk, optimizing productivity and engagement. This presentation will provide key takeaways to assist leaders to meet the needs of their employees while growing available workforce.

7. Hospice Compliance with Quality Measures - Admission through Discharge

Dawn Cheek, RN, BSN, Clinical Consulting Director, McBee Dee Geray, RN, Clinical Consulting Senior Manager, McBee

As CMS continues to move forward with quality indicators and public reporting for hospice, it is important to know how you can use this information and reporting to help steer your agency towards success. This presentation will help hospice providers understand their operational process and all the data elements that are recorded from the start of a beneficiary admission until discharge. Providers will understand that being proactive by using reports and monitoring data elements will help strengthen the quality measures within their agency. Attendees will leave with the knowledge of how to identify at-risk elements and create an action plan that will improve their CMS monitored data and all public reports.

8. An Agency's Journey to Quality Cycle Management in the Era of PDGM

Laura Page-Greifinger, Chairman of the Board, Quality In Real Time (QIRT)

The patient-driven groupings model (PDGM) is much more than a change to the prospective payment system (PPS). It represents a paradigm shift for agencies that will require continuous quality improvement throughout the patient's journey. Quality Cycle Management (QCM) is a means by which management can hold staff accountable. QCM encompasses and connects all parts of the workflow process achieving the goal of patient-centered care and lower health-care costs. In this session we will walk attendees through the patient journey, identifying best practices and expected outcomes for each task, and the metrics by which to measure results.

9. Technologically Speaking: Everything You Need to Know for a Stronger IT Plan

Tom Tobiassen, Director, Information Technology Consulting, Simone Healthcare Consultants; Ricky Smith, President, Innovative Business Technologies

New technology continues to enter healthcare every year, yet many organizations are not optimizing the systems and applications they currently own. From Electronic Medical Records (EMRs) to mobile devices, home care and hospice agencies can make dramatic improvements in clinical and financial performance through the smart use of technology. Learn about the fundamental aspects of building a solid IT plan that supports systems, software, policies and practices to accelerate quality and financial results. Discussion will include considerations for project management, EMR optimization, vendor selection and implementation, data migration and archiving strategies, security, system and process workflow, mobile device management, and more.

10. Latest Trends in Hospice Care: An Overview & Discussion on 2019's Top 10 Hospice Topics

Amisha Parekh de Campos, PHD, RN, BSN, MPH, Middlesex Health, Hospice Homecare Quality Educator
A *New England Journal of Medicine* report released in December 2019 showed for the first time since the early 1900s, more Americans are dying at home rather than in hospitals. This trend reflects the availability and knowledge of hospice care and progress toward the kind of end that most people say they want. This presentation will provide an overview and discussion on the top 10 trended hospice and palliative care topics as well as those on the horizon.

11. Managing By Metrics *90 Minutes*

Karen Vance, BSOT, Senior Managing Consultant, BKD CPAs and Advisors

Clinical managers, historically, are challenged to hold staff accountable for the performance needed by the agency for quality, compliant and cost efficient practice. Managing by metrics allows objective management of key performance indicators and decreases the personal nature involved in holding staff accountable. This session reviews key metrics at cascading levels in the organization, and translates the data into the clinician behaviors that can impact the data.

12. Demystifying the Role of the End-Of-Life Doula

Nathalie Bonafe, Sharon McCullough & Dawn Whelan, SharonCares LLC

Members of the National End-Of-Life Doula Alliance will share how the supportive role of a doula can promote early referrals to home health, palliative care and hospice as well as enhance the quality of care and improve ratings in national health care surveys.

13. Navigating by the Stars: Improving Your Rating

Joan L. Usher, BS, RHIA, ACE, HCS-D, JLU Health Record Systems

This session will focus on practical ways agencies can improve their star ratings on Home Health Compare Quality of Care and Patient Survey, especially if patient satisfaction results response rates tend to be lower than expected. How you navigate the OASIS review is only one key to success. Whether you use OASIS reviewers in-house or outsource the review, you must be sure certain elements are captured. We will review some tips to increase the rate and satisfaction of your clients.

14. Brain Health Now: Reducing the Risk of a Mental Health Crisis

Julia Vaughan, Executive Director, John Maxwell Team

Feeling stressful or anxious and want to get better in a hurry? How you react will create the environment for your Brain's Health. Julia Vaughan has lived and is currently living a life of healing her brain. After her cerebellar stroke in 2016, she was determined to not listen to anyone who used the word can't. Taking care of our brains can make the difference when living life in trying times.

15. Bringing Employees Back to Work: Navigating Legal Questions Facing Employers as Workplaces Reopen

Nan O'Neill & Sarah Spatafore, Murphy, Hesse, Toomey & Lehane, LLP

This webinar will focus on the legal environment surrounding reopening Massachusetts, including legal requirements all employers must comply with, as laid out in Governor Baker's Four-Phase approach; newly-formulated OSHA requirements to reduce the risk of exposure to COVID-19 in the workplace; EEOC return to work protocols; and FFCRA leave of absence entitlements. This session will also discuss the tension created by the enhanced unemployment benefits provided by the CARES Act and employer efforts to bring employees back to work.

16. Surviving or Thriving? A PEP Talk for Stronger Teams and Effective Operations

Judy L. Connelly, Senior Manager, Simione Healthcare Consultants

Hospice leaders face growing challenges that require purposeful actions focused on strong Human Resource management, efficient operations, an environment of trust, accountability, quality and excellent service. Ultimately, leadership success revolves around developing staff with a strong awareness of their role in achieving great outcomes while facing shorter lengths of stay, a demanding referral base and financial expectations. This presentation will discuss the many aspects related to these issues and provide 'take home' concepts to improve operational efficiencies and strong teams.

17. Check Your Gauges: Revenue Cycle Key Performance Indicators

Candice Hardy, Advisory Consulting Supervisor, McBee

Understanding what your revenue cycle metrics are telling you about your operations is crucial to running a streamlined home health agency. This session will detail the core key performance indicators (KPIs) used in the home health industry and help you better understand what these metrics can tell you about your operations under PDGM. We will also discuss strategies and solutions for real-life challenges providers experience. Attendees will develop a greater understanding of the interconnectedness the revenue cycle shares with your entire organization as a whole and how it can be leveraged for success.

18. Industry Update on Labor Laws Pertaining to COVID-19

Angelo Spinola, Littler Mendelson P.C.

This presentation will provide an in-depth legal analysis of the latest legislative changes and the impact they have on the home care industry. During this webinar, Angelo Spinola will provide a substantive update on the status of the health care provider exemption to the FFCRA, the CARES Act, including PPP guidance, the caregiver unemployment dilemma, and potential funding of hazard pay and the latest advocacy efforts related to the impact the next Stimulus Package will have on the home care industry. In addition, Spinola will discuss the litigation trends impacting the industry and provide practical steps that attendees can implement to help avoid foreseeable liabilities and effectively navigate through this pandemic.

19. Denials and Charting in a PDGM and Post-PHE World

Joe Osentoski, BAS, RN-BC, Consultant, Gateway Home Health Coding & Consulting

This presentation will walk attendees through the PDGM payment changes from the prior Prospective Payment System (PPS) model and explain how these changes to payment relate to the unchanged home health coverage requirements. We will focus on agency actions to lower medical review risks and what charting patterns run the highest risk for denials in case of review. How the PDGM changes relate to specific coverage requirements are addressed so that agencies can implement education and prevention now; immunizing themselves against any future reviews. The PHE changes are also covered as well as how to best chart during the PHE to prevent problems after the PHE has ended.

20. Care Teams - How To Stay Connected, Stay Organized, and Stay Safe

Katelyn Kelly, and Rachel Phillips, Co-Marketing Directors, Generations Homecare System

This presentation will go over how to use secure and sophisticated technology to overcome disruptions during this complicated time, and at all times. Learn how to stay connected using HIPAA compliant technology to communicate efficiently and effectively; stay organized by maintaining accurate records to streamline day-to-day operations and improve billing; and stay safe with ways to improve quality of life for recipients of in-home care while keeping caregivers and the entire care team safe.

21. General Inpatient Level of Care: Getting It Right

Joe Osentoski, BAS, RN-BC, Consultant, Gateway Home Health Coding & Consulting

The HHS OIG Report concluded that “Hospices Inappropriately Billed Medicare Over \$250 Million,” causing CMS to instruct its Supplemental Medical Review Contractor (SMRC) to initiate a nationwide post-payment review of claims for appropriate general hospice inpatient level of care. This presentation will walk attendees through the CMS requirements for GIP level of care and then provide documentation guidelines for when to change the level of care. Each of 15 common situations that precipitate GIP are addressed. Specific charting tips are provided to ensure a complete record of GIP service is generated. Coordination needs with care center staff are also covered.

22. The Role of a Geriatric Care Manager as an Adjunct to Home Health and Hospice

David Zychowski, Senior Regional Sales Manager, Seniorbridge

This presentation describes how a private Geriatric Care Manager (GCM) can work alongside home health and hospice to keep clinically complex patients safe in their homes. Zychowski will present specialty programs, tasks, case studies and outcomes with statistical significance in samples sizes up to 235,000 patients. This collaborative model can help home care and hospice patients avoid unnecessary hospitalizations and trips to the emergency department.

23. Leading Through Crisis and Adversity

Julia Vaughan, Executive Director, John Maxwell Team

While Covid-19 may be a common term in our lives at the moment, Julia Vaughan believes in no way does it control who we are. This is a very practical lesson in maneuvering through crisis, seizing the opportunity and leading well. Through this pandemic she has sought to understand the role of leadership and mindset. With a Masters in Life Coaching she has seen first hand the importance of modeling excellence.

24. Infection Control During COVID-19

Charles Bresnicky, Clinical Consulting Director, Blacktree Healthcare Consulting

Infection control is one of the biggest concerns facing the industry. This presentation will provide methods to monitor and report infections within an agency, as well as how to control and minimize the risk of ongoing infections.

25. PDGM: When Theory Meets Reality

Barbara Katz, RN, MSN, BK Health Care Consulting

Home Health Agencies have now had several months of real experience with the Medicare PDGM billing system. Prior to the implementation, a variety of strategies for PDGM success were developed and deployed by home health care associations and consulting firms. This session will provide a snapshot of PDGM realities and will analyze how well these theories have worked. Using data and experience, the presenter will describe the differences between specific scoring, utilization management and case management techniques. The presentation will include a self-assessment and case studies that will help participants apply “lessons learned” to achieve PDGM success in their own agencies.

26. Maximizing FFCRA, SBA PPP, ERC, and Other COVID-19 Benefits: A Payroll Perspective

Yonina F. Shineweather, CPA, Viventium

In these uncertain times, employers are being called on to provide front-line relief to America’s workers. Rapidly emerging federal legislation and regulation, such as the FFCRA and CARES Act, offer you benefits, advance credits, tax deferrals, loans, and grants, but the sheer volume and velocity of new rules may leave you dizzy and seeking direction. Join Viventium’s veteran compliance expert Yonina F. Shineweather, CPA, for a hands-on, candid analysis of the available benefits and how to make the best use of them.

27. How Has PDGM Altered Your Agency’s QAPI Program?

Cheryl Pacella, DNP, HHCNS-BC, CPHQ, COS-C, HCS-D, CAP Consulting

PDGM has presented a number of new and challenging opportunities for home care agencies to re-evaluate their QAPI plan. We can now incorporate other departments, such as Intake and Billing, into our quality improvement initiatives. How can we utilize data to guide us? What will be our goals? And what steps do we need to take to measure and achieve success?

Individual Session Sponsors:

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PACKAGES AVAILABLE

CLINICAL - 1:

- Hospice Compliance with Quality Measures - Admission through Discharge
- How Has PDGM Altered Your Agency's QAPI Program?
- The Role of a Geriatric Care Manager as an Adjunct to Home Health and Hospice
- Brain Health Now: Reducing the Risk of a Mental Health Crisis
- Navigating by the Stars: Improving Your Rating

CLINICAL - 2:

- Surviving or Thriving? A PEP Talk for Stronger Teams and Effective Operations
- Managing By Metrics *90 Minutes*
- Denials and Charting in a PDGM and Post-PHE World
- An Agency's Journey to Quality Cycle Management in the Era of PDGM
- Infection Control During COVID-19

PDGM:

- How to Transition New Reimbursement Models into Operational Success
- The Quest for Success Under PDGM
- How Has PDGM Altered Your Agency's QAPI Program?
- Denials and Charting in a PDGM and Post-PHE World
- PDGM: When Theory Meets Reality

HR:

- RN Productivity and Turnover in Hospice and Home Health - the Leadership Imperative
- Preventing Patient Exploitation & Other Home Care Nightmares
- Bringing Employees Back to Work: Navigating Legal Questions Facing Employers as Workplaces Reopen
- Industry Update on Labor Laws Pertaining to COVID-19
- Maximizing FFCRA, SBA PPP, ERC, and Other COVID-19 Benefits: A Payroll Perspective

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PRIVATE PAY:

- Preventing Patient Exploitation & Other Home Care Nightmares
- Care Teams - How To Stay Connected, Stay Organized, and Stay Safe
- The Role of a Geriatric Care Manager as an Adjunct to Home Health and Hospice
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- Industry Update on Labor Laws Pertaining to COVID-19

HOSPICE:

- General Inpatient Level of Care: Getting It Right
- Digitizing Care Delivery Operations – A Hospice Case Study
- Latest Trends in Hospice Care: An Overview & Discussion on 2019's Top 10 Hospice Topics
- Hospice Compliance with Quality Measures - Admission through Discharge
- Demystifying the Role of the End-Of-Life Doula

LEADERSHIP:

- Surviving or Thriving? A PEP Talk for Stronger Teams and Effective Operations
- RN Productivity and Turnover in Hospice and Home Health - the Leadership Imperative
- How to Transition New Reimbursement Models into Operational Success
- Leading Through Crisis and Adversity
- Check Your Gauges: Revenue Cycle Key Performance Indicators

IT:

- Digitizing Care Delivery Operations – A Hospice Case Study
- Today's Evolving Privacy and Security Risks
- Technologically Speaking: Everything You Need to Know for a Stronger IT Plan
- Care Teams - How To Stay Connected, Stay Organized, and Stay Safe
- PDGM: When Theory Meets Reality

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