HCAW

LEADING THE WAY HOME

ANNUAL CONFERNCE

Program

APRIL 28-30, 2024

THE MARCUS WHITMAN HOTEL
6 W ROSE ST, WALLA WALLA, WA 99362

Special Events & *Local Attractions*

Saturday, April 27th, 2024

Vendor and Speaker Reception

4:30 PM - 6:00 PM

Kontos Cellars
10 N 2nd Ave, Walla Walla, WA 99362

Join us at Kontos Cellars for a glass of wine and visit with the HCAW Board of Directors and Annual Meeting and Education Planning Committee.

Sunday, April 28th, 2024

President's Welcome Reception

5:00 PM - 6:00 PM

Bergevin Lane
70 Colville St, Walla Walla, WA 99362

Join us for food and libations before you find dinner at Bergevin Lane. This reception is meant to welcome you all to our conference and kick things off with a bang.

Dine Around Town

RESERVATION TIMES VARY

HCAW has made a few reservations nearby for you to enjoy. Please sign up at registration to secure your spot in one of these registrations. This is not an HCAW hosted meal but rather an opportunity for you to enjoy a meal with someone new or that you haven't connected with in a while.

Monday, April 29th, 2024

Annual Home Care Hero Awards

12:15 PM - 1:45 PM

Sacajawea + Clark Ballrooms

Each year, HCAW's Annual Awards recognizes distinguished individuals for their contributions to improving in-home services and the communities we serve. These individuals make everything a little better and a little brighter for the vulnerable populations we serve. Join us for lunch as we honor the best of us in our annual awards luncheon.

HCAW PAC Silent Auction & Wine Pull Fundraiser

5:00 PM - 7:00 PM

Sacajawea + Clark Ballrooms

Following presentations on Monday, April 29th HCAW will host an auction for our Political Action Committee. HCAW's nonpartisan PAC is crucial to our continued advocacy efforts as we work to improve regulations on Home Health and Hospice in Washington State. *Drinks & Appetizers will be provided.*

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Tuesday, April 30th, 2024

Annual Business Meeting of the Home Care Association of Washington
Sacajawea + Clark Ballroom

12:30 PM - 1:15 PM

Live Like a Local:
Your Guide to Making the Most of Your Walla Walla Experience

Welcome to Walla Walla! On behalf of HCAW, we hope you enjoy your time over the course of conference. Without a doubt, there is more to do than time will allow. This is in no way intended to be an exhaustive list, but represents a few of my personal favorites and great options to help you make the most of your time. As a part time local who loves this little town, I hope you can experience a few of our hidden gems, and I hope you come back to experience more!

Restaurants and Eateries:

- **Hattaways** – southern soul meets farm-to-table. Everything on the menu is TO DIE FOR! Walkable from downtown
- **Passatempo Taverna** – delicious reimagined Italian favorites with northwest flair and fantastic craft cocktails! Walkable from downtown.
- **AKs Mercado** – Tacos and all things south of the border. I could eat here three times a day for three days and not be sad about it! If you're looking for a something other than wine – you might want to check out Mezcal Monday!Walkable from downtown.
- **Walla Walla Indian Cuisine** – who knew you could find great Indian cuisine in Walla Walla?! Open daily and a short walk from the conference center.
- **T-Post Tavern** – if you know what a T-Post is then you belong here! Check out our Walla honky-tonk complete with mechanical bull! It's your spot for late night fun and just a short drive from downtown (close Monday/Tuesday).
- **Green Lantern** – if you make it to "The Green" you are truly living like a local! Great for satisfying the late-nightnosh and a short drive from downtown (closed Tuesdays).
- **Marcy's Bar and Lounge** – a great downtown late-nightspot that is open daily.

For those arriving Saturday or staying Tuesday

- **Brasserie Four** (*closed Sunday/Monday – so only for you early birds!*) – Brasserie French dining at its best (the oysters never disappoint!). Walkable from downtown.
- **TMacs** (*closed Sunday/Monday – so only for the early birds!*) – New American awesomeness with a side of comfort. Delish! Walkable from downtown.
- **Walla Walla Steak Company** (*closed Sunda/Monday*)- the name says it all! Bring your appetite! Walkable from downtown.

Light Bites and Quick Eats:

- **Yamas Greek Restaurant and Sweet Basil Pizzeria** – both located right downtown on the plaza and tasty tasty tasty!
- **Graze** – a short block off main street. Great salads and sands.

Breakfast

- **Maple Counter** – the best omelettes… anywhere! Walkable from downtown.
- **Bacon and Eggs** – a local breakfast favorite (for good reason) that is right downtown!

Sweet Tooth Satisfiers

- **Walla Walla Bread Company** – pastries that are too pretty to eat, and awesome avocado toast! Walkable from downtown.
- **Colville Street Patisserie** – one word – DELISH! Walkable from downtown.
- **Pine Cone Creamery** – premium handcrafted ice cream at its best and open daily until 9pm.

Walkable from downtown.

- **Bright's Candy** – perfect stop for a little treat to satisfy the sweet tooth. Conveniently located near the conference center!

Wineries:

There are **FAR** too many, even in the honorable mention category, to create a short list. That said, here is my "*short list*" of great options to give you a taste of what Walla Walla has to offer.
***please note - reservations are recommended or required at many wineries. Many tasting rooms will accept walk-ins.*

Downtown Tasting Rooms:

- Spring Valley
- Kontos Cellars
- Kerloo
- House of Smith
- Result of a Crush
- Dama
- Bledsoe Family Winery
- Rasa
- Mark Ryan
- Lagana
- Bergevin Lane
- The Walls (short drive from downtown proper)
- L' Ecole 41 Heritage Wine Bar

Westside Wineries

- Woodward Canyon
- L' Ecole 41
- Reininger
- Long Shadows

Airport District Wineries

- Adamant
- Five Star Cellars
- Syzygy
- Prospice

Southside Wineries

- Rotie
- Amavi
- Saviah
- Revelry
- Devison
- Sleight of Hand
- VaPiano
- Brook and Bull
- Pepper Bridge
- Nortstar
- •ranche

Other Honorable Mentions:

Breweries:

- **Quirk Brewing** -Open daily until 8pm (9pm Fri-Sunday). Airport District. **there is often a food truck located at the brewery so you might get a two-fer!
- **Burwood Brewing** – located at "the incubators" in the Airport District

Shops:

- **Margaurite** – located in the Colville Street Showroom
- **Trove Mercantile & Design** – Open Saturday/Sunday
- **Frog Hollow Farms** – pick your own flowers, farm fresh produce, trinkets and treasures. Closed Saturdays

Activities:

- Bennington Lake – Go for hike!
- Fort Walla Walla Museum
- Pioneer Park
- Whitman Mission
- Kirkman House Museum

GOLF!

- Wine Valley Golf Club
- Veterans Memorial Golf

Local Attractions

A Taste of Walla
Walla Walla Wine Guide
Arts & Entertainment
Family Friendly Activities

Schedule of *Events*

Sunday, April 28th, 2024

Registration & Continental Breakfast
Sacajawea + Clark Ballroom

7:00 AM - 8:00 AM

Pre-Conference Workshop - Tense Times:
The Past, Present and Future of Value Based Purchasing
Sacajawea + Clark Ballroom

8:00 AM - 9:45 AM

Presented by Nick Seabrook & Christy Lang, SimiTree

The first national Home Health Value Based Purchasing program performance year has concluded, and home health agencies will see payment adjustments in 2025 based on their performance in the past year. Now is a great time to look back on 2023 to identify lessons that have been learned so strategies can be developed for 2024. This session will review the HHVBP model and metrics included in the Total Performance Score, along with the changes coming in 2025. We will discuss trends that have been identified based on reports released from CMS and what they may mean for your agency. Lastly, we will outline how to determine which measures to focus on as you develop a plan for improvement in 2024.

Learning Objectives:

- Identify which metrics will remain unchanged in 2025
- Recall lessons learned form the first HHVBP performance year
- Understand how to prioritize metrics for improvement

Break with Snacks
Ballroom Foyer

9:45 AM - 10:00 AM

Pre-Conference Workshop - Tense Times:
The Past, Present and Future of Value Based Purchasing (continued)
Sacajawea + Clark Ballroom

10:00 AM - 12:00 PM

Presented by Nick Seabrook & Christy Lang, SimiTree

Afternoon Around Town

12:00 PM - 5:00 PM

- Golfing
- Winery Tours
- Downtown Exploration

President's Welcome Reception at Kontos
Light appetizers will be provided

5:00 PM - 6:00 PM

Dinner on your own and Free Time

6:00 PM

Conference Day 1: Monday, April 29th, 2024

Registration & Continental Breakfast
Ballroom Foyer

7:00 AM - 8:00 AM

Attendee Welcome & Opening Remarks
Sacajawea + Clark Ballroom
Silent Auction Opens

8:00 AM - 8:15 AM

Keynote:
Unleashing Our Potential in an Ever-Changing World
Sacajawea + Clark Ballroom
Presented by Jahmad Canley

8:15 AM - 9:45 AM

Break & Visit with Exhibitors
Ballroom Foyer

9:45 AM - 10:00 AM

Breakout Session 1:

10:00 AM - 11:00 AM

A. *Beyond the Rates: The Impact of Medicare Advantage Penetration on Agency Operations | Lewis Room*
Presented by Molly McDonald & Nick Seabrook

The penetration of Medicare Advantage has been a disruptor in the home care world, impacting agencies both financially and operationally. This session will explore the effects of Medicare Advantage in all areas of agency operations including revenue cycle, quality, compliance and patient care. The session will also include recommendations for how to adapt to the MA shift and measures your agency should evaluate when considering the impact of the payor shift.

Learning Objectives:
- Understand the impact of Medicare Advantage on revenue cycle operations (intake, authorizations, billing and collections)
- Educate on the impact on quality and compliance
- Discuss the impact on care planning, patient satisfaction and overall patient care

B. *Palliative Care: A "Standalone" Service, a Bridge Between Home Health and Hospice | Empire Room*
Presented by Barb Hansen

This presentation will discuss the current regulatory and reimbursement environment for palliative care providers in Washington State. We will discuss how providers can assist patients and families to navigate transitions between acute care and the various types of "post-acute care" providers, including home health and hospice. We will also discuss how to create palliative care goals of care to meet the needs of those coping with a serious or life-threatening illness.

Learning Objectives:
- Identify at least two state regulations that govern a provider's ability to offer palliative care services
- Identify at least two federal/CMS regulations that govern a provider's ability to offer palliative care services
- Discuss current methods for being reimbursed for providing palliative care
- Discuss differences in setting goals of care for patients receiving acute care, home health, palliative care and hospice

Break & Visit with Exhibitors
Ballroom Foyer

11:00 AM - 11:15 AM

Breakout Session 2:

11:15 AM - 12:15 PM

A. *Survey Savvy: Strategies for Home Health Survey Readiness and Survey Success | Lewis Room*

Presented by Molly McDonald & Keith Schlecht

Surveys do not need to be a stressful and chaotic time for your agency. See how agencies have successfully used the correct preparation, strategies, and attitude to take their survey experience from something to dread to a time to shine. This session will include simple ways to prepare and work with your surveyors to create a collaborative experience during the accreditation process.

Learning Objectives:

- Understand the importance of continual survey readiness
- Discuss team-based approach to running a survey
- Explore several techniques or strategies to improve survey readiness
- Discuss best practices for a collaborative approach to survey readiness and survey success

B. *Empowering Safety: Designing a Lone Worker Program for Home Healthcare Professionals | Empire Room*

Presented by Ravinder Sangha

This presentation will delve into the critical components of establishing a comprehensive lone worker safety program tailored specifically for home healthcare professionals. It will emphasize the pivotal role of regular check-ins as the backbone of a successful safety initiative. Addressing the myriad safety challenges encountered by lone workers in the home healthcare environment, highlighting the need for risk assessment, emergency communication protocols, and personalized safety measures. Additionally, it will offer insights into crafting strategies that safeguard the well-being of lone home health workers, focusing on mitigating environmental hazards, managing patient-related risks, and will cover the latest advancements in safety-related technologies.

Learning Objectives:

- Overcome myths and misconceptions regarding home healthcare safety
- Understanding the importance of regular check-ins
- Develop safety measures and strategies
- Implementing effective safety protocols

Annual Home Care Heros Awards Program & Luncheon
Sacajawea + Clark Ballroom

12:15 PM - 1:45 PM

Breakout Session 3:

1:45 PM - 2:45 PM

A. *PDGM: Year 4 in Review | Lewis Room*

Presented by Zeb Clayton

PDGM just finished four years as the new Medicare payment reimbursement. Join SHP to review the trends in PDGM components, case-mix weight, LUPA rates, and visits since the inception. The workshop will cover details of CMS's approach to recalibrating and reveal new rates. This significant final rule has wide-reaching implications for home care. Discover how the CY 2024 final rule will affect payments as well.

Learning Objectives:

- Evaluate trends across the last four years of PDGM
- Share insights on how CMS recalibrates HHRG rates each year
- Discuss potential changes we might see in 2024

B. *The Art & Science of Creating Cultures of Belonging* | *Empire Room*

Presented by Jahmad Canley

As home health agencies work to master PDGM and adapt to a growing Medicare Advantage environment, agencies must identify all of the ways to deliver care that produce the best outcomes in the most financially efficient way possible. This session will review key utilization trends noted within CMS claims data and focus on best practices for managing utilization, while maintaining quality care delivery with a patient centric approach. Best practice episode management is more critical than ever, and using Key Performance Indicators (KPIs) and data analysis tied to clinical practice is critical to success. This session will delve into identifying KPIs for home health, using KPIs and data analysis to drive clinical success, and how successful implementation of data-driven strategies will lead you to financial success under PDGM and VBP.

Learning Objectives:

- Identify episode management Key Performance Indicators (KPI) and common utilization trends in both initial and subsequent 30-day periods
- Explain the relationship between KPIs, financial success and clinical outcome improvement
- Discuss best practices for management of utilization across both 30-day billing periods
- Review use of ongoing data analysis and KPI monitoring to guide clinical optimization, best practice episode management, and drive financial health

Break & Visit with Exhibitors

Ballroom Foyer

2:45 PM - 3:00 PM

Breakout Session 4:

3:00 PM - 4:00 PM

A. *Episode Management: KPIs and Best Practices to Ensure Financial and Operational Success* | *Lewis Room*

Presented by Maria Warren

As home health agencies work to master PDGM and adapt to a growing Medicare Advantage environment, agencies must identify all of the ways to deliver care that produce the best outcomes in the most financially efficient way possible. This session will review key utilization trends noted within CMS claims data and focus on best practices for managing utilization, while maintaining quality care delivery with a patient centric approach. Best practice episode management is more critical than ever, and using Key Performance Indicators (KPIs) and data analysis tied to clinical practice is critical to success. This session will delve into identifying KPIs for home health, using KPIs and data analysis to drive clinical success, and how successful implementation of data-driven strategies will lead you to financial success under PDGM and VBP.

Learning Objectives:

- Identify episode management Key Performance Indicators (KPI) and common utilization trends in both initial and subsequent 30-day periods
- Explain the relationship between KPIs, financial success and clinical outcome improvement
- Discuss best practices for management of utilization across both 30-day billing periods
- Review use of ongoing data analysis and KPI monitoring to guide clinical optimization, best practice episode management, and drive financial health

B. *HCAW 2024 Legislative and Policy Update | Empire Room*

Presented by Leslie Emerick

Leslie Emerick, HCAW Public Policy Director, will provide an overview of the 2024 WA State Legislative Session and current policy issues and agency rulemaking impacting home health and home care agencies.

Learning Objectives:

- Learn about the legislative environment and how In-Home Services agencies fit into that environment
- Learn about the bills that HCAW tracked during the last legislative session and their impact on agencies
- Learn about state agency rule making impacting home health and home care
- Learn about how to engage with your local legislators and make your voice known about issues impacting your industry

Free Time

4:00 PM - 5:00 PM

HCAW PAC Silent Auction & Wine Pull Fundraiser

Sacajawea + Clark Ballroom

Sponsored by: McBee

Drinks & appetizers will be provided.

5:00 PM - 7:00 PM

Dine Around Town

Sign-up sheets at registration

7:00 PM

Conference Day 2: Tuesday, April 30th, 2024

Networking & Breakfast Buffet with Omelet Bar

Ballroom Foyer

7:00 AM - 8:00 AM

Welcome & Opening Remarks

Sacajawea + Clark Ballroom

8:00 AM - 8:15 AM

Home Care and Hospice: A View from Washington

Sacajawea + Clark Ballroom

Presented by Bill Dombi

8:15 AM - 9:45 AM

Health care is evolving constantly. The patient's home is increasingly the site of care. This program presents the state of the union from the Washington perspective, covering all legislative, regulatory, and legal issues in play in 2024 along with a landscape review of health care at home. Your future success is directly tied to Congress and the Administration.

Learning Objectives:

- Recognize the landscape of home care and hospice
- Identify federal legislative issues affecting home care and hospice
- Identify federal regulatory issues affecting home care and hospice
- Recognize potential legislative and regulatory actions in 2024 that affect home care and hospice

Time to Check Out & Break with Exhibitors

Ballroom Foyer

Free secure bag storage available

9:45 AM - 10:15 AM

Breakout Session 5:

10:15 AM - 11:10 AM

A. *Care Coordination in Home Health: Challenges and Best practices Panel Discussion*

Lewis Room

Presented by Jason Darling, Amber Hahn-Keenan, Ryan Larsen, Jill Monyihan

The expert panel today will be sharing some challenges that agencies face in coordinating care in the home and share key areas on how their agencies have tackled reducing avoidable readmissions and improving care coordination.

Learning Objectives:

- What is care coordination?
- Understand the challenges that agencies face while coordinating care
- Learn some best practices to improve hospital readmissions and care coordination
- Learn from panelists how their agency structures Interdisciplinary team meetings/care conferences

B. *Surfs up: Riding the AI wave in Home Care | Empire Room*

Presented by Stacy Olinger

Recognize the disruption created by AI and considerations for integrating AI into home care and gain insights into its applicability and broader impact on healthcare. Gain a comprehensive understanding of the potential of AI in healthcare, be equipped to assess organizational readiness, and successfully implement AI-driven innovations, resulting in sustainable improvements and a reduction in burnout among healthcare teams.

Learning Objectives:

- AI Fundamentals and Demystifying AI: Introductory understanding of AI's fundamentals and its application in both home care and broader healthcare contexts
- Readiness Assessment for AI: Learn to assess an organization's readiness for AI implementation by evaluating current technology and digital health transformation initiatives
- Clinical Implementation Strategies: Learn strategies behind implementing AI-driven innovations in a clinical setting, including user-centered design, change management, and sustainable ROI strategy
- Addressing Challenges and Human Factors: Identify reasons for pilot failures and learn insights into managing the people aspect of technology implementation, including how to reduce burnout in healthcare teams

Survival of the Fittest - Preparing Your Home Health Agency to Survive and Thrive for Years to Come! A Panel Discussion

Sacajawea + Clark Ballroom

Moderated by Brent Korte

11:15 AM - 12:30 PM

Box Lunch & Annual Business Meeting
Sacajawea + Clark Ballroom

12:30 PM - 1:15 PM

Closing Comments & Safe Travels Home!

1:15 PM - 1:30 PM

Photo Release Agreement

Registration and attendance at, or participation in, the Home Care Association of Washington meetings and other activities constitutes an agreement by the registrant to Home Care Association of Washington to use and distribution (both now and in the future) of the registrant or attendees image or voice in photographs, videotapes, electronic reproductions, and audio tapes of such events and activities.

Exhibitors & *Conference Sponsors*

We appreciate the partners who support our mission of promoting the long-term growth and sustainability of in-home services in Washington State. HCAW provides leadership for consumers by unifying in-home service providers through public outreach, education, legislative advocacy and supporting practice standards.

Scholarship Sponsor

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Notes

Notes