HCAW 2026 Conference – Detailed Schedule

SUNDAY, APRIL 26

12:00–1:00 PM – Registration Open

1:00–4:00 PM – Conference Intensive Session – Sacajawea Room

All attendees encouraged to attend- No pre-registration required.

Documentation, Dollars, and Outcomes: What Leaders and Clinicians Must Know

Brian Lebanion | Founder & Principal Consultant, BC Healthcare Consulting

In today's value-based and survey-driven environment, documentation accuracy is not just a clinical task—it is a shared responsibility that directly impacts quality scores, reimbursement, compliance risk, and the long-term financial viability of home health and hospice agencies.

This dynamic intensive session is designed for both leaders and front-line clinicians. Through real-world scenarios and an interactive "Rate Your OASIS Knowledge" segment, participants will test their understanding of high-impact OASIS items and explore how even small documentation inaccuracies can significantly affect functional scoring, HHVBP performance, Star Ratings, quality reporting measures, and audit outcomes. By bridging frontline practice with leadership oversight, this session ensures attendees leave with both tactical documentation strategies and operational insight—making it an engaging and impactful way to launch the conference.

Brian Lebanion is the Founder and Principal Consultant of BC Healthcare Consulting, specializing in operational, financial, and compliance strategies for home health and hospice agencies nationwide. With extensive experience in post-acute care, Brian partners with organizations to optimize regulatory compliance, improve quality outcomes, and strengthen financial performance through data-driven analysis and tailored consulting. He is a frequent speaker at state and national conferences, offering practical insights on topics such as Value-Based Purchasing, CAP management, and clinical documentation integrity.

5:00–7:00 PM –President's Reception – Mercer Estates Tasting Room

All are welcome at this networking reception with light refreshments.

MONDAY, APRIL 27

7:30–8:00 AM – Registration and Breakfast – Sponsored by NewDays

---

8:00–8:15 AM – Welcome – Sacajawea Room

Conference opening and announcements.

8:15–9:45 AM – Keynote

MEMORY POWER

Paul Mellor | Author, Finding the Keys; USA Memory Championship Finalist

If there were a magic pill that would improve your memory, would you take it? This interactive session dispels the myth that memory can't be improved. Learn techniques for organizing thoughts, remembering names and faces, and overcoming absent-mindedness to strengthen performance across roles.

Paul Mellor, author of *Finding the Keys,* was a finalist in the *USA Memory Championship*, where he recalled the names of over 90 people in less than 15 minutes, remembered in exact order over 100 single-digit numbers after a five-minute study, and recalled the exact order of a shuffled deck of playing cards after less than a three-and-a-half minute review. His engaging and energetic programs have been delivered to audiences in all 50 states. A Communications graduate of Western Carolina University, Mr. Mellor is also the author of *You're Almost There*, chronicling his journey as having run a marathon (26.2 miles) in all 50 states; *Summer in the Saddle*, about his 4700-mile bicycle ride across America; and *Strokes of Kindness*, about his solo kayaking trip down the Mississippi River.

9:45–10:00 AM – Break with Vendors

Grab a coffee and snack and visit the exhibit hall.

10:00–11:00 AM – Breakout Sessions

LEADERSHIP TRACK – CLARK ROOM

Leadership Mentoring: Pathways for Your Leadership Journey

Ron Bettencourt, PT, COS-C Director of Clinical Optimization and Operations, EvergreenHealth Home Care Services

Leadership does not follow a single roadmap—there are many unique pathways individuals can take to grow. In this session, we will take a deep dive into our Leadership Development Mentoring program, specifically for emerging leaders in the home care field. Attendees will gain an inside look at how to design and implement a leadership mentoring program, including mentor preparation; mentee selection; implementation guide; structure & format; and success components. You'll also

hear directly from participants through video testimonials, offering candid reflections on how the program impacted their personal confidence and professional growth. This mentoring program isn't tied to any specific leadership role. Instead, it empowers individuals to define leadership on their own terms, whether that means stepping into a new role, influencing team culture, or simply growing in self-awareness.

Ron Bettencourt brings over 39 years of experience in the healthcare industry as a physical therapist, clinical leader, and former private practice owner. With 27 years in outpatient orthopedics and over 12 years in home health care, Ron currently serves as Director of Clinical Optimization and Operations at EvergreenHealth Home Care Services, where he supports large-scale home health and hospice departments in driving performance, quality, and patient-centered care. A passionate advocate for leadership development, Ron has dedicated much of his professional focus to mentorship and empowering the next generation of healthcare leaders. He has led the creation and implementation of innovative mentoring programs and believes that effective leaders must cultivate leadership in others through intentional sharing, support, and guidance. Ron has also served as an APTA-accredited clinical instructor and clinical education coordinator in the Pacific Northwest, shaping learning environments for students and new professionals. His commitment to education and mentorship extends beyond healthcare, through active involvement on school district advisory boards, and past community volunteerism in youth athletics and wellness advocacy. Outside of his professional work, Ron enjoys spending time with his wife and their five adult sons—which includes a set of quadruplets—and finds joy in fitness, cooking, reading, and travel.

LEADERSHIP/CLINICAL TRACK – LEWIS ROOM

Managing Rehab under PDGM for VBP Success

Arnie Cisneros | Physical Therapist - BS in Physical Therapy | Home Health Strategic Management

In the PPS era, therapy visit totals were the primary payment factor in Home Health episodes. With the introduction of PDGM, Medicare has changed how Rehab services are developed and managed. In addition, the Volume to Value changes further complicate the path to success for therapy programming. This progressive presentation outlines the role of therapy under PDGM, including POC development, program content, in-episode management, denial-proof documentation and VBP-level outcomes through case studies.

Arnie Cisneros is President of HHSM and is a leading speaker in Value-Based programming for Impact Act reforms. After working across the Care Continuum in his clinical career, he works with Health systems, Hospitals, and Home Health Providers to deliver the highest quality care and outcomes. He is renowned for his adaptation of traditional care programming in response to healthcare reforms.

CLINICAL TRACK – EMPIRE ROOM

Survey of Respiratory Therapy and Complex Rehab Devices- A Practical and Clinical Survey

Bryce Schaffner and Josh Talen, Bellevue Healthcare

An overview of respiratory care devices and therapies necessary for home health, hospice and palliative care. Focus will be on basic and advanced respiratory and complex rehab equipment for both adult and pediatric patients. Heavy focus will be on high flow, ventilators, cough assist, Multifunction ventilation, percussive therapy, advanced wheelchair seating, and accessories. Additional information will be provided regarding insurance coverage, regulations for home health, hospice and palliative care, and a cost/benefit analysis of these devices.

Josh Talen, RRT - Bellevue Healthcare Lead Respiratory Therapist- Josh has helped Bellevue Healthcare meet unique needs of patients requiring respiratory devices for the past 15 years and oversees many of the organizations complex patient cases. He is known as the go-to resource throughout the Pacific Northwest for respiratory solutions that help patients and families navigate their unique medical needs.

Bryce Schaffner - Bellevue Healthcare VP Business Development : Bryce helped Bellevue Healthcare grow throughout the PNW for the past 21 years. He holds degrees from Pacific Lutheran University and Oregon Health and Science University, and is committed to helping clinicians and patients navigate the expansive offering of medical devices.

11:05 AM–12:05 PM – Breakout Sessions

LEADERSHIP TRACK – CLARK ROOM

Keeping up with the Reforms – Operational Changes for Improved Outcomes

Arnie Cisneros, PT | President of Home Health Strategic Management
Kimberly McCormick, RN/BSN | Executive Clinical Director for Home Health Strategic Management

Recently introduced Home Health reforms continue to change our industry and how we develop and deliver care programming to our clients. Decreases in HH payment rates (up to 6%), recalibration of PDGM Case-Mix rates, and expansion of the VBP Model all present significant challenges to HH Providers trying to assure quality care delivery. Ongoing Operational updates are required for success, and many agencies struggle to keep up with the changes while addressing day-to-day Home Health management. This progressive presentation addresses Operational solutions to the reform-based HH challenges that apply to specific industry concerns, staffing, timely care delivery, quality outcomes, and much more. Demonstrations of Value-based Operational changes outline the specific intent of the reforms, and how to solve them through the current HH model will be included. Case Studies will review HH Providers who have achieved success in terms of improved clinical and fiscal outcomes for you to replicate at your agency. Don't miss this essential session and begin to improve your outcomes today!

Arnie Cisneros is President of HHSM and is a leading speaker in Value-Based programming for Impact Act reforms. After working across the Care Continuum in his clinical career, he works with Health systems, Hospitals, and Home Health Providers to deliver the highest quality care and outcomes. He is renowned for his adaptation of traditional care programming in response to healthcare reforms.

Kimberly McCormick, RN/BSN, a highly accomplished clinical consultant in the Home Health industry, is Executive Clinical Director for Home Health Strategic Management. Her experience in Home Health, 8 spent as Administrator of a Home Health Agency, has given her the experience and the knowledge to provide unrivaled insight into the home care arena. Kimberly has established herself as a national expert in the area of Utilization Management and Operation Excellence in Home Health services.

LEADERSHIP/CLINICAL TRACK – LEWIS ROOM

Journeys from Home Health to Hospice

Linda Brabant, OTR | Executive Director Evergreen Home Health

Journeys is a program offered within the Home Health benefit. This initiative is designed to assist patients in making informed decisions about their healthcare, particularly those who are over 75,

have a serious illness, or are experiencing a gradual decline in their health. The core of the Journeys program is the Serious Illness Conversation, a valuable discussion developed by Ariadne Labs. Our clinicians meet with patients to guide them through this conversation, which empowers them to take charge of their medical journey. By discussing their goals, values, and preferences, patients can make more informed choices about their care and treatment options.

Linda has worked in Home Health for over 40 years. She started as an Occupational Therapist in the field serving not only the medical patients but also the patients with a mental illness. For over 5 years she worked with the Geriatric Regional Assessment team providing cognitive and functional evaluations to assist with guardianship. She was a manager of a multidisciplinary team for 10 years. She has been the Executive Director of Evergreen Home Health for the last 4 years.

CLINICAL TRACK– EMPIRE ROOM

Wound Care Assessment and Documentation

Dionie Bibat | Sr. Manager Clinical Solutions at Medline Industries

This presentation covers components of accurate, consistent documentation for patient/resident care and quality assurance. It will cover the essential tools for a wound assessment and components of a wound assessment. Identifies different wound types and best-practice principles for product selection and documenting wound characteristics.

Dionie Bibat, Sr. Manager Clinical Solutions, manages the western Clinical Solutions Division for Medline Industries, LP. She supports both internal and external post-acute customers with their total skin health needs from prevention to treatment. Dionie collaborates with clinical and top-level administrators to provide a comprehensive approach to skin health using educational and clinical programs to help improve patient outcomes. Clinical Solutions provide support with product evaluations, conversions, education, and troubleshooting. Currently, Dionie partakes in the development of programs, phase training her team, and hotline calls. She represents Medline Clinical Solutions via presentations, forums participation, committees, and other professional associations.

Dionie believes that her passion in wound care and collaboration with customers will bring us closer to solving skin care issues and provide better patient outcomes. Dionie acquired her bachelor's in nursing from Loyola University and her master's in nursing from Olivet Nazarene University. Dionie Bibat is a certified wound ostomy continence nurse (CWOCN) and she obtained this specialty from the WEBWOC program.

12:05–1:15 PM – Awards Lunch – Sacajawea Room

HCAW Annual Awards presentation and plated lunch.

1:15–2:15 PM – Connect with Board, Committees, and Vendors

Networking with HCAW leadership and exhibitors.

2:15–3:15 PM – Breakout Sessions

LEADERSHIP TRACK – CLARK ROOM

Level Up Your Team's Skills for the Future

John Marshall | CEO of Results Driven

Your team is your most important asset, but you realize they're not prepared for the future. The business environment is shifting faster than ever. New skills are required. You understand that expectations are changing, and you need to become more future-focused.

In this presentation, you'll be introduced to the innovative Future Potential Framework. It's a science-based approach that reinvents how you level your team's skills for the future. You'll discover how to prepare employees for the future by evaluating your team, identifying skill gaps, and creating a focused training map. You'll learn how to lead them with more clarity and confidence. The framework will illustrate how your team can develop an opportunity mindset and become more engaged.

John Marshall is a dynamic speaker and trusted consultant known for turning complexity into clarity. With over 20 years of hands-on experience across 30 industries, John discovered a universal challenge: most teams aren't prepared for the future. In response, he developed the Future Potential Framework. It's a science-based approach that reinvents how clients level up their team's skills for the future.

John's presentations blend real-world insights with a practical structure leaders can apply immediately. His actionable style makes him a catalyst for change, whether he's speaking from the stage or guiding a company through transformation. John is recognized as a thought leader and is a frequent contributor to industry publications.

LEADERSHIP/CLINICAL TRACK– LEWIS ROOM

Silence Isn't Safety: How a Workplace Violence Prevention Committee Can Change the Culture

Jonas Fortenberry | VP of Business Development at POM Safe

In home-based care, we've been trained to prioritize patient safety, documentation, and reimbursement. But what about the safety of the people delivering that care? Too often, when a caregiver feels unsafe, whether it's an aggressive family member, an isolated visit with poor cell reception, or a building that "just doesn't feel right", it goes unreported. Not because it isn't real, but because saying something feels pointless. Because discomfort is "just part of the job." Years ago, I missed a moment to act on one of those unspoken concerns. That moment changed the way I lead—and how I define safety.

This session is about what happens when silence becomes the norm, and how a strong workplace violence prevention (WPV) committee can break that cycle. We'll explore how to build or improve a committee that's multidisciplinary, trusted by staff, supported by leadership, and aligned with the latest OSHA and Joint Commission requirements. You'll hear real-world examples from organizations that have turned compliance into culture, and walk away with a clear roadmap to help your team feel safer, speak up sooner, and stay longer. Because silence isn't safety—and it's time we treat it that way.

Jonas Fortenberry is a former administrator in home health and hospice with deep experience in healthcare operations and business development. At POM Safe, he works directly with organizations to implement proactive safety solutions that support compliance, reduce risk, and improve caregiver retention. Jonas has presented nationally on building workplace violence prevention (WPV) committees that actually work.

Jonas is a seasoned leader in post-acute care, specializing in technology solutions and workflow optimization for home health and hospice organizations. With a background in healthcare operations and innovation, Jonas has helped providers streamline processes, enhance caregiver efficiency, and adopt scalable safety and communication technologies. In his current role overseeing business development at POM Safe, he works with organizations to integrate proactive safety solutions that support compliance, workforce retention, and operational excellence. As a former administrator in home health and hospice, Jonas brings firsthand insight into the challenges providers face in ensuring staff safety while maintaining quality patient care. Jonas is passionate about helping healthcare organizations protect their most valuable asset—their caregivers—and continues to advocate for innovative, scalable safety solutions in the post-acute industry.

CLINICAL TRACK– EMPIRE ROOM

Anything From the Lungs and Up: The Role of the SLP in Home Health

Sydney Zenzen, MS, CCC-SLP | Speech-Language Pathologist, EvergreenHealth

Speech Language Pathologists (SLPs) often get the comment, "Oh, but my speech is fine!" when talking to our patients. This comment (while understandable based on our title) highlights the confusion for many as to what an SLP actually does. SLPs play a key role in breathing, speaking, thinking, swallowing, safety—in short, "anything from the lungs and up". This presentation goes into the various aspects of SLP practice that may not be as obvious as a swallow referral including: our role in respiratory muscle strength training, our role in improving patient outcomes through education, and our role in preventative health strategies.

Sydney Zenzen MS, CCC-SLP is a home health speech-language pathologist currently working at EvergreenHealth. Since graduating from the University of Washington in 2019, she has primarily worked with the geriatric population in skilled nursing (lead SLP and Director of Rehabilitation) and now in the home health setting. Outside of work, she enjoys volunteering as a support group facilitator for the Alzheimer's Association. Previous presentation topics include mealtime strategies for dementia and primary progressive aphasia.

3:15–3:30 PM – Break with Vendors

3:30–4:00 PM – Conference Highlight Reel: What Mattered Most

Fun, interactive polling and wrap-up. Reminder about evening social.

4:00–5:00 PM – Break

Free time before evening events.

5:00–7:00 PM – HCAW PAC Silent Auction Fundraiser

Evening social with silent auction to raise funds for HCAW's Political Action Committee

---

TUESDAY, APRIL 28

7:30–8:00 AM – Breakfast

8:00–8:20 AM – HCAW Annual Business Meeting – Sacajawea Room

Deb Strom | President of HCAW

8:20–9:00 AM – 2026 HCAW Legislative and Policy Update

Leslie Emerick | Policy Director for HCAW

9:00–10:00 AM – Breakout Sessions

LEADERSHIP TRACK – CLARK ROOM

Home Health HIPPS Coding Optimization: A $1B Opportunity

Marc Berg | Partner at Berg Data
Alex Berg | Partner at Berg Data
Sarah Cameron | Principal at Berg Data Solutions

Home health agencies across the country are missing out on revenue optimization opportunities due to unfavorable HIPPS coding. Join Berg Data Solutions to explore how Home Health companies' coding practices may be costing them and what you can do about it.

LEADERSHIP/CLINICAL TRACK– LEWIS ROOM

7 Habits of Ineffectual Outcome Management and How They Can Destroy VBP and Star Results

Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C | Vice President of Clinical Services at McBee

In this eye-opening session, we will delve into the common pitfalls that can undermine value-based purchasing (VBP) and star ratings in healthcare. Lisa will identify and dissect seven detrimental habits that can lead to poor outcome management, negatively impacting both financial incentives and quality ratings.

Ensure your organization avoids these common pitfalls and excels in delivering high-quality, value-based care. Participants will gain valuable insights into recognizing these habits within their organizations and learn practical strategies to overcome them. By addressing these inefficiencies, attendees will be better equipped to enhance their outcome management processes, ultimately improving patient care and organizational performance.

As the Vice President of Clinical Services at McBee, Lisa Selman-Holman brings over 35 years of unparalleled expertise in home health and hospice care. A registered nurse and home care attorney, Lisa is a specialist in regulatory compliance. Her career spans various roles, from field nurse to executive, where she has adeptly managed accreditation surveys, acquisitions, and regulatory challenges. In 2004, Lisa founded Selman-Holman & Associates, a consulting firm providing coding and OASIS review services. Renowned for her educational prowess, Lisa has a talent for transforming challenges into achievements. Since joining McBee in 2021, she has spearheaded education initiatives at the Post-Acute Academy, delivering comprehensive courses for home health and hospice staff and executives, covering clinical, regulatory, and onboarding requirements. In her current role, Lisa oversees the clinical aspects of consulting projects, offering expert guidance on clinical operations, quality improvement, patient care standards, and regulatory compliance. She also plays a pivotal role in business development, identifying potential clients and crafting consulting proposals tailored to their clinical needs.

CLINICAL TRACK– EMPIRE ROOM

SDOH in Home Health: Practical Strategies for Front-Line Clinicians

Brian Lebanion | Founder & Principal Consultant, BC Healthcare Consulting

This presentation focuses on identifying, documenting, and addressing social determinants of health during patient care, with practical, real-world application.

Brian Lebanion is the Founder and Principal Consultant of BC Healthcare Consulting, specializing in operational, financial, and compliance strategies for home health and hospice agencies nationwide. With extensive experience in post-acute care, Brian partners with organizations to optimize regulatory compliance, improve quality outcomes, and strengthen financial performance through data-driven analysis and tailored consulting. He is a frequent speaker at state and national conferences, offering practical insights on topics such as Value-Based Purchasing, CAP management, and clinical documentation integrity.

10:00–10:15 AM – Break with Vendors

10:15–11:15 AM – Breakout Sessions

LEADERSHIP TRACK – CLARK ROOM

Project Management Basics: A PT-turned-PM's Guide to Preventing the Proverbial Fire in Healthcare

Stephanie Miller, PT, PMP® | Project Manager and Owner of Jane Doe Consulting LLC

Are you tired of putting out fires? I believe treating organizational initiatives as projects, completing those projects, and, through the process, engraining those initiatives into organizational culture is the key to fire prevention. This course covers common barriers to successful completion of projects in the healthcare setting, followed by an overview of the project life cycle. The remainder of the course consists of a deep dive into each phase of a project, highlighting specific tools and techniques to support success at each step. Coming full circle, participants will revisit the barriers reviewed at the beginning of the session using their new skills to determine how to prevent them in the future. Participants will leave equipped with a project implementation toolkit and multiple resources to

guide and support their future projects. Let's shift the paradigm from reactive to proactive – starting today!

Stephanie Miller, PT, PMP® is a project manager and owner of Jane Doe Consulting LLC, specializing in healthcare project management. She received her master's degree in physical therapy from Thomas Jefferson University and a Master's Certificate in Applied Project Management – Healthcare (Six Sigma Greenbelt) from Vilanova University. She received her Project Management Professional® certification from the Project Management Institute®. She presented at APTA CSM and APTA ELC and has published articles in the APTA Home Health Section Quarterly Report. Stephanie is passionate about supporting clinicians that have become project managers-by-default and providing them with tools to set them and their projects up for success!

LEADERSHIP/CLINICAL TRACK– LEWIS ROOM

OASIS DC Outcomes: Driving Success in HHVBP 2026 and Beyond

Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C | Vice President of Clinical Services at McBee

The Home Health Value-Based Purchasing (HHVBP) model for 2026 places significant emphasis on three critical quality measures: the Discharge Function Score, Discharge to Community, and Potentially Preventable Hospitalizations (PPH). Together, these metrics account for 45% of the HHVBP performance score, underscoring their impact on agency outcomes. The July 2026 IPR will be the first to provide data on changed and new 2026 outcomes—and the year is already half over! This session will provide a comprehensive overview of these measures, their calculation methodologies, and actionable strategies for improving performance. Attendees will gain insights into leveraging OASIS accuracy, care planning, and staff engagement to optimize these outcomes and secure success under the evolving HHVBP model.

As the Vice President of Clinical Services at McBee, Lisa Selman-Holman brings over 35 years of unparalleled expertise in home health and hospice care. A registered nurse and home care attorney, Lisa is a specialist in regulatory compliance. Her career spans various roles, from field nurse to executive, where she has adeptly managed accreditation surveys, acquisitions, and regulatory challenges. In 2004, Lisa founded Selman-Holman & Associates, a consulting firm providing coding and OASIS review services. Renowned for her educational prowess, Lisa has a talent for transforming challenges into achievements. Since joining McBee in 2021, she has spearheaded education initiatives at the Post-Acute Academy, delivering comprehensive courses for home health and hospice staff and executives, covering clinical, regulatory, and onboarding requirements. In her current role, Lisa oversees the clinical aspects of consulting projects, offering expert guidance on clinical operations, quality improvement, patient care standards, and regulatory compliance. She also plays a pivotal role in business development, identifying potential clients and crafting consulting proposals tailored to their clinical needs.

CLINICAL– EMPIRE ROOM

Home Health Heart Failure

Kevin Guffey, RN | MultiCare Home Health

A review of Heart Failure with an emphasis on how home health can impact care delivery and outcomes. The challenges of transitioning from hospital to home.

With over 23 years of nursing experience dedicated entirely to cardiology, Kevin Guffey has built a distinguished career in advanced heart failure management, cardiac critical care, and program development. Kevin began his career in Cardiac ICU and spent five years traveling before settling in

Tacoma, Washington, in 2008. At MultiCare Tacoma General, he played a pivotal role in developing the Destination Therapy LVAD Program as a VAD Coordinator. Under his leadership, Tacoma General became the first Joint Commission–certified program west of the Mississippi River in 2009. Continuing to advance cardiac care, Kevin established Tacoma General's ECMO Program after completing his ECMO Specialist Certification from the University of Michigan. His expertise led to his appointment as Heart Failure Program Manager in 2016, where he expanded services to include a 24/7 heart failure program staffed by dedicated physicians and ARNPs. In 2018, Kevin became Program Director for Pulse Heart Failure, where he oversaw the opening of four new clinics, recruited additional providers, and built a statewide presence for heart failure management. Under his direction, Pulse achieved measurable improvements in readmission rates and length of stay (LOS) through data-driven quality initiatives.

In 2023, Kevin transitioned to Abbott Laboratories as a Clinical Specialist, while also launching a private consulting business to support cardiovascular program development. His enduring commitment to improving patient access—especially in rural communities—brought him back to MultiCare in 2024, where he now contributes to MultiCare Home Health, extending advanced heart failure care into patients' homes. Kevin's career reflects a consistent passion for innovation, collaboration, and advancing the quality of cardiovascular care across diverse settings.

11:15–11:30 AM – Break with Vendors

11:30 AM–12:30 PM – Plenary Session – Sacajawea Room

Driving Patient Experience Improvement in a Changing HHCAHPS Landscape

Anne Grill, BA, MS | Director of Patient Experience for EvergreenHealth
Keith Schlecht, DPT, ATC, COS-C | Home Health Clinical Manager for EvergreenHealth

Improving patient experience scores can feel like a constant uphill effort, particularly without foundational knowledge of the survey and metrics, clear leadership strategies, and practical tactics for frontline teams. This session explores the essential tools and strategies needed to attain meaningful improvement while delivering consistently positive experiences for patients and families. The presenters will also address recent HHCAHPS survey updates and their implications for Value-Based Purchasing and Star Ratings, clarifying how these changes affect scoring and reimbursement. Participants will gain a clear understanding of what has changed, why it matters, and how to refocus both short- and long-term efforts to strengthen outcomes, sustain performance, and remain competitive in an evolving home health environment.

As the Director of Patient Experience for EvergreenHealth, Anne Grill helps to design and implement programs that improve patients' experiences of care. In her 17-year tenure in this field, Anne has worked with hospitals, systems, clinics and agencies from coast to coast, and has been regularly featured as a national speaker. Anne obtained her B.A. in Communication from Michigan State University, and her M.S. in Health Care Communication from the University of Illinois.

12:30–12:45 PM – Conference Highlight Reel: What Mattered Most and Closing Remarks