

Unlock the Treasure Trove of Leadership



Presented by the
Association for Home &
Hospice Care of NC



September 21-22, 2015

Holiday Inn Resort • Wrightsville Beach, NC

Come to AHHC's *Leadership Conference* with over 35 educational & networking opportunities to choose among! Take the time to renew your enthusiasm, investigate new topics, problem solve, network and hone your leadership skills!

Wear your resort apparel! No suits, no ties, just happy!!



Who Should Attend AHHC's Leadership Conference? The sessions have been developed for administrators, managers and supervisors – in home health, home care, and hospice. Please attend and register your management team * Administrators, CFOs, Branch Managers, Clinical Supervisors, Compliance/QI, HR Managers and Marketing & Development Staff.

Hotel Information: The Association has secured a block of rooms at the Holiday Inn Resort for the nights of Saturday, September 19th, Sunday, September 20th and Monday, September 21st at special rate of \$149.00 Oceanfront/ \$129 Standard, single or double occupancy. Parking is free. Room reservations may be made by calling the hotel directly at (877) 330-5050 (toll free) or 910-256-2231. Please state that you are attending the Association for Home & Hospice Care (AHHC) Leadership Conference when making your reservations to receive these special rates. **Reservations must be made by September 2nd, 2015** to take advantage of the special rates. Check in time is after 4:00 p.m. Check out time is 11:00 a.m. The hotel's rooms have a 32-inch flat-panel TV, free Wi-Fi Internet access, microwaves, mini refrigerators and safes.

For more information visit: <http://www.wrightsville.sunspreeresorts.com/>

There is a free area shuttle to shops and restaurants, as well as the Wilmington airport.

AHHC is dedicated to assisting you in making the most of your educational dollar. When you invest in AHHC educational programming, 100% of your investment is utilized to benefit the home care, home health and hospice community through the advocacy and educational activities of the Association. AHHC workshop fees are among the lowest in the Southeast and your participation in the conference enables AHHC to continue keeping costs low.
Invest wisely in 2015- attend AHHC's Leadership Conference!



The Association for Home and Hospice Care of North Carolina (AHHC)(AP#034) is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation

What Makes This Conference Unique?

- ❖ An exclusive focus on leadership issues related to home care, home health and hospice
- ❖ Presentations by speakers who share either your background and experience or who have worked closely with your health care settings
- ❖ Concurrent Session choices addressing topics across the management spectrum
 - ❖ Opportunity to build valuable professional relationships through networking
 - ❖ Practical approaches providing innovative ways to problem-solve in your setting
 - ❖ Special Exhibits open throughout the entire conference

Sunday * September 20th

3:00 p.m. to 7:00 p.m. *

Registration

Monday * September 21st

7:30 a.m. - Registration * Exhibits Open All Day

8:30 a.m. to 8:45 a.m. * Chair & President Remarks

8:45 to 9:30 * Opening General Session

9:30 a.m. to 10:30 a.m. * State of the State Update

10:30 a.m. to 10:45 a.m. * Coffee/Soda/Vendor break

10:45 a.m. to 12:15 p.m. * Concurrent Sessions

12:15 p.m. to 1:15 p.m. * Lunch with Vendors

1:15 p.m. to 2:45 p.m. * Concurrent Sessions

2:45 p.m. * Break with Vendors

3:00 p.m. to 4:00 p.m. * Concurrent Sessions

4:15 p.m. to 5:00 p.m. * General Session #2

Sea, Beautiful Sea

Vendor Reception * 5:00 p.m. to 5:45 p.m.

Tuesday * September 22nd

7:30 a.m. - Registration * Exhibits Open

8:00 a.m. to 9:15 a.m. * General Session #3

9:15 a.m. to 10:15 a.m. * Brunch with Vendors

10:15 a.m. to 11:15 a.m. * Concurrent Sessions

11:15 a.m. to 11:30 a.m. * Break with Vendors

11:30 a.m. to 12:30 p.m. * Concurrent Sessions

12:30 p.m. ** Vendor Door Prize Drawing



***Join the Parker Poe
team for a reception
on Monday evening
from
5:45 p.m. to 7:00 p.m.***



Opening General Session

Monday * September 21st, 2015

8:45 am to 9:30 am

Earning Leadership

The Delicate Balance between Managing and Leading

Emily Dunlap Carter is the President and Franchise Owner of Dale Carnegie Training of Central and Eastern North Carolina. Under her leadership, her sales and delivery team navigate client relationships and training projects spanning across 59 North Carolina counties from Salisbury to Wilmington. Carter is a multi-course, award winning trainer of 5 Dale Carnegie programs and an award winning sales performer. She has also been recognized as a Dale Carnegie Training award winning franchise for consistently exceeding her revenue goals. ***Carter has trained hundreds of people to set "stretch goals" and use their skills to reach them.***

She and her team consider themselves privileged to work in a business that makes differences in the lives of people and in the cultures of companies. Carter is an avid exercise enthusiastic. She has completed two marathons and numerous ½ marathons. She enjoys lifting weights, stand-up paddle boarding, jumping rope, and doing Pilates. She also enjoys her daily sanity power walks with her dogs, Fergie and Winchester. In her free time she works in her yard, plays on her farm and blogs about life on achicksview.com. Carter lives in Greensboro, North Carolina, with her husband, John, and daughters, Riley (20) and Ryann (15). She is a North Carolina native and a graduate of Appalachian State University with degrees in English and Communication Arts.

Welcome! We Treasure Your Presence!

**Monday * September 21st, 2015
8:30 a.m. to 8:45 a.m.**

***Peter
Brunnick,
Chairman of
the Board,
AHHC***



***Tim Rogers,
AHHC
President,
CEO***



State of the State

9:30 a.m. to 10:30 a.m.

**Renee Montgomery & Matt Wolfe,
Attorneys, Parker Poe Adams &
Bernstein**

**Tracy Colvard, VP & Kathie Smith, RN
VP, AHHC of NC**



Monday, September, 21st * 10:45 a.m. to 12:15 p.m. * Concurrent Sessions

A1 * Accreditation/Certification: “Survey Ready” in 90 Days in Today’s New Regulatory Environment Home Health

Speaker: Kathryn Roby, BSN, MA, MS, CHCE, Consulting Director, Qualidigm

Description: Significant regulatory change has occurred in 2015 and more is rapidly approaching. Home Health providers are facing Accreditation/Medicare Certification Surveys that are very different in content, approach and expectation. **The approach that might have resulted in a “passing” survey will not meet today’s standards.** This presentation will provide participants with a 90 Day roadmap to survey readiness, utilizing a team based change management process. The focus will be on assessing readiness in three primary risk areas, establishing compliance goals, a PDSA process to achieve them and an ongoing approach to maintain that level of readiness.

A2 * Is Your Hospice Survey Ready?

Hospice

Speakers: Kenneth L. Burgess and Pam Scott, Attorneys, Poyner Spruill LLP & Anita M. Laumann, RN, BSN, N.C. Department of Health and Human Services, Nurse Consultant, Lead-Acute & Home Care Licensure & Certification Section, Division of Health Service Regulation

Description: For the first time ever, surveys of Medicare-certified hospices are required by law to be conducted every 36 months. Many hospices have not had a re-certification survey in 6 years or more, including some which have not been surveyed since before the revised Hospice Conditions of Participation went into effect in late 2008. **There is increasing scrutiny of hospices and every aspect of their operations. What are the surveyors’ expectations?** What information and documents will the surveyors want to see? How can a hospice best respond to concerns raised by the surveyors? This presentation will provide information on these matters and practical guidance on how to most effectively prepare for and manage the survey process. **Attendees also will gain valuable insights from the North Carolina agency conducting these surveys.**

A3 * Home-Centered Care * *The Health Care Model of the Future*

Home Care & All

Speakers: C. Sam Smith, Vice President, Business Development, Axxess Technology Solutions & Ann Horton, M.S, Owner, Collaboration Communication

Description: Home health leaders and managers need to be aware of the sea of change that is currently underway in the healthcare system. An increasing focus on value-based care and bundling is creating opportunities and challenges that are going to dramatically change the way home health care is provided. Traditionally, home health care in America has been outside the chronic care continuum, and only reimbursed for acute, post-hospital care. The current system has to change to address value and the challenges of caring for an increasingly aging and chronically ill population. Home health care should be an integral component to the aging in place process, and it should fit snugly into the continuum, be understood by all, and be available when appropriate. This engaging, dialogue-based interactive presentation is delivered in a way that will not only inform, but also captivate home care and aging care focused audiences.

Studying what we currently provide, and listening to a wide variety of aging care experts propose options is one of the benefits of the Alliance for Home Health Quality and Innovation’s Future of Home Health Study. Nowhere else has this high level of national scrutiny and insight been applied! It is with a focus on patient-centered care, home-based and home-centered care, and an understanding of the family or informal caregiver as an integral component to care that true integration will occur. This presentation will share the unique outcomes and insights from the **Future of Home Health Project**, and leave the attendee with thought-provoking concepts and information.

A4 * Home Health PPS! The Here, Now & Future * Value Based Home Health Coming to NC!

Home Health

Speaker: Melinda A. Gaboury, COS-C, Chief Executive Officer, Healthcare Provider Solutions, Inc

Description: Providers are still grappling with the 2015 PPS changes and wondering what to expect for 2016. This session will overview the 2015 changes to the case mix assignment and HHRG calculation and what has carried over or is new **for the recently released proposed rates for 2016. The speaker will hit the highlights of reimbursement changes for 2016 and include information from the CMS proposed rule on the Value Based Home Health payment model. Attendees will be able to list key steps they can take to have a positive impact on the home health industry.**

A5 * A Protocol for Effective Withdrawal of Life Support in the Hospice Home/Inpatient Environments

Speaker: April Perry, RN, APN, M.Ed, Manager, Clinical Services, Duke Hospice Inpatient Care Units

Description: Withdrawal of life support in the home and inpatient unit settings is a relatively new practice in the Hospice industry. Having done a number of these in both settings, we have established an effective protocol to accomplish this goal of care while caring effectively for the patient, their loved ones and the staff involved in the process. **This workshop will describe our protocol, how we prepare the patient, loved ones and staff for the process, implement it and perform aftercare for all involved.**

A6 * Laboring to Meet Labor Policies, Regulations & Laws!

All

Speaker: Sarah L. Ford, Attorney Parker, Poe, Adams & Bernstein

Description: Making the wrong decisions about employer requirements can cost agencies thousands of dollars and hours of angst. Sarah Ford assists employers in the areas of compliance counseling, internal investigations and litigation. Ms. Ford has experience defending employers against the claims of current and former employees as well as charges brought by government agencies. These include the Equal Employment Opportunity Commission (EEOC), Citizenship and Immigration Services (USCIS), the Department of Justice, and the federal and North Carolina Departments of Labor. **In this session, Ms. Ford will present on current hot topic labor issues including wage and hour; the proposed overtime rule changes; and, the status of the companionship exemption.**

Monday, September 21st * 1:15 p.m. to 2:45 p.m. * Concurrent Sessions



B1 * Hospice Regulatory Update * Part I **Judi Lund Person, MPH, Vice President,** **Compliance and Regulatory Leadership,** **NHPCO**

This presentation will focus on the FY 2016 Hospice Wage Index and Payment Rate Update and Hospice Quality Reporting Requirements Final Rule. Judi will highlight the major changes that hospices will face going forward as reflected in the rule, both operational and financial, as well as share the potential implications of the changes/clarifications. Judi will also be able to share the latest NHPCO correspondence with CMS related to NOE/NOTR timely filing, coding multiple diagnosis and other topics of interests.

Judi Lund Person, BA, MPH is the Vice President of Compliance and Regulatory Leadership for the National Hospice and Palliative Care Organization (NHPCO) where she serves as a key contact with the Centers for Medicare and Medicaid Services. Judi helps ensure that NHPCO's voice is heard with policymakers. She frequently interfaces with federal administrators of hospice payment policy, Part D, survey and certification, contractor management, and program integrity functions. She also represents hospice and palliative care with other federal agencies and many national organizations.

B2 * Monitoring Quality Outcomes for the Future

Home Health

Speaker: J'onon Griffin, RN MHA, WCC, HCS-D, COS-C, Home Health Solutions, LLC

Description: The new proposed conditions of participation focus heavily on QAPI and outcomes. How do you as an agency leader motivate and inspire these outcomes? This presentation will focus on teaching specific strategies and providing tools to assist you in identifying documentation trends and action plans to improve the quality of your documentation, while meeting regulatory guidelines. Discussion will focus on: • Teambuilding in the face of change • Communication: Knowledge is power. Being an effective communicator will allow you to share information with your team. Become the expert educator with the clinician. • Learn how to see the forest and not the trees - use data to drive clinical performance and improve outcomes • How to motivate your team to become "Top Performers". **This session will not be focused on the "nuts and bolts" of the documentation review, but rather the development of workable and manageable ideas to improve your quality outcomes! This is a dynamic, interactive presentation that promises to inspire!**

B3 * Embracing Change in a World of Perpetual Motion

All

Speaker: Matt Wolfe, Attorney, Parker Poe Adams & Bernstein

Description: **The health care world is not stagnate but rather is in a state of constant evolution that poses challenges for employers and employees alike.** Even positive, innovative change brings with it a certain amount of weariness as we struggle to adapt to whatever is now demanding our immediate attention and action. **How do we fight change fatigue and still lead our teams through these challenging times so that our core values, principles, and desires for good patient outcomes and cost-effective care remain constant despite the perpetual motion surrounding us?** In this interactive and engaging session, Matt will share practical tips and daily routines and help attendees to value change.

B4 * Meeting the Needs of Caregivers: Building a Comprehensive and Sustainable Model of Support Services

All

Speakers: Nicole M. Bruno, Executive Director/Co-Founder, Guiding Lights Caregiver Support Center & Cooper Linton, Vice President of Marketing and Business Development, Transitions LifeCare

Description: Guiding Lights' innovative nonprofit service model provides family and professional caregivers an integrated set of support services that deliver high-quality information/assistance, access to community resources and training in caregiving skills. Attendees will learn about the design and success of a model that delivers comprehensive services for family caregivers, including direct assistance (information/referral, education, training, and support), as well as broad community outreach (a weekly radio show, an annual caregivers conference, a lending library, and a host of free online resources). **The presenters also will discuss how providing professional caregivers with training that focuses on the care of the elderly complements services for family caregivers, provides sustainability to the overall organization, while also creating a higher quality workforce and preparing for future needs for professional caregiving.**

B5 * Affordable Care Act Issues for 2015 & Beyond:

All

Speaker: David Smith, Vice-President and General Counsel Eben Concepts

Description: The Affordable Care Act will determine many things in all industries going forward such as growth of the firm in number of employees, penalties for non-compliance, and probably most importantly what is the most advantageous method of compliance for my agency. **Who will walk my agency through this process and stand with me if there is an audit by the department of labor or the IRS?**

B6 * Home Health Audits: MACs, RACs & ZPICs

Speaker: Melinda A. Gaboury, COS-C, Chief Executive Officer, Healthcare Provider Solutions, Inc

Description: Join this session to hear an overview of the CMS *Scope of Work* for these audits. The session will include discussion on the type of audits being conducted; the review process utilized by each type of audit; and, recent review results of these audits as well as those of the OIG and CERT. **Attendees will become familiar with the timelines and response methods for responding to demand letters and be able to compile items needed for corrective and proactive action plans.**

Monday, September 21st * 3:00 p.m. to 4:00 p.m. * Concurrent Sessions

C1 * Hospice Regulatory Update * Part II

Judi Lund Person, MPH, Vice President, Compliance and Regulatory Leadership, NHPCO

Judi will continue the regulatory update and discuss the implications of the changes/clarification of the rule. **She will also share with us what hospice can anticipate for the future.**

C2 * All * Effective Communication & Active Listening Skills

Speaker: Larry Dawalt, M. Div., CT, CTSS, Senior Director of Spiritual & Grief Care Services, Hospice & Palliative Care Charlotte Region

Description: **Communication takes place whether we say anything or not.** It can be in a smile, a touch, or simply in the ring of a doorbell that says 'help is here.' But compassionate communication takes mindfulness, sensory awareness, and to a certain extent skill. This session will explore various levels of communication, good and not so good listening, the importance of seeing through the eyes of others, and how to make verbal and non-verbal communication compassionate.

C3 * All * Working with the VA in providing Home and Community Based Services to VA Beneficiaries
Speaker: Ivey Chavis, Supervisor, Home & Community Care, Durham VA Medical Center

Description: This session will cover an overview of VA benefits for VA beneficiaries related to Home and Community Based Services and **how to work with your local VA for questions or concerns** related to providing Home Care, Home Health or Hospice to VA beneficiaries.

C4 * Home Health * Revenue Opportunities for Home Health Agencies

Speaker: Mark P. Sharp, CPA, Partner, BKD, Springfield, Missouri

Description: **Home Health cuts in reimbursement have led to cuts in home health agency expenses but in order to survive and move forward agencies must also explore and implement innovative revenue strategies.** This session will address revenue growth opportunities within: the Medicare PPS episode; new affiliations and partnerships; and, new payment models such as bundling and ACOs. BKD also will share concepts from a *White Paper* being developed on Home Health strategies for growing revenue.

C5 * Home Health * Creating and Implementing a Successful Plan of Correction

Speaker: Teresa Harbour, RN, MBA, MHA Associate Clinical Director, ACHC

Description: **Creating and implementing a Plan of Correction is often the last step in the survey process, yet can lead to frustration when it is denied by the reviewer.** Attend this presentation to learn how to successfully complete a Plan of Correction. This presentation will identify the key elements of completing an approved Plan of Correction as well as the common errors that occur when writing your Plan of Correction. This session will also review strategies to address challenges with implementing your Plan of Correction along with tips and tools to achieve ongoing compliance.

C6 * Home Care, Home Health, Hospice and Palliative Care * Practical HIPAA Compliance Tips to Address Privacy, Security and Agency Enforcement

Speakers: Elizabeth Johnson and Tara Cho, Attorneys, Poyner Spruill LLP

Description: This presentation will give home health, home care, hospice and palliative care providers updates regarding key HIPAA privacy and security requirements, compliance challenges, and practical guidance on how to effectively address those issues. Key areas of focus will include OCR HIPAA enforcement trends; conducting a HIPAA risk assessment and identifying common vulnerabilities such as employee personal devices at work; responding to a security breach; and tips on how to address these issues. The program will use specific case scenarios to illustrate and explore information privacy and security risks and how to mitigate and manage them most effectively, as well as lessons learned from recent enforcement actions and/or OCR settlements.

General Session #2

It's How You Play the Game:

The Twelve Leadership Principles of Dean Smith

Monday, September 21st * 4:15 to 5:00 p.m.



A native of North Carolina, Dr. David Chadwick graduated from UNC-Chapel Hill where he played basketball and was a member of the 1969 NCAA Final Four Basketball Team. In addition to his undergraduate degree in Communications, David has a graduate degree in Counseling from the University of Florida plus a Master of Divinity and a Doctor of Ministry degree from Columbia Theological Seminary. David has been the pastor of Forest Hill Church since 1980 where worship has grown from 180 to more than 6,000 with campuses located in Ballantyne, Fort Mill, South Park and Waxhaw. In addition, he hosts *The David Chadwick Show*, a local weekly radio program on WBT 1110AM -- intersecting contemporary issues from a faith and values perspective and *Moments of Hope with David Chadwick* on the GEB and Inspiration Networks.

Having gleaned from his years of playing basketball for Dean Smith, David has written ***It's How You Play The Game: The Twelve Leadership Principles of Dean Smith*** and has developed a successful leadership seminar based on the principles outlined in the book.

General Session #3

Federal Update

Tuesday, Sept. 22nd, 2015
8:00 a.m. to 9:15 a.m.

A National Health Policy Update
Home Care, Home Health & Hospice
Colin Roskey, JD, Partner,
Alston & Bird, LLP



Colin Roskey is a well-known, national health care policy expert whose understanding of federal impacts to home care, home health and hospice will assist attendees in grasping and preparing for future challenges. This general session will provide a time-line of federal policies and actions ahead and a highlight of what's in the federal forecast for home care, home health and hospice

Colin Roskey, JD, is a partner in the Alston Bird's Health Care Legislative & Public Policy Group, where he advises stakeholders on issues before federal health care programs, the U.S. Congress and Executive Branch agencies, including the Department of Health and Human Services Centers for Medicare and Medicaid Services (CMS) and Office of Inspector General (OIG). A former health policy advisor and counsel to the U.S. Senate Committee on Finance, Colin specializes in coverage, payment and regulatory policy development for health care providers, suppliers and manufacturers. He crafts legislative and regulatory solutions to common and novel problems emerging from federal statutes and has experience in developing new payment and regulatory provisions and new benefit structures in the Social Security Act and the Public Health Service Act.

Tuesday, September 22nd * 10:15 a.m. to 11:15 a.m. * Concurrent Sessions

D1 * Increasing Cultural Competency: Similarities and Differences in Major World Religions for Health Care Providers

All

Speaker: Larry Dawalt, M. Div., CT, CTSS, Senior Director of Spiritual & Grief Care Services, Hospice & Palliative Care Charlotte Region

Description: This session provides an overview of the most prominent major world religions, a review of religious parallels, some current information about religious trends in America as well as a discussion of religious issues around the world. Participants will learn specific beliefs and practices related to diet, sickness, and end of life issues including specific practices at time of death, burial rituals and memorializing practices. Common beliefs will also be explored, especially to the degree where we meet 'as humans first' with particular emphasis on increasing cultural competency as a part of clinical practice.

D2 * Data-Driven Caregiver/Aide Recruitment: Latest Trends from a Caregiver's/Aide's Point of View Private Duty & Home Care

Speaker: Maggie Keen, Director of Customer Success, Healthcare Research LLC / myCNAjobs

Description: Join Maggie Keen, to get under the hood to better understand caregiver/aide motivations. Ms. Keen will unveil the latest findings from *The Caregiver Trend Report*, uncovering key insights from the perspective of these individuals. **Learn about Pay:** What caregivers/aides want to earn by State across the nation, what they earned at their last job, the minimum they need to accept a new job, if they feel they can earn enough money to stay in the profession, and other benefits that may attract a caregiver/aide to choose your client referrals. **Biggest Motivators to Apply to Job Ads:** Learn why caregivers/aides do (and don't) apply to job ads and what you can do to drive more of the right applicants. **How to entice the RIGHT people to CHOOSE you! A new trend in recruiting - creating onsite recruiting fairs:** Learn why caregivers/aides are attracted to recruiting events and how to host a successful event at your office(s) to more quickly build your bench. **Every attendee will walk away with a real-time pay report in their zip code to see what Companions, CNAs, and HHAs want to earn in their area.**

D3 * Talking Hospice without Talking Hospice: How Lower Cape Fear Hospice Used *Begin the Conversation* to Increase Community Engagement

Hospice

Speaker: Jason Clamme, MPA, Director of Community Outreach, Lower Cape Fear Hospice

Description: Whether your agency goals include increasing referrals, census, length of stay, or simple awareness, **Hospice marketing now demands effective and targeted strategies.** This session will examine *Begin the Conversation*, a program developed by Lower Cape Hospice to not only educate the community, but also support the growth of hospice and palliative care.

D4 * Quality Improvement Simplified * We Have the Data, Now What?

Home Health

Speaker: Cindy Sun, MSN, RN, FNP, COS-C, HHQI RN Project Coordinator, National Campaign Team

Description: Many HH leaders are using complex, long-term, inflexible QI models which may not be well suited for the home health setting. This session will demonstrate a simplified rapid cycle improvement QI process which will allow for alignment with the current process but allows flexibility that is so needed during these changing times. Similarly, many have access to their data but are simply not sure how to best use data to drive the quality of care their patients receive. **The intent of this session is to assist all HHA leadership and QI roles to simplify their QI process, implement best practices for data-driven QI, and align these with their current practices.** With competing priorities in the ever changing healthcare environment, quality improvement must allow for quick assessment, implementation, and agency-wide spread. The process must also allow for flexibility when the intervention is not impacting as anticipated. During this session, we will explore using data to drive the QI process and implementing rapid cycle improvement or PDSA (Plan, Do, Study, Act) quality improvement process allowing the flexibility to perform a quick assessment, and if successful, a rapid spread to all patients under your care. *We will also explore the free evidence based resources available through the Home Health Quality Improvement (HHQI) national campaign to support your efforts.*

D5 * The Compliance Requirements & Risks for Home Healthcare and Hospice

Home Health and Hospice

Speaker: Sharon Kasica, CPCO, CCEP, President, Kasica Healthcare Solutions & CEO, Healthcare Compliance Manager

Description: The presenter will provide a review of regulations in *ACA Program Integrity* and the *MSSP Interim and Final Rule* pertaining to Compliance Programs containing “certain core elements”, with an overview of applicable **federal and state laws that govern fraud, waste and abuse.**

Sharon Kasica is a Certified Professional Compliance Officer (CPCO) through the American Academy of Professional Coders (AAPC) and a Certified Compliance and Ethics Professional (CCEP) through the Compliance Certification Board (CCB). She has over 20 years of work experience in hospital, pharmaceutical, and home healthcare in a variety of corporate and field-based roles. Sharon also has extensive experience in the area of healthcare policy and regulatory compliance

D6 * A Partnership to Improve Outcomes for CABG Patients

Home Care & Home Health

Speakers: Kimber Walters, BSW, MBA, Executive Director, Healthy@Home, Carolinas HealthCare System & Tom Draper, AVP, Sanger Heart & Vascular Institute, Carolinas HealthCare System

Join the presenters in this session to learn how a partnership between a home health provider and the Sanger Heart Institute is reducing length of stay and readmissions for CABG patients! Through the collaborative effort over a 12 month period, the 30 day readmissions of isolated CABG patients went from nearly 12% to 9.1% and a reduction of LOS by 1 day. By being “at the table” the home health agency was able to work directly with the hospital clinical team, Sanger surgeons, and the Clinical Case Management and Sanger clinics to create a seamless experience for the patient. **And the collaboration continues.**

Tom Draper is an Assistant Vice President for the Sanger Heart & Vascular Institute for Carolinas HealthCare System in Charlotte, NC; he has been there since 2012. He has over 10 years of administrative experience with cardiac and pulmonary rehabilitation, surgical, medical, and interventional cardiovascular services. Additionally, he spent 8 years as an exercise physiologist in cardiac rehab prior to his administrative roles. In his current role, he manages the operations and administration of the Adult and Pediatric Cardiothoracic and Vascular Surgery programs, as well as cardiac rehab for the Sanger Heart & Vascular Institute at three Carolinas Healthcare System hospitals. Kimber Walters is the Executive Director for Transitions and has been with Healthy @ Home, a wholly owned home health agency of Carolinas HealthCare System in Charlotte, NC, since 2012. Kimber has over 20 years of home health administrative experience.

Tuesday, September 22nd * 11:30 a.m. to 12:30 p.m. * Concurrent Sessions

E1 * Hospice * Palliative Medication Management for the Hospice Clinical Manager

Speaker: Ellen Fulp, PharmD, CGP, Pharmacist, AvaCare, Inc, Greensboro, NC

Description: “Palliative Medication Management for the Hospice Clinical Manager” addresses how to appropriately manage medication lists for hospice and palliative care patients. This program will review discontinuing non-essential medications, how to make coverage determinations based on a patient’s terminal prognosis, formulary development and management, **as well as selecting cost effect therapy options.**

E2 * Home Care * Leveraging Accreditation: Positioning Yourself for Better Outcomes, Sustainable Partnerships and Growth in a Crowded Private Duty Market

Speaker: Jacqueline King, MBA, MHA, RRT, Director, Accreditation, Community Health Accreditation Partner, Washington, DC

Description: We all want to grow successful and sustainable organizations, but in today’s crowded market with increasing oversight that can seem like a herculean challenge. **During this session we will delve into the value of accreditation for private duty organizations, especially in this time of increased scrutiny and oversight.** We will outline how organizations can use accreditation to promote their services to consumers and payers and as differentiation within an already crowded market. As well as take some time to investigate and compare the common deficiencies that are stumbling blocks in private duty in North Carolina and nationwide.

E3 * Hospice * Growing Revenue by Growing Family/Self Referrals

Speaker: Stan Massey, Partner/Chief Branding Officer, Transcend Hospice Marketing Group

Description: Learn why growing admissions from family & self-referrals are a huge and largely untapped opportunity to grow hospice revenue. Gain insights to what family healthcare decision makers know and think about hospice care and its providers based on surveys of more than 10,000 families. **See real-world results of marketing directly to consumers along with tips on reaching them to encourage family & self-referrals.**

E4 * Home Health & Hospice * Improve Financial & Operational Performance with Technology

Speaker: Craig Mandeville, CEO, Founder of Forcura

Description: Rebased has forced agencies to evaluate how their back-office infrastructure and employee productivity affect the bottom line. **Learn how home health and hospice can strategically formulate and execute a plan to improve back-office processes, reduce costs, and improve compliance.** The core focus on people, process, and technology can lead to reduced cost per episode, enabling agencies to increase profit margins, streamline job processes, and thereby focus more on patient care.

E5 * All * Risk Management Practices that Cut Costs and Help You Achieve Your Goals

Speakers: Jarred Chappell; CWCA, CIC and James Van Buskirk; MWCA, AINS, AIC, AIC-M, Business Insurers of the Carolinas

Description: Home Care, Home Health, and Hospice providers face daily challenges regarding the management of their risk. The typical business’ risk management process is likely actually preventing them from reaching their goals and wasting dollars along the way. How do you maximize the safety of **your clients and employees while minimizing the cost of insurance premiums?** This session will teach attendees simple and effective risk management techniques to help them navigate a flawed and dangerous insurance system, prevent overcharges, and protect their most valuable assets... people.

E6 * Home Health * Winning The Medicare Triple Crown: Use the New COP QAPI Requirement to Achieve Full Compliance, Implement a QAPI Program and Improve 5 Star Ratings!

Speaker: Kathryn Roby, BSN, MA, MS, CHCE, Consulting Director, Qualidigm

Description: Implementation of the proposed QAPI requirements is a daunting project without the additional stress of the new 5 STAR Rating system. Agency leaders need to prepare for both of these in a timely effective manner without overtaxing agency resources. The speaker will provide an overview of the basic elements of a PDSA cycle, the proposed QAPI requirements and the components of the **STAR Rating System**. Key action steps will be identified that need to come together successfully to win this “triple crown”. Utilizing this action, agencies can improve their 5 Star ratings at the same time they achieve understanding and implementation of a full integration of QAPI into the fabric of their organization. The speaker will provide comprehensive strategies that will identify and address these key challenges and opportunities enabling home care agencies to effectively achieve this goal.

JOIN THE DRIVE FOR DIGNITY

To Support Home Care,
Home Health & Hospice Patients
Across North Carolina.



“

I JOINED
THE DRIVE
FOR DIGNITY
BECAUSE
MY PATIENTS
MATTER.

”

Don't wait for a
renewal date,
you can order
anytime at the
NCDOT website.



By purchasing a North Carolina Home Care and Hospice custom license plate, you show a passion for your vocation and compassion for the people you care for. Twenty dollars from each custom license plate purchase goes directly to the Association for Home & Hospice Care of North Carolina, whose mission is to empower home & hospice care workers, caregivers, and families across the state by providing Resources, Education, Advocacy, and Leadership.

How Do I Order & Join the Drive!

1. Simply go to the NCDOT.gov website
2. Select license plates from the services list
3. Click on Specialized and Personalized Plates
4. In the search box, type Home Care & Hospice
5. Select Order this plate



You may also
Scan the QR Code
and it will take you directly there!

or Visit www.homeandhospicecare.org
to fill out your license plate application today!



*Association for
Home & Hospice Care
of North Carolina*

HomeandHospiceCare.org | 919.848.3450 | info@HomeandHospiceCare.org

AHHC Leadership Conference * Registration Form * Sept. 21-22, 2015

Schedule of Fees *	Early Bird	After 09/05/2015
AHHC Member Full Conference (includes all food functions)	\$339	\$369
***Discount rate for the 4 th or more attendees from this same agency (each)	\$319	\$369
AHHC Member Day Rate * Monday or Tuesday	\$275	\$310
Non-Member Full Conference	\$599	\$599

Please duplicate this form for multiple registrations! Please print legibly.

Attendee Name: _____ Title: _____

Please put RN if you are a nurse

Agency Name: _____

Agency Address: _____

City: _____ State: _____ Zip Code: _____ Phone: _____

Email address: _____

(This email address will be used to send the confirmation notice and directions to each attendee)

To assist the Association with having enough seats & certificates for the classes as well as food, please pre-register your class selections **and mark whether or not you would like lunch**. Each registrant should choose only one class per session (for example, choose either A-1 or A-2, etc.). **Please do not leave blank **** or Richard will have to call you!**

****Monday Lunch****

__ Yes __ No

__ Monday Opening General Session __ Monday General Session #2 __ Tuesday General Session #3

Monday A Sessions Check your selection below	Monday B Sessions Check your selection below	Monday C Sessions Check your selection below	Tuesday D Sessions Check your selection below	Tuesday E Sessions Check your selection below
A1	B1	C1	D1	E1
A2	B2	C2	D2	E2
A3	B3	C3	D3	E3
A4	B4	C4	D4	E4
A5	B5	C5	D5	E5
A6	B6	C6	D6	E6

Payment Information

☐ Enclosed is a check for the total amount of the registration(s) in the amount of \$_____

☐ Please charge my credit card for the total amount of the registration (s) in the amount of \$_____

☐ MasterCard

☐ Visa

☐ American Express

☐ Discover

Account Number _____ Exp. Date _____ Security code: _____

Name (as it appears on card) _____

Address of Cardholder _____ City _____ State _____ Zip _____

*please use street address if available

Signature (required) _____ Date _____

If questions, please contact Richard Fowlkes at 919-848-3450 or richardfowlkes@homeandhospicecare.org

FAX Registration to AHHC at 919-848-2355 *or, mail to AHHC, 3101 Industrial Drive, Suite 204, Raleigh, NC, 27609

Attendee Information: Cancellation and Substitution Policy: Fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by AHHC by 9/15/2015. In the event of cancellation, AHHC will retain, or charge, \$60 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, an AHHC staff member will review for approval. If your cancellation is approved, we will email back a signed and dated copy of the cancellation that your agency should retain on file in case of questions. **Please contact Richard if you have a Special Diet Request or other needs.**