

Mastering Home Health

DOCUMENTATION

4-Part Webinar Series: June 4, 11, 18, & 25

- Are you weary of documentation headaches?
- Does your documentation take place at the end of the day or even the next day because it's too time consuming to complete right away?
- Do you struggle with physicians to get what you need without alienating them and their referrals?

This 4-part webinar series is aimed at nurses, therapists, social workers, aides, administrators, quality improvement staff and anyone who wants their patients to come first and not the documentation!

Prepare your questions, concerns and documentation examples of what makes you worry and keeps you from sleeping well. Let's learn from each other and go home at the end of the day with confidence on how to make documentation right the first time and leave those worries behind!

Checklists for success are ready for you to take home and share with your staff!



Instructor: Sandy Decker, RN, BSN

**Vice President Home Health Regulatory and Clinical Affairs
AHHC of NC and SCHCHA**



A registered nurse since 2005, Sandy received her RN and BSN degrees along with a degree in marketing. Sandy has most recently worked for CGS Administrators, a Medicare Administrative Contractor, as a Senior Provider Education Consultant, where she educated home health and hospice providers on Medicare home health and hospice clinical regulations, Patient Driven Groupings Model (PDGM), and Targeted Probe and Educate (TPE). Sandy performed medical chart review, analyzing information provided by the home health and hospice providers, and their staff and physicians using criteria set by Medicare standards and clinical guidelines.

Sandy also provided educational sessions with PGBA staff in the early days of Pre-Claim Review before it became Review Choice Demonstration (RCD). At CGS, Sandy was a Medical Reviewer with both Medical Review and Appeals before her educator position. She has presented at both national and state conferences for both hospice and home health for many years. Sandy has also been a paralegal and business analyst in both Iowa and North Carolina. Prior to CGS, Sandy was a Clinical Supervisor, an RN case manager, and served in many capacities at hospice & home health agencies in Iowa. She also has experience as an adjunct Professor at the Iowa nursing college where she received her degrees.

As part of her role as Vice President of Home Health Clinical & Regulatory Affairs, Sandy serves as: key contact for home health clinical and regulatory questions; a content expert and educator for AHHC/SCHCHA conferences, workshops & webinars; representative of AHHC/SCHCHA at Palmetto GBA 16-State Coalition meetings; and liaison to the home health teams at NAHC and Palmetto GBA on behalf of members.

Topics Discussed

June 4: Working Successfully with Physicians

The most frequent question I hear is how to work with physicians to get the documentation you need, get it complete and get it timely! There are ways to make this happen. Let's figure out how to make your physicians and their staff a part of your team and all work together for success. You'll leave with a check list with a timeline to figure it all out. Let's stop the headaches and insomnia this problem causes.

June 11: Homebound Status and Need for Skilled Care

To qualify for home health services under Medicare, a patient needs to be considered homebound. How do you show this in your documentation? How do you get all your staff AND the physicians to understand what homebound is and what it is not? Does a patient have to be in their home constantly to be considered homebound? We'll answer these and other riveting homebound questions and deep dive into documentation to ensure your patient's homebound status is conveyed to medical reviewers. This topic is a struggle for physicians, and they don't want to deal with it. We'll talk about ways to make homebound status easily shown in all documentation.

You take great care of your patient but still get denied on your documentation! You know you're providing the services needed, but struggle to get your documentation to reflect it. How do you make sure you're giving yourself credit for EVERYTHING you do? Let's work together and figure out how to show your education and experience in your care. Bring along some scenarios you're struggling with and you'll leave with answers and confidence!

June 18: Face-to-Face and Certification

Face-to-face encounters continue to be the most problematic and most frequent cause for denial. Let's dive into all the details of face-to-face encounters for home health. What do we need to do to make sure ALL the regulations are met, along with hints and ideas on how to work together with our physician community for mutual documentation success? We'll provide a check list to use for face-to-face encounters to make sure nothing is forgotten or misinterpreted. Let's make face-to-face encounters a success the first time around.

June 25: Think and Document Like a Medical Reviewer

How many times have you sent in documentation and been absolutely positively sure it was completed just the best way possible? And then have your claim denied or non-affirmed due to documentation errors or it didn't convey what you meant to say. So frustrating and expensive!! Let's talk about how to end that disappointment. I'll show you how to make sure your documentation conveys your hard work and excellent care. You'll be able to complete it more quickly and not have to spend those precious hours in the evening and on weekends reworking or struggling with the right words to convey what is being completed. For example, how can you convey a patient's progress with your education. Or maybe all the ways you have tried to teach a patient or caregiver until you were successful. Let's work together to make your documentation shine!



6 Nurse Contact Hours Offered

The Association for Home and Hospice Care of North Carolina is approved as a provider of nursing continuing professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

The Association for Home & Hospice Care of North Carolina

Mastering Home Health Documentation

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Convenience: Enjoy the convenience and cost-efficiency of a webinar – watch the speaker’s slide presentation on the internet while listening by telephone or through your computer’s microphone and speakers (VoIP). There is no limit to the number of attendees from your agency who may participate at your site using one phone line and a computer with internet access.

Confirmation: Prior to the webinar, a GoToWebinar link will be e-mailed to you. You will need to register through this link to attend the webinar. You will be sent a confirmation which will include a join link to access the webinar, a dial-in number and an access code to listen in via telephone. You will also be sent any pertinent handouts if available.

Registration Fee: Registration: Registrations may not be shared between agencies – the agency’s registration covers the access of only one phone line/computer access to the webinar. Multiple site participation for your agency will require a separate registration fee for each connection. Please note: if your agency has sent in 1 registration but 3 people from your agency register through the GTW link, your agency will be invoiced for the additional 2 registrations. The handouts will be emailed to you to the email address you provide. Please feel free to provide an additional email address as a backup.

Recording: Recordings for the webinars will be made available through June 30, 2020.

Please Make Your Selection Below:		
Association Members	\$149	
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Credit Card Number	Exp. Date
Name (as it appears on card)	
Address of cardholder	
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Registration must be received in writing and will not be accepted without payment. Three easy ways to register:

1.	Online Registration - please visit www.ahhcnc.org/events
2.	Mail registration form with total registration fees (check or credit card) to: AHHC, 3101 Industrial Dr., Ste. 204, Raleigh, NC 27609
3.	Fax form with total registration fees (credit card) and signature to 919.848.2355

Contact Richard Lawrence with questions: 919.848.3450 or richard@ahhcnc.org