The Association for Home & Hospice Care of North Carolina presents...

2020 Annual Convention and Exposition

VISION BEYOND 2020

AHHC of NC

April 26-29, 2020

Raleigh Marriott Crabtree | Raleigh, NC

AHHC's Premium Sponsors

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Schedule at a Glance

Sunday, 4/26 - Hospice & Palliative Care Intensive

11:00am-7:00pm	Conference Registration
11:30am-1:00pm	Physicians' Roundtable & Luncheon **CME Offered**
1:30pm-4:45pm	Hospice & Palliative Care Intensive
3:00pm-7:00pm	Exhibitor Registration & Set-Up
5:00pm-6:00pm	Welcome Reception on the Glenwood Terrace

Monday, 4/27 - Main Conference Day 1

7:30am-8:50am	Coffee & Continental Breakfast with Exhibitors
8:50am-9:00am	AHHC Chairman and President/CEO Welcome
9:00am-10:15am	Opening Keynote: SPRX Talk
10:15am-10:45am	Break with Exhibitors
10:45am-12:15pm	Breakout Sessions
12:15pm-12:30pm	Break
12:30pm-1:30pm	Awards Luncheon & Ceremony
1:30pm-3:00pm	Vision Beyond 2020 Panel
3:00pm-3:30pm	Break with Exhibitors
3:30pm-5:00m	Breakout Sessions
5:00pm-7:00pm	**Around the World Exhibit Hall Reception** **Get Your Passports Ready!**

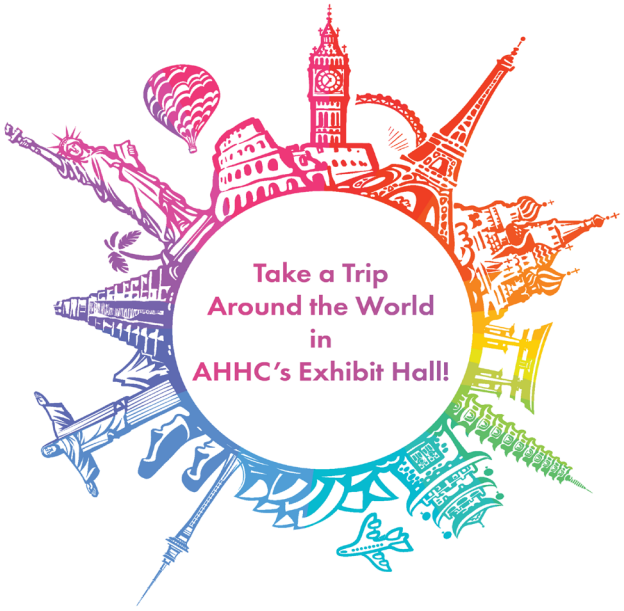
Tuesday, 4/28 - Main Conference Day 2

7:30am-8:45am	Buffet Breakfast with Exhibitors
8:45am-10:00am	State of the State Update from AHHC's Lobby Team
10:00am-10:30am	Break with Exhibitors
10:30am-12:00pm	Breakout Sessions
12:00pm-1:15pm	**'No Place Like Home' NC Exhibit Hall Lunch** **Have Your Passports Stamped/Ready!**
1:15pm-1:30pm	Break
1:30pm-3:00pm	Breakout Sessions
3:00pm-3:30pm	Ice Cream Social
3:30pm-4:00pm	Door Prize Drawing in Glenwood Ballroom

Wednesday, 4/29 - Population Health Day

7:30am-8:30am	Continental Breakfast & Registration
8:30am-9:20am	NC Attorney General Josh Stein: North Carolina's Opioid Crisis
9:20am-9:30am	Break
9:30am-10:20m	The State of the Physician Workforce
10:20am-10:30am	Break
10:30pm-11:20am	Not a Question of If, but When: Prepare to Manage the Next Crisis
11:20am-11:30am	Break
11:30am-12:30pm	Inside the Black Box of the VA

This year's exhibit hall will be throughout the entire meeting space, interspersed with attendees and our Around-the-World themed Vendor Reception! Enjoy food stations inspired by cuisines across the world.



HOTEL INFORMATION: We are delighted that the Raleigh Marriott Crabtree Valley will serve as the host hotel for AHHC's 48th Annual Convention & Exposition.

You will experience a warm welcome at this newly renovated Marriott, located across the street from Raleigh's famous Crabtree Valley Mall and just minutes away from downtown Raleigh, North Hills/Midtown, and only 11 miles from RDU International Airport.

The Association has secured a block of rooms for the nights of 4/25 through 4/28 at the Marriott at a special rate of $169 single or double. The cut-off date to receive the discounted rate is 5 p.m. on April 4, 2020.

4500 Marriott Drive, Raleigh, NC

Visit www.ahhcconferences.com/venue to make your room reservation.

Edo Banach, President & CEO
National Hospice & Palliative Care Organization

Vicki Hoak, Executive Director
Home Care Association of America

Bill Dombi, President
National Association for Home Care & Hospice

Vision Beyond 2020 Panel

Tim Rogers, President & CEO
AHHC of NC
Moderator

Monday, April 27, 2020 | 1:30pm-3:00pm

On Monday, join us for an unprecedented panel of three national industry leaders who will take the stage to share their "Vision" for Home Care, Home Health and Hospice for 2020 and Beyond.

2019 HOME Award Recipients at the Raleigh Convention Center

2020 AWARDS CEREMONY & LUNCHEON

Monday, April 27 | 12:30-1:30pm
Glenwood Ballroom

Award recipients to be recognized for:

- Carolyn Cusic Professional of the Year
- Nurse Aide of the Year
- Agency Support Personnel of the Year
- Volunteer of the Year

Nominations are due March 13, 2020
To submit your nominations, visit:
www.ahhcconferences.com/awards

Hospice and Palliative Care Intensive

For the 2020 AHHC Hospice & Palliative Care Intensive, we have developed sessions for members of the Hospice Interdisciplinary Team to attend. Join us Sunday for an afternoon of hospice & palliative care-focused content, followed by a welcome reception on the Glenwood Terrace. Register at the pre-conference day rate, or join us for the full conference.

CME Offered

Hospice Physician Roundtable • Sunday 11:30am-1:00pm

Hospice physicians are invited to an exclusive lunch & learn facilitated by Michael Lalor, MD, MBA, CPE, HMDC, FAAHPM, Chief Medical Officer, Trellis Supportive Care. Topics of discussion will include: Symptom Management, Ethical Dilemmas, Certification of Terminal Illness, Nausea/Vomiting, Population-Based Palliative Care, and Defensive Documentation

Concurrent Sessions • Sunday, April 26 • 1:30pm-3:00pm

Trauma-Informed Care: Paradigm Shift in Health and Human Services

This session is open to all providers and staff within hospice and palliative care and will educate participants on the new person-centered approach, Trauma-Informed Care. Through interactive and experiential learning, participants will develop immediately applicable trauma-informed strategies, both personally and professionally. This session will emphasize the importance of self-sustaining practices to optimize professional wellness.

Presenter: Ashley Swinson, MSW, LCSW, Founder of TIDE & Certified Therapist in EMDR
Audience: Social Workers, All

Clinical Manager Development

A World-Class Hospice or Homecare organization can only be built from the strength and quality of its Clinical Managers. This is because up to 70% of the 1) development, 2) morale and 3) retention of staff comes from the immediate Manager as all front-line clinicians take their behavior and performance cues from this critical position. Therefore this level of management requires laser-beam FOCUS. Methods of organizations that operate at the 90th percentile and insights from work with over 1,000 Hospices will be shared in this session.

Presenter: Andrew Reed, System Analyst/CPA, CEO & Chief Teaching Officer, Multi-View, Inc.
Audience: Clinicians

The Palliative Care Experience: Let's Talk About It

Join us for an interactive discussion of palliative care experiences from a provider perspective. The session will begin with a brief overview of the state of palliative care both nationally and locally. There will be discussion of successes and challenges both in leading palliative care program development, and palliative care clinical practice. The session is case review format and will conclude with time for questions and answers with the audience.

Presenter: Elizabeth Golding, MD, Medical Director, Cone Health Palliative Care Services
Audience: All

CME Offered

A Broader Vision of Caregiver Grief: Strategies for Support

This interactive session may challenge how you view grief and the caregiving experience. Through case studies and simulations of this unique grief journey, we will explore how caregiving creates both transformative loss and growth. During this workshop, you can expand your toolkit of strategies for coping with personal grief, while adding new resources to support your patients and their families.

Presenters: Becky Sansbury, M.Div., Crisis Care Expert, Author; Pam Kuras, LCSW, Certified Grief Counselor, Owner, Johnston Integrative Counsling
Audience: Bereavement Counselors, Chaplains

Helping Patients Achieve End of Life Wishes: Key Issue Updates and Q&A

This interactive session regarding advance care planning and advance care directives will begin with a brief overview on the topic including key issue updates, transition to a review of common questions and answers related to advance care planning and advance care directives, and conclude with time for open question and answer with the audience. This is a session you will not want to miss.

Presenters: Ken Burgess, Partner, Poyner Spruill; Shannon Pointer, MSN, RN, CHPN, Vice President of Hospice & Palliative Care, AHHC of NC
Audience: All

Data-Driven Success: What Hospices Need to Know

This session will provide an in-depth discussion on data metrics that hospices need to consider as part of an internal hospice assessment and strategy. Through their work with palliative care model delivery, hospice, accountable care organizations and managed care organizations, the presenters will share their insight and proven experience in analysis of data metrics that drive success.

Presenters: Beth G. Hodges, MD, Medical Director, Triad Healthcare Network; Matt Harkness, VP of Business Development, Hospice of the Piedmont
Audience: Hospice Leaders/Managers, All

CME Offered

Pre-Conference - Sunday, April 26

4 CME Hours Available for the Sessions Indicated on Sunday ONLY:

Greensboro Area Health Education Center designates this pre-conference activity for a maximum of 4 AMA PRA Category 1 Credit(s)TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Concurrent Sessions • Sunday, April 26 • 3:15pm-4:45pm

Grief Management Through Yoga

Yoga has been recommended for symptoms of anxiety and depression and is being utilized for management of grief. Developing a yoga practice as a coping skill can be beneficial to someone who experiences symptoms of grief, most commonly depression and anxiety. Applying yoga to grief management provides an opportunity to manage symptoms of grief and support healing. Yoga can be used in a supportive grief group setting as well as during individual sessions. Providing supportive processing groups that utilize yoga and other aspects of yoga such as meditation and breathing, Hospice agencies will be able to provide an opportunity for clients to expand their coping skills.

Presenter: Sarah McNulty, MSW, LCSW, RYT-200, Hospice Facility Team Social Worker, AuthoraCare Collective, formerly Hospice and Palliative Care Center of Alamance-Caswell and Hospice & Palliative Care of Greensboro
Audience: Social Workers, All

Perfect Visits with Perfect Documentation

There are Hospices & Homecare organizations that are going days, sometimes weeks, without a single service failure, complaint or documentation error. Organizations have had to regularly cancel weekly quality meetings as there was nothing to report. Clinicians returning from vacation have exclaimed that it was the first time they didn't have to do catchup work. These are almost unbelievable results achieved by a number of Hospices and Homecare organizations, from California to New York, with truly impressive Standards combined with unique training methods fused with strong Accountability. This program will provide an overview to help people see how this level of quality has become reality.

Presenter: Andrew Reed, System Analyst/CPA, CEO & Chief Teaching Officer, Multi-View, Inc.
Audience: Clinicians

Utilization of Evidence-Based Communication Techniques

In the hospice and palliative care field, it is crucial to have good communication and collaboration among everyone involved in patient care. This fun and interactive presentation will review evidence-based studies and demonstrate how behavioral science can impact perception. Suggestions will be provided to improve the effectiveness and influence of your communication skills based on these studies. Participants will learn how communication frameworks in hospice and palliative care can improve the quality of both clinical and leadership conversations.

Presenter: Michael Lalor, MD, MBA, Chief Medical Officer, Trellis Supportive Care
Audience: All

CME Offered

A New Vision for Dementia Care

Working with people living with dementia can be complicated! But changing your approach can make life better for them and for their care partners. This session offers participants opportunity to practice communication and approach strategies that will improve interactions with people living with dementia, as well as, with others who may be experiencing cognitive or processing changes.

Presenter: Melanie Bunn, MS, RN, GNP, Dementia Training Specialist, Dementia Alliance of NC
Audience: All

CME Offered

Supporting Grief & Loss Beyond Hospice Deaths

This presentation will address the changing role of community bereavement support. Hospices are increasingly receiving requests to provide grief support to individuals who have experienced deaths outside the "traditional hospice death." This includes community requests supporting deaths from suicide, homicide, substance use overdose, and accidents. This presentation will provide an overview of Lower Cape Fear LifeCare's response to these needs, in addition to how LCFLC is positioning itself to adapt to the changing community needs. Learning objectives include: A review of the changing landscape of grief; Identifying community needs; Staff training; Impact of adverse childhood experiences (ACEs), trauma, and the grief process; and Funding opportunities.

Presenter: Joseph Peters, MSW, LCSW, APHSW-C, Director of Counseling & Volunteer Services, Lower Cape Fear LifeCare
Audience: Bereavement Counselors, Chaplains

The Future of Serious Illness Care (SIC) in the United States

The model of caring for people with serious illness is ever-changing. Health Care providers are faced with navigating these changes amidst the challenges of managing multiple payment models, the move to value and managing risk. This session will look at the future models of care and will serve as a guide to help sustain effective Palliative Care and Hospice programs today while preparing for tomorrow. Included will be a focus on ACO's as well as CMMI Direct Contracting and Primary Care First; how to manage today in Fee For Service while preparing for Alternative Payment Models; and how to make the value proposition to ACO's that Palliative Care is a solution to help improve quality while reducing cost.

Presenters: Chris Comeaux, President/CEO; Christopher Morrissette, COO of Palliative Care Teleios Collaborative Network
Audience: All

Nurturing our Humanity and Tending our Spark in the Face of Change

As we face change, there is an inherent tendency to insulate ourselves. Instead, should we lean in to the vulnerability that allows us to hear, help and heal our patients, even those we can't cure, and embrace their families in the journey?

Tiffany Christensen

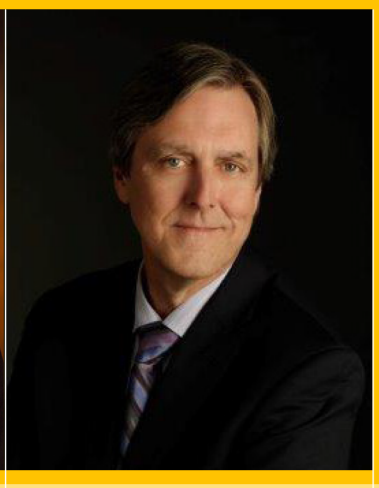
Patient | Fire

The fires of suffering become the light of consciousness
*- **Eckhart Toole***

Steve Smith

Caregiver | Fuel

The most difficult journeys often take us where we were meant to go.
*- **Johnathan Burkett***



Stan Massey

The One Left | Air

We become more aware of the void as we fill it.
*- **Antonio Porchia***

The SPRX Talk will take place
in the **Glenwood Ballroom**
9am on Monday, April 27, 2020

Cooper Linton & Nicole Clagett
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Palmetto GBA's 2020 Workshop Series

2020 Jurisdisction M (JM) Home Health and Hospice Medicare Workshop Series: Hitting the Target with Medicare

Palmetto GBA is pleased to announce their 2020 Home Health and Hospice Workshop Series "Hitting the Target with Medicare." These workshops are designed to equip home health and hospice providers and their staff with the tools they need to be successful with Medicare billing, coverage and documentation requirements.

These workshops will provide insight for home health and hospice agency staff at all levels. However, we do suggest that providers who are new to Medicare, or have new staff, attend online learning courses for beginners offered at www.PalmettoGBA.com/hhh. Basic billing and other online educational resources can be found in the Self-Paced Learning section by selecting the Learning and Education link under the Browse Topics option at the top of the page. During the workshop series, Palmetto GBA will provide information related to the most common errors identified through a variety of data analyses and some hints and tips as to why these errors occur. Palmetto GBA's ultimate goal is to have educated and astute providers that know how to accurately and skillfully apply the information they learn to their documentation and billing practices.

A1 - Hospice Part I: Monday, April 27 | 10:45am-12:15pm
C1 - Hospice Part II: Tuesday, April 28 | 10:30am-12:00pm

The following topics will be covered during the conference:

Part I:

1. Utilization
    - A. Length of Stay
    - B. Medicare Spending
    - C. Revenue Code Breakdown
    - D. Utilization by Discipline
2. Top Denials
    - A. Medical Review Denials
    - B. CERT Errors
3. Hospice Patient in a Facility
4. An Effective Interdisciplinary Team

Part II:

5. What You Need to Know for 2020
    - A. 2020 Final Rule
    - B. Targeted Probe and Educate (TPE)
    - C. Physician Billing
6. Data Driven Topics
    - A. Top Hospice Reason Codes
7. eServices Online Portal
8. Reminders
    - A. CERT Program
    - B. Provider Enrollment Revalidation
9. Provider Resources/Self Service Tools
    - A. Palmetto GBA Resources
    - B. CMS Resources

B1 - Home Health Part I: Monday, April 27 | 3:30pm-5:00pm
D1 - Home Health Part II: Tuesday, April 28 | 1:30pm-3:00pm

The following topics will be covered during the conference:

Part I:

1. Questionable Encounters
    - A. State-Specific Data
    - B. Physician Query
2. Top Denials
    - A. Medical Review Denials
    - B. CERT Errors
3. Nursing Process/Care Planning
4. Case Scenarios

Part II:

5. What You Need to Know for 2020
    - A. 2020 Home Health Final Rule
    - B. Targeted Probe and Educate (TPE)
    - C. Patient-Driven Groupings Model (PDGM)
6. Data Driven Topics
    - A. Top Home Health Reason Codes
7. eServices Online Portal
8. Reminders
    - A. CERT Program
    - B. Provider Enrollment Revalidation
9. Provider Resources/Self Service Tools
    - A. Palmetto GBA Resources
    - B. CMS Resources
    - C. Top Links
    - D. Social Media
    - E. Education/Events

Charles Canaan, RN
Senior Provider Relations Representative
Palmetto GBA

Presenter:
Home Health Part I
Hospice Part I

MaKisha Pressley-Callaham, Ed.D
Senior Provider Relations Representative
Palmetto GBA

Presenter:
Home Health Part II
Hospice Part II

Vision Beyond 2020 for Home Care (Medicaid Programs & Private Pay)

B2 - New Technologies to Improve Day to Day Operations While Creating Cost Savings

Steve Pellito, SVP, Sales & Marketing
Sandata Technologies
Monday, April 27 | 3:30pm-5:00pm

With recruitment, retention, and staff shortages plaguing the home health care industry, agencies are struggling to find and onboard new staff, properly utilize existing staff, and increase efficiencies in the home office to keep operations as lean and efficient as possible. Learn about some of the newest technologies that are reinventing the way agencies are approaching the traditional scheduling process. Communicate more effectively, maximize caregiver potential, reduce overtime, and decrease turnover/recruitment/on-boarding costs.

B4 - New Home Care Rules and Their Impact

Greta D. Hill, RN, Lead Nurse Consultant II
Phyllis Nealey, RN, Lead Nurse Consultant II
Acute and Home Care Licensure & Certification
DHSR, NC Department of Health and Human Services
Monday, April 27 | 3:30pm-5:00pm

The NC Home Care Licensure rules 10A NCAC 13J underwent rule changes June 1, 2018. This session will place emphasis on the eight sections of the rules that were changed with a summary of DHSR home care survey activity findings since the adoption of the new rules.

C2 - Home Care Agency In-Home Care Providers: Yes, You Can Succeed and Prosper

Richard Rutherford, President
LTSS Consulting
Tuesday, April 28 | 10:30am-12:00pm

This session is designed to provide direct and specific advice and strategies for Providers to Medicaid PCS & CAP, Veterans Affairs, Long Term Care Insurers, Medicare Advantage, County and Grant programs, and Private Pay Providers. This session will review how agencies can increase revenue and broaden their business base. Participant questions and concerns about audits, NCTracks, EVV and NC HIEA update will be addressed.

C7 - Companion/Sitter Services That Can Be Provided and Terms of Valid Agreements for Those Services

Susan Fradenberg, Partner
Fox Rothschild, LLP
Tuesday, April 28 | 10:30am-12:00pm

This session will discuss the different types of companion/sitter, and respite services that can be provided in the home care setting and best practices for providing those services. Discussion will also address supervision and competency of staff providing companion, sitter, and respite services and creation of a plan of care as well as the elements of a comprehensive agreement for those services.

D2 - Developing a Quality Improvement Program for Home Care

Kathie Smith, BSN, RN, Vice President of State Relations, Home & Community-Based Care, AHHC of NC
Tuesday, April 28 | 1:30pm-3:00pm

Home Care agencies are required to have a Quality Improvement program in place through various payer sources and home care licensing rules. Home Care agencies will also need to track quality measures in working with value based payers in the future. This session will review a Quality Improvement Program for home care agencies using Quality Assurance (meeting standards) and Performance Improvement (preventing problems) (QAPI) principles. Attendees will be provided with guidance and tools to implement or build upon a program to ensure Home Care Quality Improvement focused on client outcomes.

Participate in and Donate Items to the Annual Silent Auction Benefiting:

Hospice & Home Care
Foundation of North Carolina

Begins: Monday, April 27 @ 7:30am
Concludes: Tuesday, April 28 @ 1:00pm

To donate an item, fill out a form at the following URL:
www.ahhcconferences.com/silentauction

Education Sessions for All

A2 - Healthcare Personnel Registry Investigations

Lawrencette McSwain, MSEd, BS, RN
Nurse Consultant II/Regional Supervisor
Complaint Intake and Health Care Personnel Investigations,
DHSR, NC Department of Health and Human Services
Monday, April 27 | 10:45am-12:15pm

The Health Care Personnel Registry is a state-mandated registry that contains the names of health care personnel who have pending investigations of allegations or substantiated findings by the department of resident abuse, resident neglect, misappropriation of resident or facility property, fraud against a resident or facility, or diversion of drugs belonging to a resident or facility. Before hiring health care personnel into a health care facility or service, health care facility employers as defined in G.S. 131E- 256 (b) (includes home care and hospice) must access the Health Care Personnel Registry and note each incident of access in their business files. In this presentation, a representative from the NC Health Care Personnel Investigations (HCPI) unit at the Division of Health Service Regulation (DHSR) will review HCPI laws related to reporting reportable allegations (i.e. abuse, neglect, etc.) of home care and hospice agency staff.

A4 - Home Care and Hospice Advocacy 20/20: Perfecting the Advocacy Vision Through Storytelling

Lee Dobson, Area Director, Government Affairs
BAYADA Home Health Care
Wendy Chavez, MSN, RN, Director
The Advocacy Center at Thrive Skilled Pediatric Care
Monday, April 27 | 10:45am-12:15pm

Lawmakers make decisions every day that impact home care from what is covered to the reimbursement rate and how we deliver care. Join us for an interactive session where you will learn the issues and how to approach a lawmaker to garner support for home care. You will be able to practice your pitch during a mock legislative meeting. By leveraging grassroots together, we will make a difference for our clients/patients and the staff who care for them at home.

C4 - Compliant Data Security

Ricky Smith, President
Innovative Business Technologies
Tuesday, April 28 | 10:30am-12:00pm

Our new reality: risks are on the rise. With data breaches in the last nine years affecting over 2,500 healthcare data breaches and more than 500 records. Data breaches and resulting regulatory and legal action have escalated in healthcare with penalties reaching millions in 2019 so far. Learn about the common areas of vulnerability, the impact of data loss, key elements for protecting your organization, and ways to reduce risk.

D4 - Harnessing Star Power: Leadership Development & Its Impact on Financial Performance

Eric Scharber, Principal
Rob Simione, CPA, Director
Simione Healthcare Consultants
Tuesday, April 28 | 1:30pm-3:00pm

Developing leaders may be the best investment you make to accelerate financial performance in your home care and hospice organization. Research shows that more than 90 percent of employees say they would stay at a company longer if it invested in their careers. Knowing top employees leave when dissatisfied with advancement, engagement and compensation, why not develop them for greater profitability? Building teams and developing leaders at every level of your organization requires a commitment to proven methods for recruiting and engaging employees across disciplines. Learn about ways to develop competitive programs for recruiting, compensation, training and advancement that will help your leaders positively impact the bottom line.

Tracy Colvard, VP Government Relations & Public Policy
AHHC of NC

Julia Adams-Scheurich
AHHC Contract Lobbyist
Oak City Government Relations

Matthew Wolfe
AHHC Legal Counsel
Parker Poe Adams & Bernstein

State of the State for Home Care, Home Health & Hospice

Tuesday, April 28 • 8:45am-10:00am

Vision Beyond 2020 for Medicare Certified Home Health

A5 - Using Budgets and Dashboards to Drive Success

Mark Sharp, CPA, Partner
BKD CPAs & Advisors
Monday, April 27 | 10:45am-12:15pm

Home Health is presented with many challenges including a changing reimbursement model, staffing issues, and ongoing regulatory and compliance updates at the national and state level. Agencies must budget appropriately each year and use key performance indicators on a regular basis to track and measure performance. The budget and KPI process is an essential step to communicate the financial impact of key decisions to clinical management and operations. Finance must collaborate with all functional areas to identify key revenue and cost drivers and develop realistic projections to drive the budget process. This session will focus on preparations of a home health budget and methods to track and measure the agency's progress through key performance indicators and dashboards.

B5 - Create a Sustainable Process for Avoiding and Managing Additional Documentation Requests

Lisa McClammy, BSN, RN, COS-C, HCS-D
Director of Customer Sucess, KanTime
Monday, April 27 | 3:30pm-5:00pm

Every agency struggles with ADRs. This session will cover different types of ADRs, required documentation, how to organize the information and respond to the ADR. We will take a step back and look at how the agency can build internal processes from intake through each episode of care all the way to billing that will ensure no matter which patients are chosen for an ADR, their documentation will exceed the requirements. We will also discuss how the ADR workflow is important for agencies in states that are a part of Review Choice Demonstration (RCD) and how they can have a complete process to track every step to ensure approval. Last, we will take a look at the main reasons for ADR denials and the appeal process.

C3 - 90 Days Into Patient-Driven Groupings Model

Robert Simione, CPA, Director
Julia Maroney, RN, MHSA, HCS-D, COS-C
Managing Director
Simione Healthcare Consultants
Tuesday, April 28 | 10:30am-12:00pm

Turn the post-PDGM jitters into strong steps for success. Home health organizations can still make changes to ensure that clinical and financial operations make the grade. Many areas of operations - intake, clinical, coding, OASIS, and referral partners - have been impacted. What did we learn and how can we continue to make changes to ensure success operationally under PDGM? This session will assist you in evaluating where further adjustments to operations are needed.

C5 - PDGM - What Have We Learned

Nick Seabrook, Managing Principal
Erin Masterson, Consulting Director
BlackTree Healthcare Consulting
Tuesday, April 28 | 10:30am-12:00pm

The new home health Conditions of Participation (CoPs) are intended to drive quality in care and eliminate unnecessary procedural requirements for home health agencies. However, in order to realize the benefits these revised CoPs were designed to deliver, home health and hospice organizations need to optimize documentation and technology processes. Presenters will share industry best practices in adhering to these new requirements with technology today and in the future.

C6 - The Impact of Clinical Documentation on Agency Financials, Star Ratings and Survey Compliance

Sue Payne, MBA, RN, CHCE, Vice President and Chief Clinical Officer
Kimberly Gunter BSN, MSN, RN, CDI-P, HCS-D, HCS-O, Director of Home Health/Hospice Documentation Improvement Corridor
Tuesday, April 28 | 10:30am-12:00pm

This session will focus on one of the most important challenges facing the home health/hospice industry. When the care provided to the patient does not match the clinical picture of the patient in the medical record, it can negatively impact the publicly reported outcomes, financials, and survey compliance of the organization. During this session, the presenters will offer actionable ways to engage clinicians in improving their documentation to match the care they are providing.

D5 - Getting Back to Documentation Basics to Ensure Review Choice Demonstration Success

Sandy Decker, RN, BSN, Vice President of Home Health Clinical & Regulatory Affairs, AHHC of NC
Tuesday, April 28 | 1:30pm-3:00pm

Let's banish your anxiety about claim denials along with delayed or denied payments! We will go over the primary reasons home health claims are denied and how to keep those denials from happening. We'll discuss everything from face-to-face encounters to homebound status to signatures and everything in between. You will leave this session with many resources for future reference along with a checklist to make sure nothing is forgotten as you're getting your submissions together. Please bring your questions and concerns and leave with answers and newfound confidence!

D6 - An Agency's Journey to Quality Cycle Management in the Era of PDGM

Laura Page-Greifinger, BSN, RN, MPA, Chairman of the Board/Co-Founder
Quality in Real Time (QIRT)
Tuesday, April 28 | 1:30pm-3:00pm

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

Vision Beyond 2020 for Hospice & Palliative Care

A3 - What Do You Mean the Morphine Isn't Working?

Ellen Fulp, PharmD, MSPC, BCGP
Director of Pharmacy Education, AvaCare
Monday, April 27 | 10:45am-12:15pm

This session will review recommendations for safe opioid analgesic utilization. Patient cases will be reviewed to highlight the importance of consistent, thorough pain assessment. Appropriate analgesic use will be discussed, with special consideration given to formulary selection. This presentation will review cases involving methadone, opioid infusions, and opioid sparing medications.

A6 - So You're Thinking About Starting a Serious Illness Care (SIC) Program?

Andrew Mihalyo, PharmD, President and COO, DeltaCare Rx
Nandip Kothari, MBA, CEO, SMARTMD
Monday, April 27 | 10:45am-12:15pm

The need for palliative care and serious illness care (SIC) is outpacing the capacity of existing community-based programs. But building a sustainable program that complements your hospice or home care agency is not a trivial matter. This presentation offers lessons learned from multiple successful program launches. Key topics include: How to calculate ROI and get the funding you need to start the program, key metrics to help you keep focused in year 1, outsourcing strategies to control costs without losing the mission, patient engagement using Telehealth for better care with less effort, the importance of sound pharmaceutical care, overcoming technology barriers (like your EHR), and blueprint for your first 30, 60, 90 days.

B3 - General Inpatient Level of Care: Get It Right

Joe Osentoski, BAS, RN-BC
Chief Reimbursement Recovery Consultant
Gateway Home Health Coding & Consulting
Monday, April 27 | 3:30pm-5:00pm

The HHS OIG Report (OEI-02-10-00491) concluded that "Hospices Inappropriately Billed Medicare Over $250 Million," causing CMS to instruct its Supplemental Medical Review Contractor (SMRC) to initiate a nationwide post-payment review of claims for general hospice inpatient level of care (01-009 General Inpatient Hospice Notification of Medical Review). Even hospices far under the allowed percentage of General Inpatient (GIP) level of care have been subject to these reviews. In addition, all hospices providing GIP are under additional scrutiny to support their GIP was reasonable and necessary. This session will walk attendees through the CMS requirements for GIP level of care, as well as provide documentation guidelines for when to change the level of care and for each of 15 common situations that precipitate GIP, such as agitation, pain management, respiratory distress, and wound care. Coordination needs with the care center staff are also covered. Specific charting tips are provided to ensure a complete record of GIP service is generated.

B6 - The Balancing Act: Stratifying Length of Stay Through Referral Sources

Catherine Dehlin, RN, BSN, CHPN, CHCM
Director of Hospice & Palliative Care Services
Fazzi Associates
Tuesday, April 28 | 10:30am-12:00pm

Length of stay is one of the primary determinants in an agency's clinical, quality, and financial success. The most effective way to impact the length of stay is by stratifying referral source types. In this session we will detail best practice approaches to effecting change in the average and median length of stay through analysis of current census and referral source diversification. Participants will be able to describe their agency's length of stay patterns as they relate to referral sources and apply best practice approaches to stratify length of stay in multiple referral source types.

C6 - The Impact of Clinical Documentation on Agency Financials, Star Ratings and Survey Compliance

Sue Payne, MBA, RN, CHCE, Vice President and Chief Clinical Officer
Kimberly Gunter BSN, MSN, RN, CDI-P, HCS-D, HCS-O, Director of Home Health/Hospice Documentation Improvement Corridor
Tuesday, April 28 | 10:30am-12:00pm

This session will focus on one of the most important challenges facing the home health/hospice industry. When the care provided to the patient does not match the clinical picture of the patient in the medical record, it can negatively impact the publicly reported outcomes, financials, and survey compliance of the organization. During this session, the presenters will offer actionable ways to engage clinicians in improving their documentation to match the care they are providing.

D3 - Recent OIG Reports: Strategies to Keep Your Hospice Safe

Nicole Martin, MBA, BSN, RN, CHPN, CHC, Vice President of Quality & Compliance;
Melody Foster, BSN, RN, Performance Improvement Coordinator, Transitions LifeCare
Tuesday, April 28 | 1:30pm-3:00pm

This session will review the most recent OIG reports that point to quality of care issues among hospice and discussion of how to foster a culture of "quality matters" within your organization. Audit tools will be made available that target the areas of OIG concern.

D6 - An Agency's Journey to Quality Cycle Management in the Era of PDGM

Laura Page-Greifinger, BSN, RN, MPA
Chairman of the Board/Co-Founder
Quality in Real Time (QIRT)
Tuesday, April 28 | 1:30pm-3:00pm

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

Vision for Population Health

Population Health is the future of Home Care, Home Health and Hospice & Palliative Care. Providers of health care at home should incorporate Population Health Management in their overall strategy to reduce hospitalizations, improve care delivery, improve overall patient experience, and promote patient engagement. Join us for four riveting sessions:

Combating North Carolina's Opioid Crisis

North Carolina Attorney General Josh Stein

Wednesday, April 29, 2020 | 8:30am-9:20am

The opioid epidemic is taking lives and tearing families apart across our state and the country. More people die in North Carolina of an accidental drug overdose–usually an opioid–than from any other cause of accidental death. In this session, NC Attorney General Josh Stein will provide an update on North Carolina's efforts and initiatives to combat this epidemic.

The State of the Physician Workforce & Its Impact on Care Team Resilience and Affirmation of the Patient/Family Experience

Arif Kamal, MD, MBA, MHS

Medical Oncologist, Palliative Medicine Specialist,
Physician Quality and Outcomes Officer, Duke Cancer Institute

Wednesday, April 29, 2020 | 9:30am-10:20am

In this session, Dr. Kamal will provide insight into the current state of the physician workforce, including the impending retirement of a generation of physicians and how that will impact other members of the care team. As providers of care, resilience in the face of burnout is a critical component to acknowledging and affirming the individual patient experience and their decision-making, as well as the emotional impact a serious illness can have on patients and their families. How do we walk the fine line of remembering that it's "their story, not ours," while being the best patient advocates that we can be?

Wednesday, April 29, 2020

Not a Question of If but When: Prepare to Manage the Next Crisis

Maureen Demarest Murray, Attorney, Fox Rothschild, LLP;
Joseph (Jody) Moore, EMT, Certified Emergency Manager & Senior Management, Advanced Home Health

Wednesday, April 29, 2020 | 10:30am-11:20am

No matter your role in an organization, you may find yourself suddenly faced with a natural or man-made crisis. Will your organization be able to function and assure care to patients? Take steps to be prepared and learn: CMS and NC Emergency Preparedness Requirements, practical lessons learned from Florence and Michael, how to deal with unexpected crisis issues, and advance crisis tools you want from your lawyer.

Inside the Black Box of the VA: A Guide to VA Resources

Toni Cutson, MD, Medical Director, Hospice and Palliative Medicine Service, and Jamie Grant, MSW, LCSW, Hospice & Palliative Care Coordinator
Durham VA Medical Center

Wednesday, April 29, 2020 | 11:30am-12:30pm

Join Dr. Toni Cutson and Jamie Grant, MSW, LCSW with the Durham VA Healthcare System for a comprehensive review and insight on how to access and navigate the VA system. This session will include a review of the VA health care system components, helpful tools and resources designed to improve knowledge and understanding of the VA healthcare system, veteran demographics, specific war time period diseases and conditions and helpful suggestions for how to develop relationships with local community partners who serve Veterans.

2020 Annual Conference Sessions

Sunday, April 26, 2020 - Hospice & Palliative Care Intensive

11:30am-1:00pm

Hospice Physician Roundtable Lunch & Learn

1:30pm-3:30pm

Trauma-Informed Care: Paradigm Shift in Health & Human Services
Clinical Manager Development
The Palliative Care Experience: Let's Talk About It
A Broader Vision of Caregiver Grief: Strategies for Support
Helping Patients Achieve End of Life Wishes
Accountable Care Organizations and Hospice

3:15pm-4:45pm

Grief Management Through Yoga
Perfect Visits with Perfect Documentation
Utilization of Evidence-Based Communication Techniques
A New Vision for Dementia Care
Supporting Grief & Loss Beyond Hospice Deaths
The Future of Serious Illness Care (SIC) in the United States

Monday, April 27, 2020 - Main Conference

General Session: Nurturing Our Humanity and Tending Our Spark in the Face of Change

A1 - 2020 Palmetto GBA Workshop Series for Hospice Part I
A2 - Healthcare Personnel Registry Investigations
A3 - What Do You Mean, the Morphine Isn't Working?
A4 - Home Care and Hospice Advocacy 20/20: Perfecting the Advocacy Vision Through Storytelling
A5 - Using Budgets and Dashboards to Drive Success
A6 - So You're Thinking About Starting a Serious Illness Care (SIC) Program

General Session: Vision Beyond 2020 Panel

B1 - 2020 Palmetto GBA Workshop Series for Home Health Part I
B2 - New Technologies to Improve Day to Day Operations While Creating Cost Savings
B3 - General Inpatient Level of Care: Get It Right
B4 - New Home Care Rules and Their Impact
B5 - Create a Sustainable Process for Avoiding and Managing Additional Documentation Requests
B6 - The Balancing Act: Stratifying Length of Stay Through Referral Sources

Tuesday, April 28, 2020 - Main Conference

General Session: State of the State for Home Care, Home Health and Hospice

C1 - 2020 Palmetto GBA Workshop Series for Hospice Part II
C2 - Home Care Agency In-Home Care Providers: Yes, You Can Succeed and Prosper
C3 - 90 Days Into Patient-Driven Groupings Model
C4 - Compliant Data Security
C5 - PDGM - What Have We Learned
C6 - The Impact of Clinical Documentation on Agency Financials, Star Ratings and Survey Compliance
C7 - Companion/Sitter Services That Can Be Provided and Terms of Valid Agreements for Those Services

D1 - 2020 Palmetto GBA Workshop Series for Home Health Part II
D2 - Developing a Quality Improvement Program for Home Care
D3 - Recent OIG Reports: Strategies to Keep Your Hospice Safe
D4 - Harnessing Star Power: Leadership Development & Its Impact on Financial Performance
D5 - Getting Back to Documentation Basics to Ensure Review Choice Demonstration
D6 - An Agency's Journey to Quality Cycle Management in the Era of PDGM

Wednesday, April 29, 2020 - Population Health Day

8:30am - Combating North Carolina's Opioid Crisis
9:30am - The State of the Physician Workforce & Its Impact on Care Team Resilience and Affirmation of the Patient/Family Experience
10:30am - Not a Question of If but When: Prepare to Manage the Next Crisis
11:30am - Inside the Black Box of the VA: A Guide to VA Resources

Continuing Education

CONTINUING MEDICAL EDUCATION

The Pre-Conference Portion of this event will provide up to 4 hours of AMA PRA Category 1 credit. Physicians/providers must register for Sunday's Hospice & Palliative Care Pre-Con through AHHC, and they will be sent a private link to register for CME through Greensboro AHEC.

Greensboro Area Health Education Center designates this pre-conference activity for a maximum of 4 AMA PRA Category 1 Credit(s)TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

NURSE CONTACT HOURS

There are **16.75** possible nurse contact hours at this event.

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.

SOCIAL WORKER CONTINUING EDUCATION

Social Worker continuing education requirements set forth through regulation are intentionally designed to allow social workers some latitude and flexibility in selecting course activity relevant to their area of interest and expertise. Please reference Chapter 63, Section .0401 of the NC Administrative Code for guidance on what constitutes appropriate and acceptable continuing education activities.

SPEAKER BIOGRAPHIES

Speaker bios will be posted on the conference website: www.ahhcconferences.com. If you don't see a particular speaker's bio, continue to check the site for updates.

Registration Options (Please Select One):

Select One	*Your registration includes meals and events for the day(s) selected.*	Early Before 3/20/20	Regular After 3/20/20	Non-Member Rates
	Hospice and Palliative Care Pre-Conference (4/26, Sunday Only)	$199	$259	$359
	Main Conference (4/27-4/28, Monday and Tuesday)	$579	$639	$739
	Monday Only (4/27)	$469	$529	$629
	Tuesday Only (4/28)	$399	$459	$559
	Population Health Day (4/29, Wednesday Only)	$229	$289	$389
	Hospice and Palliative Care Pre-Conference + Main Conference (4/26-4/28, Sunday-Tuesday)	$749	$809	$909
	Main Conference + Population Health Day (4/27-4/29, Monday-Wednesday)	$769	$829	$929
	Hospice & Palliative Care Pre-Conference + Main Conference + Population Health Day (4/26-4/29, Sunday-Wednesday)	$899	$959	$1,059

*** This is a two-page registration. Please make your session selections on the next page.***

Amount Due: $_____

BILLING INFORMATION:

- ☐ I agree to the Payment & Cancellation Policy
- ☐ Check (payable to AHHC of NC)
- ☐ American Express ☐ Discover
- ☐ MasterCard ☐ VISA

Early Registration Deadline: March 20, 2020

_____ FULL NAME

_____ ORGANIZATION NAME

_____ STREET ADDRESS

_____ CITY, STATE, ZIP

_____ EMAIL

_____ PHONE NUMBER

_____ JOB TITLE

_____ NAME ON CREDIT CARD (PLEASE PRINT) | EMAIL ADDRESS (FOR RECEIPT)

_____ CREDIT CARD NUMBER | EXPIRATION DATE | SEC. CODE

_____ BILLING ADDRESS | CITY STATE ZIP CODE

_____ SIGNATURE OF CREDIT CARD HOLDER (REQUIRED)

How to Register

By Fax: Fax a copy of the registration form with the appropriate credit card information and signature to (919) 848-2355. Faxed registrations will not be processed without credit card information. By Mail:Send registration form with payment to: AHHC, 3101 Industrial Drive, Suite 204, Raleigh, North Carolina, 27609. Registration forms will not be processed without payment. (Be sure and include the suite number!) ONLINE REGISTRATION AVAILABLE AT WWW.AHHCNC.ORG/AHHC2020.

Cancellation Policy

Please note that due to hotel obligations having to be made far in advance, fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by April 1, 2020. In the event of cancellation, AHHC will retain, or charge, $100 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. While it is not permissible for several individuals to share a registration, AHHC will be happy to accept substitutions if notified of the change in writing.

Diet Restrictions and ADA Requirements

If you need any auxiliary aids or services or have a special diet request, please list that information in the space below, or contact Richard Lawrence at richard@ahhcnc.org. *Auxiliary Aids, Services, & Special Diet Requests: AHHC is committed to ensuring that no individual with a disability is excluded, denied service, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services identified in the Americans with Disabilities Act.*

List Requirements Here: _____

Your Selections Help Us Adequately Plan for Meals, Space Requirements, and More!
Please Let Us Know the Events and Sessions You Plan to Attend:

Hospice and Palliative Care Pre-Conference
Sunday - April 26

11:30am-1:00pm (Includes Lunch)

☐ Hospice Physician/Provider Roundtable

1:30pm-3:00pm (Select One)

☐ Trauma-Informed Care: Paradigm Shift in Health & Human Services
☐ Clinical Manager Development
☐ The Palliative Care Experience: Let's Talk About It
☐ Helping Patients Achieve End of Life Wishes
☐ A Broader Vision of Caregiver Grief: Strategies for Support
☐ Accountable Care Organizations and Hospice

3:15pm-4:45pm (Select One)

☐ Grief Management Through Yoga
☐ Perfect Visits with Perfect Documentation
☐ Utilizing Evidence-Based Communication Techniques
☐ A New Vision for Dementia Care
☐ Supporting Grief & Loss Beyond Hospice Deaths
☐ The Future of Serious Illness Care (SIC) in the United States

Welcome Reception on Glenwood Terrace

Main Conference
Monday - April 27

Continental Breakfast with Exhibitors

☐ General Session: Nurturing Your Humanity and Tending Your Spark in the Face of Change

A Sessions (Choose One)

☐ A1 ☐ A4
☐ A2 ☐ A5
☐ A3 ☐ A6

Awards Lunch & Ceremony

☐ General Session: Vision 2020 Panel

B Sessions (Choose One)

☐ B1 ☐ B4
☐ B2 ☐ B5
☐ B3 ☐ B6

Around the World Vendor Reception

Main Conference
Tuesday - April 28

Buffet Breakfast with Exhibitors

☐ General Session: State of the State

C Sessions (Choose One)

☐ C1 ☐ C4
☐ C2 ☐ C5
☐ C3 ☐ C6

'No Place Like Home' Buffet Lunch

D Sessions (Choose One)

☐ D1 ☐ D4
☐ D2 ☐ D5
☐ D3 ☐ D6

Ice Cream Social & Door Prize Drawing

Population Health Day
Wednesday - April 29

This day is designed as four general sessions, back-to-back, with breaks in between. Please select the sessions you plan to attend on Population Health Day:

Continental Breakfast

☐ 8:30am - Combatting NC's Opioid Crisis

☐ 9:30am - The State of the Physician Workforce & Its Impact on Care Team Resilience and Affirmation of the Patient/Family Experience

☐ 10:30am - Not a Question of If But When: Prepare to Manage the Next Crisis

☐ 11:30am - Inside the Black Box of the VA: a Guide to VA Resources