

SC Virtual Leadership Summit

for

Home Health, Home Care & Hospice and Palliative Care

presented by the Association for Home & Hospice Care of NC
jointly provided by the South Carolina Home Care & Hospice Association



JUNE 23, 2020



Opening Session: Leadership in the Time of COVID-19

9:00am - 10:30am

Featuring the home care & hospice industry's national leaders:
Edo Banach, President/CEO, National Hospice & Palliative Care Organization
Vicki Hoak, Executive Director, Home Care Association of America
William A. Dombi, President, National Association for Home Care & Hospice

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High-Impact Governance Track

Designed for Executives and their Organization's Board Members
Presenter: Bill Musick, President, Integriti3D and Hospice Governance Academy

6 Pillars of a High Performing Board Part 1: 10:45am-12:00pm | Part 2: 12:45pm-2:00pm

An engaged board is the foundation for a high-performing board. Join your peers at this session which outlines the six pillars that support a high-impact board, and identify the next steps your organization can take to tap your board's full potential. The session will be designed to be interactive and to have you develop a prioritized action plan tailored specifically for your organization.

A Concurrent Sessions 10:45am-12:00pm



A1: Visit Challenges During COVID-19

Diane Link, RN, MHA, Owner/Consultant, Link Healthcare Advantage

Agencies are facing challenges during the COVID-19 crisis that they may never have faced before. Issues ranging from patient/facilities refusing visiting staff to ensuring staff safety all have become issues that leaders face everyday. In this session we will discuss challenges agencies face with providing patient care during the pandemic and identify ways to continue to provide patient care and improve outcomes. Included in the presentation will be tips on overcoming visit barriers, when telehealth can be used and what agencies should be documenting during this crisis.

FOR: HOME HEALTH



A2: Employment Law: Exemptions and a COVID-19 Update

Patti Ramseur and Alexander Maultsby, Partners, Labor and Employment Group of Fox Rothschild

This program will cover critical employment law issues related to COVID-19 that continue to take the time and attention of management. This includes leave and attendance challenges faced by employers in the healthcare field as well as a discussion of what employers can and should do to try to ensure employees are fit to be at work. As experienced management-side labor and employment attorneys, our speakers will cover these topics and more, to help employers find calm in today's turbulent times.

FOR: HOME CARE



A3: Strategies to Attract and Retain Top Talent

Eric Scharber, Principal, Exact Recruiting, a Simone Talent Solution

No matter the challenges your organization faces, no issue is as important as that of Talent Acquisition and Retention. In the coming years, winners and losers in the healthcare industry will be determined by which organizations can become the employer of choice and who can hold on to top talent. This session will provide a detailed overview of the healthcare workforce and what the industry is up against in the next 10 years. It will outline 4 key areas to focus on when developing your talent retention strategy: Compensation, Culture, Professional Development, Advancement/Growth Potential.

FOR: HOME CARE, HOME HEALTH, HOSPICE



B1: Home Health Medicare Billing – PDGM, COVID-19 & Beyond

Melinda Gaboury, CEO, Co-Founder, Healthcare Provider Solutions

In this session, providers will learn why it's so important to understand the billing flexibilities, that were afforded to Medicare providers to ensure cash flow, don't stop whether PDGM or the current Public Health Emergency (PHE) is the concern. If one, or more, of these billing parts are missing or are incorrect, agencies set themselves up for denials, ADRs and a host of other billing dilemmas that we all would rather avoid. Participants will walk away with a much clearer understanding of Medicare billing tips and having questions answered. What is billable and non-billable in today's COVID-19 Pandemic World? Can you bill for telehealth visits? Does your physician and NPP telehealth F2F encounter contribute to your patient eligibility for HH? These and many other questions will be answered in this information packed session. Don't miss the opportunity to hear strategies and lessons learned during this public health emergency.

FOR: HOME HEALTH



B2: Holistic Approach to Alzheimer's and Dementia

Sam Wiley, Vice President of Programs and Services, Alzheimer's Association, SC Chapter

Participants of this session will learn how to understand and respond to dementia-related behavior. By the end of the session, attendees will be able to:

- Identify common triggers for behaviors associated with dementia.
- Explain the process for assessing and identifying challenging behaviors.
- List strategies to address some common dementia-related behaviors.

FOR: HOME CARE



B3: The Future of Serious Illness Care (SIC) in the United States

Christopher Morrisette, COO of Palliative Care, Teleios Collaborative Network

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.

FOR: HOSPICE, HOME HEALTH, PALLIATIVE CARE



C1: The New, New Normal: Adapting to PDGM During COVID-19

Nick Seabrook, Managing Principal - Founder, BlackTree Healthcare Consulting
Erin Masterson, Consulting Director, BlackTree Healthcare Consulting



When the Patient-Driven Groupings Model took effect earlier this year, many agencies wondered what the new normal would look like across the industry. Then, just as reliable data began rolling in, we were met with COVID-19. In this presentation, Nick Seabrook of BlackTree Healthcare Consulting will explore the operations impacts of PDGM during the COVID-19 crisis and how it relates to both revenue cycle and clinical operations, as well as cash flow and reporting. Objectives:

- Understand how PDGM and COVID-19 are impacting revenue cycle and clinical operations
- Review new metrics and KPIs to monitor and manage under PDGM
- Navigate the impact of PDGM and COVID-19 on cash flow

FOR: HOME HEALTH



C2: Advocacy: Getting Your Staff and Patients On Board

Melissa Allman, Director of Government Affairs, SC, BAYADA Home Health Care and
Billy Routh, SCHCHA Lobbyist, Copper Dome Strategies



Hearing your patients' stories and understanding what your employees do for them is one of the most impactful ways lawmakers learn the importance of what we do. Join this session to learn how to get your patients and employees more involved in your home care & hospice advocacy efforts.

FOR: HOME CARE, HOME HEALTH, HOSPICE

C3: Keeping Up with Hospice Regulations

Barbara Provini, Clinical Review Specialist, Accreditation Commission for Health Care (ACHC)

This session will review discuss the top 10 deficiencies cited and how to prepare your agency to meet continuing regulatory challenges and scrutiny.

FOR: HOSPICE



D1: Leveraging CMS Policy Changes for Putting Our Patients Back in the Driver's Seat for Therapy Services

Clay Watson, MPT, Owner, Western Summit Rehabilitation

The last 6 months have given us one policy change after another in homecare therapy services. We'll review ways to reconcile "patient driven care" with those changes. Our patients need our clinical judgement and skill as the deciding factor in driving outcomes.

FOR: HOME HEALTH

D2: Compliance: Policy Surveys and Trends Update from SCDHHS

Candice L. Smith-Byrd, Program Manager I, SCDHHS

This session will provide an overview of long-term living policy and procedure updates. Home care agencies will learn the top 10 compliance citations for in-home care. Join this session to learn new policies that impact providers and new trends found during provider compliance reviews.

FOR: HOME CARE



D3: Hospice Legal Trends and Updates: How to Avoid Pitfalls

Maureen Murray, Partner, Fox Rothschild

Are you reeling with the "new normal" and constant updates from the CDC, DHHS and State authorities? Learn about both new COVID-19-related regulatory requirements and guidance and the principles that remain the same. Become acquainted with possible strategies to prevent legal, regulatory and liability risks and available immunity related to patient care, billing and claims submission, receipt and use of COVID-19 Relief Funds and working back to more normal patient operations. The focus in this session will be on patient care, operational, workplace and billing issues rather than specific employment requirements, which are covered in another session.

FOR: HOSPICE

Registration Information

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: Mail registration form with payment to: SCHCHA, 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.SCHCHA.ORG/EVENTS

Cancellation Policy: Please note that fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by June 9, 2020. In the event of cancellation, SCHCHA will retain, or charge, \$60 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, a SCHCHA 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, SCHCHA will be happy to accept substitutions if notified of the change in writing.

Access: This conference will be presented via Crowdcast. Instructions on how to use Crowdcast, and how to join the conference will be sent at a future date. 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 Crowdcast link, your agency will be invoiced for the additional 2 registrations. The handouts will be emailed to the email address you provide. Please feel free to provide an additional email address as a backup. You will have access to the recorded sessions.

This Program Offers 6.5 Nurse Contact Hours

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.

Attendee/Payment Information

Total Registration Fee Due: \$ _____

BILLING INFORMATION:

I agree to the Payment & Cancellation Policy
Check (payable to SCHCHA)
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Registration Fees

Registration Options	SCHCHA Member	Non-Member
Full Conference	\$189 <input type="checkbox"/>	\$289 <input type="checkbox"/>
High-Impact Governance Track Only	\$149 <input type="checkbox"/>	\$249 <input type="checkbox"/>
High-Impact Governance Track For Your Organization’s Board Members	\$ 79 <input type="checkbox"/>	\$179 <input type="checkbox"/>

FULL NAME

JOB TITLE

EMAIL

ORGANIZATION NAME

STREET ADDRESS

CITY, STATE, ZIP

NAME ON CREDIT CARD (PLEASE PRINT)

CREDIT CARD NUMBER

EXPIRATION DATE

BILLING ADDRESS

CITY STATE ZIP CODE

SIGNATURE OF CREDIT CARD HOLDER (REQUIRED)

EMAIL ADDRESS FOR RECEIPT

PHONE NUMBER