

Session Key Codes:

(HH) Home Health, (HOS)- Hospice, (PSA)- Personal Services Agency

May 8th

Keynote Presentation: 9:00am – 10:30am

101- William Dombi- Home Care & Hospice 2019- An Update from Washington

(HH HOS PSA)

Bill Dombi serves as the President of the National Association for Home Care and Hospice and is directly involved in all of the initiatives focused on Home Health, Hospice, and Personal Services at the national level. Bill's presentation will focus on the recent regulatory changes that have affected these industries over the past year, the impact on your agency, and what changes might be necessary to comply with those changes. This includes Conditions of Participation, Payment Rates, Payment Reform (VBP & HHGM), and others. Bill will also focus on the legislative opportunities that will need support from IAHHC members in the coming months. Attend this session to hear from the leading expert in our industry.

Sponsor: BKD, LLP

Day 1- Concurrent Sessions: 10:45am - 12:15pm

102- Nothing ever stays the same: Legal Update 2019 (HH HOS PSA)

This session will provide a broad overview of major changes impacting, home health, hospice and private duty providers. We will look at new legislation from the state and federal level that impact operations. This will include a brief overview of the new home health payment model, CBD Oil legislation from 2018, state and federal court rulings, new DOL regulations, EEOC and DOL enforcement actions, CMS guidance on CoPs, HIPAA enforcement, and other updates. We will discuss how these changes will impact home health, hospice and private duty providers and strategies to consider moving forward.

Hall, Render, Killian, Heath & Lyman, P.C.

103- PDGM: Overview and Financial; Aaron Little (HH)

BKD, LLP

Day 1- Concurrent Sessions: 1:45 - 3:15pm

104- Legal Tips for Running Both a PSA and HHA; Eileen Maguire and Thomas Harper (HH PSA)

Many owners operate both an HHA and PSA to meet their patients' needs. This session will review legal requirements and risks when operating both non-skilled and skilled services, including how to separate the businesses for surveying purposes and how to pay employees who may work for both agencies in the same workweek.

Gilliland, Maguire & Harper, PC

105- How to Win in the Race of Referrals?; Corinne Kuypers-Denlinger

(HH)

Do you struggle to recruit and retain referrals? Are referral sources committed to another home care agency? Corinne Kuypers-Denlinger, of Quality In Real Time, has some tips and tricks to help be ready to win over a referral source – no matter the size of your agency. This seminar will cover what many different types of referral sources are looking for. It will review many of the metrics to have prepared in a presentation to convince referrals of your agency's value. Corinne will also cover communication techniques and how to develop a convincing elevator pitch for your potential referrals. This elevator pitch will help open up doors and get more face time with decision makers at the referral source. So come and learn how to win the race for referrals!

QIRT

106- Navigating the Hospice Medicare Cost Report-Lessons Learned; Dave Macke (HOS)

The Centers for Medicare and Medicaid Services (CMS) implemented a new Hospice Medicare Cost Report starting in 2015 requiring significant changes in the reporting of revenues and expenses. This includes the reporting of certain revenues and direct care expenses by Level of Care - Routine Home Care, Continuous Home Care, General Inpatient Care, and Inpatient Respite Care. Many Hospice agencies have faced significant challenges in proper reporting. Medicare Cost Reports, while they don't generate a provider specific settlement, they are used in future payment rate setting. This program will include a review of the new cost report forms and instructions, data requirements and lessons learned from the early years of the new forms. This session will highlight some benchmarks from prior cost reports. There will also be a discussion of new changes implemented this year by CMS. Proper financial statement format is a plus. This includes freestanding and provider based Hospice organizations. Learn how to do it the right way before it is too late.

VonLehman & Company Inc.

107- A Fresh Look at Harassment Avoidance; Karl Ahlrichs (HH HOS PSA)

This is not a Perfect Storm; Rather, this is Climate Change. You may think we are going through a "perfect storm" of Harassment in the workplace, but it is bigger than that. It appears to be fundamental climate change in how we handle power and ethics.

2019 promises to be a year of accusations and resignations – and this presentation will explain how we got here, what we should do, and what challenge is on the horizon once we work through these issues. We will discuss the past, confront the present and anticipate the future.

Gregory & Appel

108- Preparing for Interoperability; Opportunities to Differentiate Your Home Health Agency or Hospice Organization; Nick Kowlton (HH HOS)

As our referral sources increasingly trend to value-based reimbursement models, smart agencies are implementing growth strategies of aligning themselves with referral source goals. Some of these goals include, improved care coordination to reduce readmissions, better patient care for patient retention, and transparency of clinical data for improved decision-making ability and care for chronically ill patients.

Interoperability is a great strategy to achieve these goals, and as demonstrated at the HIMSS 2017-2019 Interoperability Showcases, that technology is now available for the post-acute sector of the healthcare ecosystem to connect and collaborate with referral sources and other technology platforms.

Brightree

109- PDGM: Data Analytics; Aaron Little (HH)

PDGM: Clinical; Melinda Gaboury (HH)

BKD, LLP and Healthcare Provider Solutions

Day 1- Concurrent Sessions: 3:30 - 5:00pm

110- Mandatory Drug Testing in a state where CBD Oil is legal; they sure don't make it easy; Robert Markette (HH HOS PSA)

Home health and personal services agencies are required to test certain staff for controlled substances. This is a licensure requirement. In 2018, the Indiana legislature legalized CBD Oil, which is a controlled substance. This has placed providers in a very awkward position. They must test employees, but a positive test for marijuana may be due to CBD Oil use. Providers must consider how CBD Oil legislation and its use by staff impacts their mandatory drug testing and/or drug free workplace policies. This includes responding to employee claims that positive tests are due to CBD Oil use. It also includes considering ADA and other implications. This session will review the Indiana mandatory drug testing requirements, the new CBD Oil legislation and discuss strategies for addressing both.

Hall, Render, Killian, Heath & Lyman, P.C.

111- Clinical Documentation Improved Program; Laura Page-Greifinger (HH)

Documentation within the home care industry is problematic at best and causes a lot of issues with agencies. Poor practices need to be eradicated and replaced with clinical documentation that meets all requirements and does not need to be a problem for staff. Learn how to implement a Clinical Documentation Improvement Program in your agency to ensure staff document what is necessary and correct to provide the story of the patient – a beginning, a middle and an end.

QIRT

112- Starting with Why: Impacting the Future Workforce of Nurses and Caregivers; Adrian Killebrew (HH PSA)

We are living in a new economy that is powered by technology, fueled by information and driven by knowledge. For the first time in history, five generations can be found working side by side in the workforce. By the year 2020, Millennials will comprise 75% of the world's talent workforce. Steadily increasing demands for nurses and direct care workers will exceed that of every industry sector as 10,000 Baby Boomers become eligible for retirement every day. Spend time exploring with home health technology industry executives how building your organization's culture can lead to your ultimate success.

Axxess

113- Assessing Your Hospice Agency's Regulatory Compliance Through Survey Readiness; Melissa Abbott (HH HOS)

The hospice industry is complex and has entered into an era of increased regulatory oversight. This session will provide a summary of the top 10 deficiencies in Hospice and discuss ways that you can ensure your agency is in compliance. It will also provide an overview of the survey process and how you can perform a Mock Survey within your agency to minimize risk, alleviate deficiencies and achieve compliance before the surveyor arrives.

5 Star Consultants

114- PDGM: Operations; Melinda Gaboury (HH)

Healthcare Provider Solutions

May 9th

Keynote Presentation: 8:30am – 10:00am

201- William J. Simone III- When Every Day is Race Day: Tackle the 2 Ps for Top Performance in Home-Based Care (HH HOS PSA)

Indiana's preeminent contest, the Indianapolis 500, is only weeks away and race teams are priming to master the long, grueling drive to be the top performer. The planning, practice, skill and dedication required to win the race can be likened to the daily run that Hoosier state providers engage in for home health, hospice and private duty care. Explore the race dynamics and master the two Ps – **People and Payment Reform** – to finish strong in home-based care. Buckle up and set your sights on the checkered flag!

Sponsor: BKD, LLP

Day 2- Concurrent Sessions: 10:15 – 11:45am

202- PDGM, TPE, RCD: Assessing Impact on the Home Health Revenue Cycle; Aaron Little (HH)

This session would provide attendees with an update on the billing and revenue cycle implications of the home health Medicare Patient Driven Groupings Model (PDGM), which will change both how agencies are paid and how claims are billed. This session would also share the latest on the home health Medicare Targeted Probe and Educate (TPE) initiative and the Review Choice Demonstration (RCD) project, which has far reaching ramifications to agencies operating in Indiana.

BKD, LLP

203- For Sale!! Understanding the Transaction Process and the Value of Your Agency; Alexander Fritz (HH HOS PSA)

The stock market is hitting all-time highs and the healthcare sector is booming. Is now the time to sell? This session will discuss the four P's of a successful agency transition (for an agency owner that is interested in purchasing another agency or selling their own): Partner, Plan, Promote, and Purchase. We will discuss each phase of the transition process and spend time discussing how to select the most suitable transition advisor, how business valuations are performed and values arrived at for setting an appropriate sales price, selection of suitable buyers, and the due diligence process and closing process.

Blue & Co., LLC

204- Let's Review: What time is working time?; Robert Markette (HH HOS PSA)

The United States Department of Labor continues to audit homecare providers. At the same time, plaintiffs' attorneys continue to pursue cases against homecare providers. One of the key areas of focus continues to be employers' failure to properly account for employee's working time. One of the usual suspects, travel time, continues to be an issue, but plaintiffs are looking at a broader range of issues. One of these is related employers and aggregating hours. This session will look at the hours for which an employer must compensate an employee, including the unique issues that arise in home health care. We will then consider strategies for capturing these hours and strategies for addressing overtime and similar issues.

Hall, Render, Killian, Heath & Lyman, P.C.

205- What Assisted Living Providers Want from Home Care Partnerships; Panel Discussions (HH)

More information coming soon!

206- Building a QAPI Program that Raises the Level of Excellence in All Areas of Your Organization; Barbara Provini (HOS)

CMS expects hospices to demonstrate a program-wide continual assessment of the program's performance that is data driven and involves processes of care, patient/family satisfaction levels, hospice operations, or other performance indicators as identified by the agency. Does your QAPI program meet this expectation? This presentation will review CMS QAPI standards as well as discuss tips for compliance and strategies for developing a successful QAPI program.

Accreditation Commission for Health Care (ACHC)

207- Top Five Hospice Medical Review Denials and How to Avoid Them; Melinda Gaboury (HOS)

In the current environment of the targeted and third party reviews there is a constant concern of reviews that could result in recoupment. This session will narrow the focus to the top five denial reasons and go into depth on each. This session will highlight the documentation requirements to avoid the denials. If

your hospice is currently in a review or is just looking to improve the quality review standard, this session is a must.

Healthcare Provider Solutions

Day 2- Concurrent Sessions: 1:15 – 2:45pm

208- PDGM – All Fun and Games?; Sherri Parson (HH)

According to Psychology Today learning is a physico-chemical process. Our brains love novelty. Are you tired of lectures and traditional power point presentations? Want to learn in a fun relaxed atmosphere?

Join us as we learn about PDGM using America's favorite game show approach - PDGM Jeopardy. By using the traditional style Jeopardy board we will look into easy or should I say a \$100 dollar topics all the way up to hard \$500 topics....you choose! Of course, the money isn't real but the excitement is! Bashful? No problem, just watch and learn, but for the adventurous the interaction will be fun with some learning to be had as well!

PDGM will not be fun and games when it arrives, but why not make learning about it fun? We will delve into the OASIS components of PDGM, Questionable or non-valid primary codes, Diagnoses groups, how the payment model works and some of the financial impacts of the new proposed payment model. So, if you have been wanting to learn the basics of PDGM but thought it seemed overwhelming, then this game show approach, where we break it down fact by fact, this just might be the game for you!

QIRT

209- Survey Update 2019: What's Old is New; Robert Markette (HH HOS PSA)

Surveys continued in 2018, despite an initial delay in home health surveys. Although providers were expecting some difficulties with home health surveys, because of the limited guidance from CMS, there were a number of other issues that arose during the year that caught providers by surprise. These surprises included both home health and hospice. For example, home health providers were caught off guard by new state licensure regulation interpretations that impacted administrators and directors of nursing. Hospice providers were shocked when CMS applied multiple location requirements that were more stringent than in past years. Providers also were unprepared for a number of citations/interpretations related to agency organizational structures, governing body requirements, because neither the hospice CoPs nor the state licensure requirements had been updated. This session will cover survey issues for both home health and hospice.

Hall, Render, Killian, Heath & Lyman, P.C.

210- Is the Cake Already Baked? Teaching Ethics and Critical Thinking to Adults; Karl Ahlrichs (HH HOS PSA)

In our profession, Critical Thinking and Ethics are core skills – but can they actually be taught to adults? In this presentation, we will cover new challenges and how they apply to our world, and then we will share advanced methods for training others in these issues.

This will be a strategic session, offering the view from 35,000 feet with occasional dips to ground level. Participants will participate in a critical thinking exercise and learn specific competencies needed to stay relevant.

Gregory & Appel

211- How Operations are Driven by Top Performing Home Health Agencies; Aaron Little (HH)

Today's home health agencies are challenged to maintain quality while attempting to become more efficient and productive. This interactive session will share results from the BKD and Strategic Healthcare Programs (SHP) annual benchmarking leaders analysis, which studies the quality, financial and operational key performance indicators (KPIs) of top performing agencies. In addition to KPIs, operational approaches and strategies these top performing agencies use to achieve optimal results will also be shared.

BKD, LLP

212- Q&A; ISDH (HH HOS PSA)

Please send any questions for ISDH ahead of time to Tori at tori@iahhc.org.

Indiana State Department of Health