



INDIANA ASSOCIATION FOR  
HOME & HOSPICE CARE

# ANNUAL CONFERENCE AND TRADE SHOW

Education, Trade Show, Silent Auction,  
Networking, and more!

**MAY 6-7, 2020**

**EMBASSY SUITES PLAINFIELD CONFERENCE CENTER  
6089 CLARKS CREEK RD, INDIANAPOLIS, IN 46168**



# 2020 IAHHC Annual Conference

## Schedule of Events

Session Key Codes:  
 HH-Home Health | HOS-Hospice  
 PSA- Personal Services Agency

Register Online!  
 Complete Session Descriptions Available  
 on the Conference Webpage at  
[www.iahhc.org](http://www.iahhc.org)

### Day 1: Wednesday, May 6th

#### 7:30 to 9:00 am

Registration and Continental Breakfast

#### 8:00 to 9:00 am

Annual Business Meeting

#### 9:00 to 10:30 am- Keynote Presentation:

101 Oppositioning: One Surprising Strategy for Innovation and Differentiation - David Rendall  
 (HH HOS PSA)  
*Sponsored by: BKD CPAs & Advisors*

#### 10:30 to 10:45 am - Break and Study Hall

#### 10:45 am to 12:15 pm - Concurrent Sessions

102 Legal Update: Seeing the Changes Clearly  
 (HH HOS PSA) Robert Markette

103 Executive & Cyber Liability-What You Do Not  
 (HH HOS PSA) Know May Hurt You  
 Phillip Holderness & Norma Boyd

104 The Four Factors of Effective Leadership  
 (HH HOS PSA) David Rendall

#### 12:15 to 1:45 pm

Networking Lunch with Exhibitors  
*Sponsored by: Sandata Technologies*

#### 1:45 to 3:15 pm - Concurrent Sessions

105 Fixing the Talent Shortage in 2020  
 (HH HOS PSA) Karl Ahlrichs

106 PDGM: Creating New Compliance Challenges  
 (HH HOS PSA) Robert Markette

107 Home Health Practices of Top Performers  
 (HH) Aaron Little and Karen Vance

108 Known Unknown: Compliance, Risk Aversion & Change  
 (HH HOS PSA) Debbie Pierson and Yonda Snyder

109 Red Flags and the PEPPER  
 (HH) Petria McKelvey

110 Unique Employment Concerns  
 (HH HOS PSA) Thomas Harper

#### 3:15 to 3:30 pm - Break and Study Hall

**Don't forget to get your exhibitor card checked for a chance to win an IAHHC Board Booze Barrel on Thursday!**  
**Take some time to visit our Study Hall to ask questions. IAHHC staff and Board Members will be on site.**

#### 3:30 to 5:00 pm - Concurrent Sessions

111 PDGM Best Practices  
 (HH) Petria McKelvey

112 Survey Update: Current Trends and Considerations for Survey Prep  
 (HH HOS PSA) Robert Markette

113 Closing the Loop Between Patient Assessment and Plan of Care Workforce of Nurses and Caregivers  
 (HOS) Barbara Provini

114 10 Changes Home Care Agencies can Make to Improve Staff Satisfaction and Retention  
 (HH HOS PSA) Cheryl Reid

115 New Technologies to Improve Day to Day Operations While Creating Cost Savings  
 (HH) Steve Pellito

#### 5:00 to 6:30 pm - Welcome Reception

Including: Food, Drinks, Silent Auction benefiting the Indiana Home & Hospice Care Foundation, and Exhibitor Networking.

### Day 2: Thursday, May 7th

#### 7:30 to 8:30 am

Registration, Continental Breakfast, Study Hall

#### 8:30 to 10:00 am - Keynote Presentation:

201 Home Care & Hospice 2020: An Update from Washington - William Dombi  
 (HH HOS PSA)  
*Sponsored by: BKD CPAs & Advisors*

#### 10:00 to 10:15 am - Break and Study Hall

#### 10:15 to 11:45 am - Concurrent Sessions

202 Care Transition: Spotlight on Caregivers  
 (HH HOS PSA) Melanie Morris

203 Acquire & Expand - Understanding Growth Through Acquisition, the Transaction Process & the Value of Your Agency  
 (HH HOS PSA) Alexander Fritz

204 Fostering Success through Relationships  
 (HH HOS PSA) Lisa McClammy

205 Methods to Effectively Address PDGM Coding Issues  
 (HH) Stacy Gatson

206 Critical Updates for Employee Handbooks in 2020  
 (HH HOS PSA) Eileen Maguire

207 Replacing QE Clinical Groupings for Appropriate Therapy POC  
 (HH) Karen Vance

#### 11:45 am to 1:15 pm

Networking Lunch with Exhibitors

#### 1:15 to 2:45 pm - Concurrent Sessions

208 Empowering the Dementia Caregiver: Knowledge, Self-Care, and Support  
 (HH HOS PSA) Melanie Morris

209 Orientation in Home Care: Organizing, Coordinating, Facilitating and Individualizing Orientation to Meet the Multifaceted Needs of Today's Home Care Agency  
 (HH HOS) Tricia Metzger-Osting and Kara Peters

210 Thriving in Environments of Change: CARE - A Model for Recruiting and Retention  
 (HH HOS PSA) Adrian Killebrew

211 Achieving OASIS Accuracy Through Effective Team Collaboration  
 (HH) Stacy Gatson

212 PDGM, FLSA and Your Employees: Aligning Employee Financial Incentives to Agency Incentives Under PDGM  
 (HH HOS PSA) Robert Markette

213 Top Five Hospice Medical Review Denials and How to Avoid them  
 (HOS) Leslie Heagy

#### 2:45 to 3:00 pm - Break and Study Hall

#### 3:00 to 4:00 pm - Concurrent Sessions

214 EVV implementation for Medicaid Waiver Services  
 (HH HOS PSA) Shantel Silnes and Michael Cook

### Keynote Speakers

Visit our website to learn more about our Keynote Speakers!



**David Rendall,**  
Keynote Speaker  
and MC



**William Dombi,**  
President- National  
Association for Home  
Care & Hospice

Session times are subject to change. More sessions may also be added. Please continue to check our conference page on [www.iahhc.org](http://www.iahhc.org) for updates.



# May 6-7, 2020 Conference Registration Form

## Registration Fees

	IAHHC Member		Non-Member	
	On or before April 22 <b>Early Bird Special!</b>	After April 22	On or before April 22 <b>Early Bird Special!</b>	After April 22
2-Day Conference	\$300	\$325	\$600	\$650
1-Day Conference	\$175	\$200	\$350	\$400

### Interested in learning more about membership?

Contact Michelle Stein-Ordóñez, Membership Services Director  
michelle@iahhc.org or 317-775-6672

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Fax: \_\_\_\_\_

### Attendees

Attendee Name (1): \_\_\_\_\_

Email: \_\_\_\_\_

(Required for confirmation)

Circle Days Attending: Wed. Thurs. Fee: \_\_\_\_\_

Please circle the sessions and special events you plan to attend:

**Day 1:** Annual Meeting Yes No | 101 | 102 103 104 | 105 106 107 108 109 110 | 111 112 113 114 115 | Welcome Reception RSVP Yes No

**Day 2:** 201 | 202 203 204 205 206 207 | 208 209 210 211 212 213 | 214

Attendee Name (2): \_\_\_\_\_

Email: \_\_\_\_\_

(Required for confirmation)

Circle Days Attending: Wed. Thurs. Fee: \_\_\_\_\_

Please circle the sessions and special events you plan to attend:

**Day 1:** Annual Meeting Yes No | 101 | 102 103 104 | 105 106 107 108 109 110 | 111 112 113 114 115 | Welcome Reception RSVP Yes No

**Day 2:** 201 | 202 203 204 205 206 207 | 208 209 210 211 212 213 | 214

Attendee Name (3): \_\_\_\_\_

Email: \_\_\_\_\_

(Required for confirmation)

Circle Days Attending: Wed. Thurs. Fee: \_\_\_\_\_

Please circle the sessions and special events you plan to attend:

**Day 1:** Annual Meeting Yes No | 101 | 102 103 104 | 105 106 107 108 109 110 | 111 112 113 114 115 | Welcome Reception RSVP Yes No

**Day 2:** 201 | 202 203 204 205 206 207 | 208 209 210 211 212 213 | 214

Attendee Name (4): \_\_\_\_\_

Email: \_\_\_\_\_

(Required for confirmation)

Circle Days Attending: Wed. Thurs. Fee: \_\_\_\_\_

Please circle the sessions and special events you plan to attend:

**Day 1:** Annual Meeting Yes No | 101 | 102 103 104 | 105 106 107 108 109 110 | 111 112 113 114 115 | Welcome Reception RSVP Yes No

**Day 2:** 201 | 202 203 204 205 206 207 | 208 209 210 211 212 213 | 214

### Method of Payment

Check (made payable to IAHHC)

Visa

MasterCard

Total Amount Enclosed: \_\_\_\_\_

Card Number: \_\_\_\_\_ -- \_\_\_\_\_ -- \_\_\_\_\_ -- \_\_\_\_\_

Security Code: \_\_\_\_\_

Exp Date \_\_\_\_/\_\_\_\_

Name (on card): \_\_\_\_\_

Billing Address (if different from above): \_\_\_\_\_

Auth. Sig: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_



Mail completed form & payment to:  
IAHHC | 6320-G Rucker Road | Indianapolis, IN 46220

Fax to:  
(317) 775-6674



IAHHC

6320-G Rucker Road  
Indianapolis, IN 46220  
www.iahhc.org



IAHHC Annual  
Conference

May 6th-7th, 2020

Embassy Suites Plainfield  
Plainfield, IN

## Hotel & Conference Information

### Conference Registration by Fax

Register by fax at (317) 775-6674. Fax registrations are accepted, but payment must be by MasterCard or Visa credit card. "No Show" fax registrations will be billed in full. Fax registrations not accompanied by payment will be sent confirmation after receipt of payment.

### Conference Registration on the Web

Register online at [www.iahhc.org](http://www.iahhc.org)

### Refunds and Substitution Policy

Refunds by April 24, 2020 will have a \$50/day processing fee. There will be NO REFUNDS after April 24, 2020. If you are unable to attend the conference, you may send a substitute. Please contact the IAHHC office with the person's name. Each individual requires their own registration. You cannot share a multi-day registration.

### Room Reservation

In order to keep the IAHHC Annual Conference as economical as possible for our attendees, please make sure to book any of your hotel needs within the provided hotel block. Use code IHH:  
[https://secure3.hilton.com/en\\_US/es/reservation/book.htm?inputModule=HOTEL&ctyhocn=INDPLES&spec\\_plan=CESIHH&arrival=20200505&departure=20200507&cid=OM,WW,HILTONLINK,EN,DirectLink&fromId=HILTON-LINKDIRECT](https://secure3.hilton.com/en_US/es/reservation/book.htm?inputModule=HOTEL&ctyhocn=INDPLES&spec_plan=CESIHH&arrival=20200505&departure=20200507&cid=OM,WW,HILTONLINK,EN,DirectLink&fromId=HILTON-LINKDIRECT)

### Questions

For conference information or questions, please contact the IAHHC office at (317) 775-6675 or email Tori at [tori@iahhc.org](mailto:tori@iahhc.org).



### **Embassy Suites Plainfield Conference Center**

6089 Clarks Creek Road  
Plainfield, IN 46168  
Tel (317) 839-1106  
Fax (317) 839-1124

### **Room Rates**

King Suite or Double Queen Suite:  
\$152<sup>00</sup>+Tax

Hotel Registration Deadline  
April 15, 2020

**Identify yourself as being with the  
Indiana Association for Home &  
Hospice Care or use code IHH**

Hotel rates and availability not  
guaranteed after April 15, 2020