

Session Key Codes:

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

May 10th

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

101 - Home Care & Hospice 2022 - An Update from Washington - William Dombi

(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. 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.

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

102 - Legal Update: What You Need to Know - Robert Markette (HH HOS PSA)

Another year brought more legal and regulatory changes for providers. Vaccine mandates from OSHA and CMS, which were quickly challenged in court. New Hospice survey rules that included civil penalties and other new enforcement measures. Staffing challenges due to lack of workers and increasing wages. The announcement that Value Based Purchasing is coming. Major changes at the Indiana Department of Health. New guidance from EEOC, DOL, CMS and others and more. All of these changes present new compliance challenges for home health, hospice and private duty providers. This session will provide an overview of these changes to better equip providers to stay compliant in 2022.

Objectives:

- Attendees will understand the major statutory and regulatory changes at the state and federal level.
- Attendees will understand how these impact their operations and what changes are necessary for compliance.
- Attendees will learn key considerations for compliance strategies so that they can take steps to ensure compliance at their agency.

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

103 - Hospice VBID - Melinda Gaboury (HOS)

This session will cover the details of the Value-Based Insurance Design (VBID) Model – Hospice Benefit Component. Medicare Advantage (MA) has long had coverage for home health patients, but there has never been coverage for Hospice under the MA benefit. VBID is a demonstration that began January 1, 2021 and continues for 5 years. There are multiple Medicare Advantage Organizations (MAO) that are participating and have coverage in multiple states. In addition to Hospice care there is an expansion of

Palliative Care services that are offered to patients through the MAO. CMS is testing how the hospice benefit component can improve beneficiary care through greater care coordination, reduced fragmentation, and transparency in line with recommendations by the Office of Inspector General (OIG), the Medicare Payment Advisory Commission (MedPAC) and others. Hospice must prepare as more and more MAOs are participating in VBID to offer the hospice benefit to their beneficiaries.

Healthcare Provider Solutions

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

104 - Sign-On Bonuses, Retention Bonuses and Commissions: Keeping Staff While Avoiding Common Pitfalls - Robert Markette (HH HOS PSA)

Over the last two years, home health, hospice and private duty providers have found themselves struggling to attract and keep staff. One area many providers have looked at for a competitive advantage is bonuses or incentive compensation. For recruiting and retention, many employers have begun considering sign-on bonuses and retention bonuses. These can be useful tools but can create wage and hour compliance issues. Another common form of bonus used to incentivize staff is paying commissions to marketing personnel. Commissions can create both wage and hour issues and fraud and abuse issues. This session will review the key concepts from the Fair Labor Standards act. We will then review common mistakes paying bonuses, the importance of creating the right kinds of incentives and key considerations for sign-on bonuses, retention bonuses and commissions. We will also consider steps to take to prevent a commission program from creating significant fraud and abuse liability.

Objectives:

- Attendees will understand what the Fair Labor Standards Act requires when paying employees bonuses.
- Attendees will understand common mistakes made when paying bonuses.
- Attendees will understand how the federal fraud and abuse laws impact commissions.
- Attendees will also understand who to consider the financial incentives created by bonuses.

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

105 - VBP: Preparing for Value-Based Care - M. Aaron Little and Angela Huff (HH)

The national expansion of the Medicare home health Value-Based Purchasing (VBP) program is a game changer for the industry. Agencies must understand the VBP model and how to employ strategies to optimize the potential for positive future VBP performance scores and resulting payment adjustments. This session will focus on practical approaches to employing value-based care strategies to optimize quality and financial outcomes.

Objectives:

- To empower attendees with a practical understanding of the VBP model.
- To relate VBP performance scores to estimated financial outcomes.
- To empower attendees with strategies for optimizing quality and financial outcomes.

BKD, LLP

106 - Home Health Value Based Purchasing - Melinda Gaboury (HH)

Home Health Value Based Purchasing is set to begin a Nationwide in 2023. Outline the 5-year HHVBP program and impact on 9 participating states, Detail the changes to the HHVBP in the last 2 years, Analyze how the HHVBP model affected outcomes for everyone. This session will review the structure to the HHVBP that ended in 2020 and review results from the states that participated in the demo. The session will also review the calculation methodology for the nationwide rollout of VBP and what agencies should be doing to prepare for 2023 implementation.

Healthcare Provider Solutions

107 - Why aren't your PDGM Outcomes Better? Learn how HH Providers rewired for Success - Arnie Cisneros and Kimberly McCormick (HH)

In 2019, PDGM education focused on billing or coding aspects of the reform, with little attention to operational or care delivery requirements. As a result, there is confusion regarding how PDGM works in terms of the Value-based care changes to HH practices that compromise outcomes. This progressive presentation addresses strategies that directly affect quality care outcomes under PDGM as you learn how to hardwire for tangible results with 4-5 Star Ratings and single digit readmissions.

Objectives:

- Identify areas of PDGM programming that require hardwire changes compared to optimize PDGM potential and outcomes
- Outline successful changes to legacy HH Operations for PDGM success
- Present how PDGM hardwired operations prepares HH Providers for future Impact Act changes
- Provide Case Studies of rewired PDGM HH Outcomes

Health Strategic Management (HHSM)

108 - Building a Successful QAPI Program - Leslie Heagy (HOS)

Building a Successful Hospice QAPI Program to improve patient outcomes while meeting regulatory compliance. In this session we will focus on understanding the QAPI Conditions of Participation (CoPs) required for all Medicare Certified Hospice providers. We will discuss the Importance of Developing and Implementing a Written QAPI plan that includes the collection and analysis of meaningful data, how to Develop Quality Indicators and Performance Improvement Projects (PIPs) and Strategies for ongoing monitoring to ensure your QAPI program is effective.

Healthcare Provider Solutions

109 - Change the Culture of Care; Strategies to Recruit, Engage, & Retain Today's Frontline Workforce - Maggie Keen (HH)

It's time to change the culture of care. Too few people are entering the healthcare profession, there are limited career paths upwards, training is done for compliance, and employees are often unengaged and burned out, leaving employers with high turnover and unable to deliver reliable care. We've been in the trenches, connecting millions of people to work over the past decade, and we've heard and felt the ongoing pains of the industry. Join us for a first-of-its kind session that evaluates the problem, provides insight across millions of workers, and surfaces actionable solutions to help organizations build a stronger workplace. Inspire your team with new thinking on creating a workplace that will become a destination, serving as a platform to get more competitive to recruit and retain great people.

Objectives:

- Evaluate the factors contributing to the workforce shortage & how to tackle these challenges.
- Provide insight across millions of workers on how to get more competitive to recruit and retain great people.
- Surface actionable solutions to help organizations build a stronger workplace.

MyCNAjobs

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

110 - Survey Trends 2022: What We Learned Last Year – Robert Markette (HH HOS PSA)

2021 saw a return to a more “normal” survey process. Surveys resumed a more familiar schedule, even as the continued to be impacted by the PHE. This session will review CMS’ survey data from 2021 to identify the primary areas of survey focus for home health and hospice. This will allow us to identify key areas of focus for agencies. These are areas agencies should be evaluating to determine their compliance and identify any compliance gaps. After reviewing survey trends from 2021, we will consider specific examples of citations within these areas. From these examples we will identify key compliance strategies to implement to avoid survey citations.

Objectives:

- Attendees will understand the primary areas of surveyor focus for home health and hospice
- Attendees will be able to utilize these trends to assess their own survey readiness.
- Attendees will identify key compliance strategies to implement to avoid findings in their own surveys.

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

111 - Optimizing the Home Health Revenue Cycle in a Year of Change - M. Aaron Little (HH)

The home health revenue cycle has undergone tremendous change since 2020 and the implementation of the Medicare Notice of Admission (NOA) billing requirement will bring even more change in 2022. Combined with the return of Targeted Probe and Educate (TPE), 2022 presents many possible disruptions to the revenue cycle. This session will provide attendees with the latest updates on billing and revenue cycle matters related to PDGM, including NOAs, TPE, and other billing requirements and compliance activities.

Objectives:

- To empower attendees with the most current available facts related to PDGM billing and payment updates, including NOAs.
- To provide attendees with the latest information regarding compliance contractor audit initiatives, including strategies for successfully navigating cash flow through TPE and other audits.
- To prepare attendees for what to expect with the national expansion of VBP.

BKD, LLP

112 - Navigating the New World of Home Health Value-Based Purchasing (HHVBP) - Lisa McClammy and Angela Huff (HH)

As the world of Home Health Value-Based Purchasing (HHVBP) expands from nine states to all 50 states, agencies are left struggling to understand how their quality will be measured against other agencies and how this model will affect their reimbursement. In this session we will discuss the history and expansion of HHVBP, what methodology is used to decide if your agency fits into the smaller or larger volume cohort, and how the payment adjustment will be determined. The agency Total Performance Score (TPS) is calculated using Quality Measures currently collected through Outcome and Assessment Information Set (OASIS) data, claims data, and Home Health Consumer Assessment of Healthcare Providers and Systems (HCAHPS). We will dive into each of those Quality Measures and discuss strategies on how you can assess your current situation and implement changes that will have a positive impact.

Objectives:

- The learner will be able to discuss the history of VBP
- The learner will understand how the baseline year data was determined and the timelines for the data currently being collected and what the payment year will be
- The learner will be able to describe the Quality Measures used to calculate VBP
- The learner will be able to discuss strategies to improve their Total Performance Score

MAC Legacy & BKD, LLP

113 - Facing the Challenges of Anticoagulants in Hospice - Caren McHenry Martin (HOS)

Hospices are often faced with the challenge of admitting patients who are anticoagulants, often for diagnoses that are only indirectly related to the terminal diagnosis. Questions about medical necessity, risk/benefit, and inclusion in the hospice benefit are not directly addressed in medical literature. This session will review the outcomes data and risk/benefit profile of these medications to help hospice staff and clinicians make informed decisions about continuing or discontinuing these medications for patients in hospice care.

Objectives:

Objective 1: At the end of this activity the learner will be able to:

List at least two appropriate indications for anticoagulants for hospice patients

Content Outline 1: Provide an outline of the content for each objective.:

1. Use of anticoagulants for atrial fib 2. Use of anticoagulants for history of DVT/PE 3. Use of anticoagulants for other diagnoses

Objective 2: At the end of this activity the learner will be able to:

List at least three parameters for deprescribing anticoagulants in hospice patients

Content Outline 2: Provide an outline of the content for each objective.:

1. Use of clinical rating scales in hospice patients (frailty indices, performance scales) 2. Data re: benefit of anticoagulants for short term 3. Data re: bleeding risk for anticoagulants

Objective 3: At the end of this activity the learner will be able to:

Discuss process for evaluating risk versus benefit of anticoagulants for hospice patients

Content Outline 3: Provide an outline of the content for each objective:

1. HASBLED risk assessment 2. DVT risk evaluation tools 3. CHADS -Vasc stroke risk tool 4. Risks for patients with cancer

Enclara Pharmacia

114 - Building a Successful QAPI Program - Leslie Heagy (HH)

Building a Successful Home Health QAPI Program – In this session we will focus on understanding the QAPI Conditions of Participation (CoPs) required for all Medicare Certified Home Health Agencies. We will discuss the steps for building a simple but well-defined QAPI Program to improve actual patient outcomes while achieving regulatory compliance. You will learn what is needed to develop and implement a written QAPI plan that includes the collection of meaningful data and the analysis of that data for High Risk, High Volume, and Problem Prone areas. We will discuss when Quality Indicators and Performance Improvement Projects (PIPs) are needed as well as, best practices for ongoing monitoring to ensure your QAPI program is effective.

Healthcare Provider Solutions

May 11th

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

201 - Just be a GREAT Leader! - Eric Scharber (HH HOS PSA)

There is no silver bullet to the current workforce crisis the healthcare industry is facing. No one can “solve” the problem and magically eliminate the shortages we face. Those are facts... That said, you can do something about it. This Keynote will offer a message of how true leadership can ensure your organization will thrive in the race to acquire and retain talent. Attendees will walk away feeling inspired to lead their teams in a positive way, thereby fostering a culture that propels talent toward the organization. With a focus on excellent, employee centric leadership, positive organizational results will follow.

Objectives:

- Understand what a key role dynamic leadership plays in attracting and retaining talent
- Learn ways to develop as a leader, whether you're a new leader, or someone who have been at it for years
- Learn methods to not only be inspired to develop themselves as a leader but commit to developing their team's leadership abilities.

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Day 2- Plenary Session: 10:15 – 11:45am

202 - Session with the Secretary of the Indiana Family and Social Services - Dr. Daniel Rusyniak, M.D. (HH HOS PSA)

FSSA Secretary Rusyniak's presentation will be a "state of the state" for FSSA and Home and Community-Based Services. The topics covered will include the current landscape, future plans, MLTSS, the HCBS Stabilization Program, and other hot topics that affect Home Health, Hospice, and Personal Services.

FSSA

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

203 - A Culture of Retention - Eric Scharber (HH HOS PSA)

Company culture and Employee Engagement fuel loyalty and retention amongst your workforce. Organizations with great culture attract the finest talent in a marketplace and contribute to organizations becoming the employer of choice. Learn the keys to building a strong, positive culture that will ensure your organization exceeds industry benchmarks for attracting and retaining talent. Also, discover the true ROI for investing in culture.

Objectives:

- Understand the 5 key steps to developing and improving company culture
- Learn how to leverage excellent culture to attract and retain top talent in any market
- Learn about the state of the workforce and the return on investment that organizations realize by investing in culture and employee engagement.

SimiTree Healthcare Consulting

204 - Understanding Your OSHA Recordkeeping Requirements - Eileen Maguire (HH HOS PSA)

The COVID-19 pandemic has brought heightened awareness of your OSHA obligations and risks. In any investigation, the first question will likely be where are your OSHA Recordkeeping Forms (e.g., your 300 log, 301 incident report and 300A annual summary). Whether you are an HHA, Hospice or PSA, you are subject to OSHA's Recordkeeping Standard. This session will review how to comply with the tricky parts of OSHA's forms and answer your OSHA compliance questions.

Objectives:

- What makes an employee's injury or illness "work related" and reportable.
- When and how must you report an employee's hospitalization or death.
- When is an employee's COVID-19 infection reportable on OSHA Forms.

Gilliland, Maguire & Harper, PC

205 - Value Basing Case Conference – Your Silver Bullet for VBP & PDGM - Angela Huff (HH)

Case conference can be your ace in the hole to ensure that your agency is successful with VBP and PDGM. It's a two for one special and an investment that mean added value to your organization not only financially but also in the areas of quality and compliance. This session will provide you with information on how to structure your case conference to impact key elements of PDGM and Value Based Purchasing in an efficient and effective manner.

Objectives:

- Identify areas of focus in case conference for VBP and PDGM
- Discuss the structure and agenda driven approach
- Engagement of the IDT members to promote agency success in the areas finance, quality and compliance.

BKD, LLP

206 - Improving Revenue Accuracy by Improving Coding - M. Aaron Little & Lisa McClammy (HH)

Improving home health coding practices can have a significant impact on quality reporting and revenue accuracy. Yet, often there is a knowledge gap between clinicians and financial managers to measure the impact and understand the significance of everyday clinical documentation scenarios that drive quality reporting and financial results. This session will explore various coding scenarios and resulting financial impact to deepen participants' understanding of how to adopt best practices in documentation and process to drive coding and resulting financial accuracy.

Objectives:

- To empower attendees to recognize typical weaknesses in coding practices that result in poor quality reporting and financial accuracy.
- To relate common coding documentation scenarios to specific financial results.
- To apply methods for assessing coding accuracy in relation to quality reporting and financial performance.

BKD, LLP & MAC Legacy

207 - Revenue Cycle Management - Petria McKelvey (HH HOS PSA)

In this day and age of high deductible health plans and insurance companies pushing more and more of the financial responsibility to patients, healthcare providers need to know and understand the importance of making patients priority #1 when it comes to getting reimbursed. We will give them the guidelines and tools needed to be proactively pursuing payment BEFORE services are done or at the time of service compared to, in the olden days, of sending a statement a month or 2 after services and been performed.

Objectives

- Pre-Care Patient Engagement
- Manual inefficiencies / the claims process
- Embrace technology
- Know your number with constant measuring
- Plans

Precision Medical Billing

208 - Living –vs- Existing: Promoting Quality Time with Sensory Boxes and Individualized Program Kits - Patricia Piechock (HH HOS PSA)

Boredom influences how well we live... or if we just exist. Are your clients living or existing? Regardless if you are in community health, home health, or end of life care, professional caregivers may find themselves "stuck" finding the right connection clients need- especially when dementia plays a major role. This session will show participants how to develop individualized sensory boxes and program kits based upon a person's life history, interests, functional abilities, and sensory needs.

Objectives:

- Identify program needs for clients- who in your program is just existing?

- Explore ways to identify and create kits based upon client's life histories, interests, functional abilities, and sensory needs.
- Develop a list of themes, and items needed to make your kits pop!
- Examine ways your family caregivers, volunteers, and staff can utilize personalized sensory boxes and program kits to better the lives of those you serve.
- Visualize actual kits that you and your program can create and utilize

The Institute for Excellence in Memory Care

209 - Cost EFFECTIVE Symptom Management in Hospice - Caren McHenry Martin (HOS)

This session will explain a targeted and patient-specific approach to symptom management. There's no "one size fits all" in hospice, and making informed decisions about which medication to use for common end-of-life symptoms improves patient care and controls cost. Learn some "tricks of the trade" from a hospice pharmacist and share your own experiences with your peers!

Objectives:

- List at least three considerations for choosing the best pain medication for treatment of various types of pain
- Differentiate between different causes of nausea and the types of medications most effective for each
- Compare the different types of medications used for managing anxiety and agitation, and the pros/cons of each

Enclara Pharmacia

Day 2- Plenary Session: 2:45 – 3:45pm

210 - Q&A – Indiana Department of Health (HH HOS PSA)

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

Indiana Department of Health