



The Missouri Alliance for Home Care



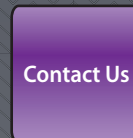
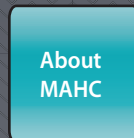
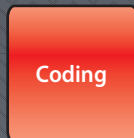
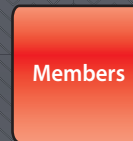
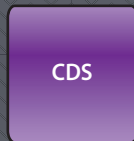
2012 Annual Conference and Home Care Exhibition



**MAHC Has an
App for That!**



MAHC



April 25-27, 2012

**Tan-Tar-A Resort
Osage Beach, MO**

2012 Annual Conference & Home Care Exhibition

Feel like you are taking one step forward only to find yourself two steps behind? Is the environment you work in changing so fast you can't keep up? MAHC Has an App for That! This conference can help you get a handle on what's new and hot on the latest advancements in clinical, administrative and financial operations and how to keep yourself and your organization on the cutting edge. Don't forget to plan a little fun for yourself, too! Dinner is on your own on Wednesday night and then onto the Hospitality Suite for some fun and relaxation. Much more awaits you to make your conference experience well-rounded and satisfying. ***C U There – Don't B Late!***

Keynote Address:

Thursday, April 26, 9:30-10:45 am



Featuring **Nancy Friedman:** The Telephone Doctor Customer Service Training

Hell Hath No Fury Like a Client Scorned

This unique, uplifting program blends customer service skills with some sales tips and introduces the Telephone Doctor's famous FIVE FORBIDDEN PHRASES – the five phrases that are guaranteed to frustrate your clients.

Nancy Friedman, The Telephone Doctor, has found what your clients don't like to hear and she knows the positive alternatives. She'll share them all with you!! It's a wealth of information designed to increase your sales and customer service skills.

This is a program that inspires, teaches and will have you laughing out loud throughout.

NEW THIS YEAR!

Hospitality Suite 1703
Wednesday, April 25
9:00-11:00 p.m.

Stop in after dinner! Don't miss this opportunity to enjoy time with old friends & meet some new ones. Free to all conference attendees. Enjoy a relaxed atmosphere with drinks, snacks and great company. Please join us!

Sponsored by: Anchor Health Care

Fun Walk with MAHC
Thursday, April 26
6:00-7:00 a.m.

Join your colleagues for a guided walk through the beautiful Tan-Tar-A Resort. Please meet in the lobby by 6:00 a.m. We plan to return to the lobby no later than 7:00 a.m. Rain or shine. No sign up required.

Awards Banquet

Thursday, April 26th

Networking Reception- 6:30 pm

Banquet- 7:00 pm

Before enjoying dinner spend a few minutes networking with your home care colleagues. A cash bar will be available if you care to enjoy cocktails or a glass of wine (Cash Only).

MAHC's Awards Program is all about people who make a difference everyday in the lives of those they serve. It's about people, who put quality first, deliver excellence & inspire others to do the same. Finish off the evening by honoring those award winners with a dessert reception sponsored by BKD.

Banquet cost is included in the full conference registration. Additional tickets are available for \$50.00 per person.

Wednesday Lunch Session

11:30 a.m. - 1:00 p.m.

(Bureau Presentation begins at 12:00 p.m.)

The survey staff from the Bureau of Home Care and Rehabilitative Standards will discuss changes and updates related to Home Health and Hospice programs in Missouri. The staff will be available to address your questions or concerns.

2012 MAHC Conference Schedule

Tuesday, April 24

4:00-5:00 p.m.- Early Bird Check-In

Wednesday, April 25

8:00 a.m. – Conference Registration

10:00-11:30 a.m. – Special Sessions

1. Medicare Billing Updates for Home Health Agencies
2. Division of Senior & Disability & MO Medicaid Audit & Compliance Unit Updates

11:30 a.m. – 1:00 p.m. – Lunch with the Bureau
Enjoy lunch & an update on MO Home Health issues.

1:00-2:00 p.m. - Roundtable Discussions Topics:

Face 2 Face – Financial Aspects
Face 2 Face – Clinical Aspects
Face 2 Face – Management Aspects
Telephony
Telehealth
Case Conferencing
In Home Issues
Hospice

2:15-3:45 p.m. - Concurrent Sessions

4:00-5:30 p.m. - Concurrent Sessions

Dinner on your own!

9:00-11:00 p.m. - Hospitality Suite 1703
Sponsored by: **Anchor Health Care**

Thursday, April 26

6:00 a.m. – Fun Walk with MAHC

7:00 a.m. - Conference Registration

7:15- 9:30 a.m. - Exhibit Hall Opens with Breakfast

9:30-10:45 a.m. – Keynote Address - Nancy Friedman- "**Hell Hath No Fury Like a Client Scorned**"

11:00 a.m. – 12:30 p.m. – Concurrent Sessions

12:30-2:00 p.m. – Exhibit Hall open with Lunch
Sponsored By: **Right At Home of St. Louis, and St. Charles**

2:15-3:45 p.m. – Concurrent Sessions

4:00-5:00 p.m. – Exhibit Hall Open
Prizes awarded (**Must Be Present to Win!**)

6:30 p.m. – Social Networking Reception

7:00 p.m. – Awards Banquet

9:00 p.m. – Dessert Reception
Sponsored by: **BKD**

Friday, April 27

7:30-9:00 a.m. – Breakfast & Annual Business Meeting

9:15-10:45 a.m. – Concurrent Sessions

11:00 a.m.-12:30 p.m. – Concurrent Sessions

12:30 p.m. – Closing Ceremony & end of MAHC
Annual Conference

Grand Prize drawing - must be present to win!

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Workshops for 2012 MAHC Annual Conference

Workshop Key

Continuing Education: N - Nursing CE T - Therapy CE

Audience Level:

Speakers were asked to identify the audience level of their session. If provided to MAHC, they are noted as follows:

Beginner Audience - This level assumes that participants have little information within the areas to be covered so that the focus of the activity is a general orientation and increased awareness.

Intermediate Audience - This level assumes that participants have a general familiarity with the topic, so it focuses on increased understanding and application.

Advanced Audience - This level assumes thorough familiarity with the topic and focuses on advanced techniques, recent advances, and future directions.

Looking for a Handout?

Handouts for all workshops are available on-line. Remember to download and print handouts for any workshops you plan to attend. Registered participants will receive the link to the handouts prior to the conference.

**Wednesday, April 25, 2012
10:00-11:30 a.m.**

1) Medicare Billing Updates for Home Health Agencies

CGS, the MAC that processes Medicare home health claims for Missouri, will present billing updates for HHAs. Topics will include changes impacting Medicare home health claims processing, common billing errors which impact or delay payments to HHAs, as well as strategies for reducing/avoiding these errors.

1.5 CE-N

Janna Arndt, MPA, Provider Relations Representative, CGS Administrators, LLC, J15 Medicare Administrative Contractor for Missouri Home Health Agencies, Des Moines, IA

2) DSDS & MO Medicaid Audit & Compliance/Updates

DSDS staff will provide an update on Home Care Programs including changes & future plans and MMAC will provide an overview of the expectations and goals with regard to providers. You will learn the role of the agency and the purpose of the various areas within the agency to show how it all works together for the benefit of providers and citizens alike.

No CE

Celesta Hartgraves, Director; Bobbi Jo Garber, Deputy Director, Division of Senior and Disability Services, Jefferson City, MO; Markus P. Cicka, J.D., L.L.M. (Health Law), Director, Division of Medicaid Audit & Compliance, Jefferson City, MO

It's time ...

Labels around the clock: ANALYTICS, PERIODS, CLIENT & STAFF MGMT, TELEPHONE WORK REORGANIZATION, COMPLIANCE, BILLING & AR, CLINICAL DOCUMENTATION, SCHEDULING, POINT-OF-CARE, ELECTRONIC HEALTH RECORDS, MOBILE WORKFORCE MGMT, PERFORMANCE CONSULTING, PERFORMANCE CONSULTING.

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FLORIDA
405 North Reo Street, Suite 100
Tampa, FL 33609
Toll Free. 1.800.850.0018

Workshops for 2012 MAHC Annual Conference

Wednesday, April 25, 2012

2:15-3:45 p.m.

3) OASIS: If Only There Was An App For That!

Do you wish there was an App available for OASIS? If there was, what kind of information would you want installed? Join us to find out which OASIS data items cause the most problems for clinicians and what guidance you would put in an App if you could.

1.0 CE-N & T

Joyce Rackers, R.N., B.S.N., O.E.C., C.O.S.C., Assistant Bureau Administrator, Department of Health and Senior Services, Bureau of Home Care and Rehabilitative Standards, Jefferson City, MO

4) Billing App Update: Version 2.012

This session will focus on critical billing updates, including 2012 payment rate changes, billing for late home health physician encounters, therapy reassessments, as well as review updates on hospice billing matters relating to face-to-face encounters and billable physician services. This session is targeted at agency leadership and billing/financial personnel.

1.5 CE-N

M Aaron Little, CPA, Senior Managing Consultant, BKD, LLP, Springfield, MO

5) Medication Management: The Single Most Important IADL

This session draws the distinction between drug regimen review and medication management. It will demonstrate the value by each discipline in assessing the patients ability to manage medications within his/her daily routine, and the role each plays in improving this critical activity of daily living.

1.5 CE-N & T

Karen Vance, OTR, BKD, LLP, Springfield, MO

6) Are You Ever Really Ready? Experience Helps!

Many agencies have disaster plans, but have you ever wondered if you are really ready? During this session you will hear stories from home care providers & emergency experts of what worked and what didn't work during disasters. From floods and ice storms; to earthquakes and tornadoes; be ready to learn more about how to be ready for the worst!

All Levels Audience - 1.5 CE-N

Cheryl Fitch, Vice President of Government/Community and New Service Development, Oxford Healthcare, Springfield, MO; Mary Fetters, RN, Director with St. John's Regional Medical Center Home Health Agency, Joplin, MO; Anne Kyle, Show-Me Response Program Coordinator, Department of Health and Senior Services, Jefferson City, MO; Steve Bessemer, Earthquake Program Manager, SEMA, Jefferson City, MO & Kim Florea, RN, Clinical Supervisor for SSM Private Duty, Maryville, MO

7) I Have To Teach! An App for Home Health Nurses

Based upon Fran London's book, *No Time to Teach*, this presentation reviews the importance of providing education within the home health setting. This presentation will review the steps needed to provide education that assists the patient to learn the needed information to control his or her disease process.

Beginner/Intermediate Audience - 1.0 CE-N

Katherine A. Smith, RN, MSN, Mederi Caretenders Home Health Agency, Sullivan, MO

Wednesday, April 25, 2012

4:00-5:30 p.m.

8) Continued Survey Readiness is Possible and Realistic

Deficiencies, including Condition level, are on the rise. And now, deficiencies can be given for isolated incidents, not just trends. More and more agencies are accredited, increasing the number of standards in which to be compliant. Hear directly from a surveyor and consultant and sees agencies struggle with survey preparation and compliance. This session will focus on how to maintain continued survey readiness without a lot of busy work.

Intermediate Audience - 1.5 CE-N

Sharon Litwin, RN, BS, MHA, 5 Star Consultants, Camdenton, MO

9) Is the Perfect Organizational Structure Just a "Pipe Dream"?

Wish there was an App that would tell you the best organizational model for your agency? Do you feel like the traditional supervisory model won't be able to carry your agency into the future? This session will explore several non-traditional ways to structure your agencies clinical staff and supervision to meet your clinical, financial and patient satisfaction goals. Explore one systems structural pilots using creative case-management and team lead roles to support their agency strengths and shore up areas with opportunities for improvement.

Advanced Audience - 1.5 CE-N

Carol Quiring, RN; Lisa Musgrave, RN, BSN, MHA, Saint Luke's Health System Home Care and Hospice, Kansas City, MO

10) Reduce ACH: Best Practices for Fall Prevention

One of the most frequent reasons for Acute Care Hospitalization (ACH) is falls. Learn best practices to prevent falls, take home tools and resources to help train staff and educate patients on ways to reduce fall events in your patient population. An agency will share the evolution of their fall prevention program.

1.5 CE-N & T

Teresa Northcutt, RN, BSN, COS-C, HCS-D, Independent Consultant affiliated with Selman-Holman & Associates, LLC, Middleton, MO; Vicky Speeler, RN, St. John's Mercy Home Health, Pacific, MO

11) Wound Dressing: Product Selection

This session will provide a description of the various dressing types, functions, and uses to optimize the wound environment to promote wound healing and enhance outcomes.

1.5 CE-N & T

Kimberly Jamsion, MD, FACP, FAPWCA, PCWC; Kim Mitchell, R.N., Boone Hospital Wound Healing Center, Columbia, MO

12) Who is Responsible for Supplies When Both Home Health and HME are Involved?

This session will provide help and understanding for Home Health and HME providers on who is responsible for supplies based on therapy and payor source. We will go over Medicare and Medicaid requirements versus commercial insurance and discuss the type and amount of supplies appropriate per therapy session.

1.5 CE-N

Cindy Covington, Director of Marketing; Craig Farris, CoxHealth Home Support, Springfield, MO

Workshops for 2012 MAHC Annual Conference

Thursday, April 26, 2012

11:00 a.m.-12:30 p.m.

13) Managing Productivity of Homecare Staff: Field and Office

Salary costs are the major portion of expenses in a homecare operation. Therefore, managing staff productivity is key to financial viability. Field staff productivity is measured by time and volume components of the visit. Office Staff also requires productivity with guidelines and expectations. This class will give tools and guidelines for managing productivity of your home care agency.

Intermediate Audience - 1.5 CE-N

Sharon Litwin, RN, BSHS, MHA, HCS-D, 5 Star Consultants, LLC, Camdenton, MO

14) Validation: An Approach For Persons With Dementia

People with dementia can have unmet needs that may cause anxiety, anger, and other behaviors. Join us in learning how validation helps to find meaning in the person's actions and emotions, helps us to connect with the person when they are anxious, upset, or having trouble using words and does not judge or try to change their reality.

All Levels Audience-1.5 CE-N & T

Maureen Magrath, LCSW, ACSW, CCM, LNHA, Executive Director; Neosha Owens, CNA, Reminiscence Coordinator, Sunrise of Chesterfield-Sunrise Senior Living, Chesterfield, MO

15) Work Smarter with Long-Term Care Insurance

Overcome claims and billing challenges to avoid benefit payment delays. This session will provide the knowledge and tools you need to work more efficiently with LTC insurance companies, including how to work the benefit-eligibility process from a home care provider perspective. Examine problematic policy provisions that still exist in older policies and strategies to try to overcome them, what definitions to look for and what information is required on every LTC insurance claim; how to help client's file claims and avoid getting caught in the "assignment" squeeze; and creative ways to proactively market for new prospects with insurance agents.

1.5 CE-N

Bill Comfort, CSA, CLTC, Owner, Comfort Assurance Group, St. Louis, MO

16) Bringing Healthcare Reform into Focus - Part 1

Healthcare has and will continue to change and evolve. With healthcare reform and changing expectations of providers, there are now new challenges and opportunities for Home Health and Private Duty providers. During the two 90 minute sessions, the significant changes that have and will be expected for the future will be discussed. Part I will include discussions related to technical matters related to Healthcare reform including the Acts that have been passed and up to the minute changes. Forces causing change as well as impact for the future will be discussed.

1.5 CE-N

Chad Kunze, CPA, Partner - Healthcare; Andy Edeburn, Consulting Manager, CliftonLarsonAllen LLP, St. Louis, MO

17) How to be an Island of Excellence in an Ocean of Mediocrity

There is a mass of grey average out there. You can remain in that mass of grey average or come along with the Telephone Doctor and raise the bar. Starting with the Telephone Doctor's 10 Point Self-Assessment Quiz, going through each point will give you solid information you can apply immediately.

1.5 CE-N

Nancy Friedman, President, Telephone Doctor Customer Service Training, St. Louis, MO

18) Every Manager's Must-Have App: Strategic Diversity & Inclusion

This session will improve healthcare professionals ability to understand and leverage diversity by promoting inclusion best practices for attracting, developing and retaining diverse teams. Beyond cultural diversity, the strategies demonstrated include common cognitive bias and their connection to behaviors that constitute discrimination and/or exclusion. Participants will gain key insights through interactive discussion, examples and methods of practical application.

Advanced Audience - 1.0 CE-N

Anna Lehrke, MHR, SPHR, Volunteer Coordinator/We Honor Veterans Coordinator, Pathways Community Hospice, Chesterfield, MO

Thursday, April 26, 2012

2:15-3:45 p.m.

19) Communication: How's Your App For That?

Communication is critical for success. Participants will discover how to effectively and efficiently stay connected and engaged with referral sources, patients, and co-workers. Tools covered include email, texting, Facebook, Twitter, LinkedIn, YouTube, and Blogging. Those who embrace these tools will have that competitive edge!

Beginner Audience - 1.5 CE-N

Jason Mulholland, MS, ATC, Network-Recruitment and Staffing Specialist, Metropolitan Health Staffing, Alton, IL

20) 2012 Therapy Payment Reforms: Hope Beyond the Hype

The latest attempts to introduce cost and quality controls to therapy care delivery will challenge all providers to re-assess their rehab departments while re-examining the levels of efficiency in these types of programs. By breaking down the new payment system, attendees will understand the goals of the reforms, and learn how SNF rehab care delivery was modified to address identical payment reforms nearly 10 years ago. Learn techniques that help you manage clinical care concerns that speak to the very heart of the payment reforms.

All Levels Audience - 1.5 CE-N & T

Arnie Cisneros, P.T., Home Health Strategic Management, LLC, Lansing, MI

Grand Prize Drawing

Stay for the grand finale closing ceremony on Friday at 12:30 pm. \$1,000 in Jackpot prizes will be drawn. You must be present to win.

Workshops for 2012 MAHC Annual Conference

21) Minding the GAP: Generational Differences in Today's World and Workplace

Age and generation differences in the workplace often hinder optimum performance and serve as a catalyst for communication break-down and dysfunctional teams. This session will help participants understand and strategically leverage differences in work perspectives and sources of motivation. Participants will learn how to bridge the gap between generational differences, avoid conflict and increase productivity in their generationally diverse workplace.

1.0 CE-N

Anna Lehrke, MHR, SPHR, Volunteer Coordinator/We Honor Veterans Coordinator, Pathways Community Hospice, Chesterfield, MO

22) Get Your Applications Ready for Health Care Reform

This session will show you how to apply what is happening with health care, health insurance and employee benefits affecting your company. Topics are for business executives as it relates to your company and employee concerns.

1.5 CE-N

Mike Boone, President, Care Providers Business Insurance; Linda Huber, Benefits Solution Group, St. Peters, MO

23) Bringing Healthcare Reform into Focus - Part 2

Healthcare has and will continue to change and evolve. With healthcare reform and changing expectations of providers, there are now new challenges and opportunities for Home Health and Private Duty providers. During the two 90 minute sessions, the significant changes that have and will be expected for the future will be discussed. Part II will include discussion on actions that will be required by providers and examples of actions that some have already taken. Preparing for the future will be the focus of this workshop. *(To get the most out of Part II it is suggested that you attend Part I.)*

1.5 CE-N

Chad Kunze, CPA, Partner – Healthcare; Andy Edeburn, Consulting Manager, CliftonLarsonAllen LLP, St. Louis, MO

**Friday, April 27, 2012
9:15-10:45 a.m.**

24) Managing Cancer Pain

This session will cover anatomy, physiology, and assessment of pain along with management techniques for all types of cancer pain throughout the treatment/disease spectrum.

1.5 CE-N & T

Melanie Simpson, PhD, RN-BC, OCN, CHPN, Pain Team Coordinator, The University of Kansas Hospital, Kansas City, KS

25) VA Benefits: MO Veterans Commission Has An App for That!

Veteran Service Officers (VSOs) are part of a highly trained team that maintains an excellent working relationship with the Department of Veterans Affairs. Together, VSOs, VA, the Veteran/Family member and you, the Care Provider can put together a fully developed claim package that enables the VA to process live benefits in 90 days or less. This workshop will cover what is necessary to fulfill VA's definition of "fully developed claim" so that we can synchronize our efforts to assure benefits are paid accurately and efficiently. This allows a Veteran/Family member the ability to pay for the excellent care provided by you!

1.5 CE-N

Bonnie McNeill-Boyt, Director, Missouri Veterans Commission Workforce Development, Jefferson City, MO

26) Finding an App to Succeed in an Uncertain Environment

This program will walk through a recommended approach in evaluating an agency's financial performance to target where there is opportunity to improve agency operations for the future. Key drivers for revenue accuracy and expense reductions will be discussed and audience participation will be encouraged to elicit strategies to improve performance.

Intermediate Audience - 1.5 CE-N

Mark Sharp, CPA, BKD, LLP

27) Unemployment Insurance: What Every Home Care Agency Needs to Know

During this session you will hear directly from the MO Department of Labor experts on the correct methods to help you manage unemployment issues in your workplace and gain the knowledge you need to deal with these issues quickly and decisively. Learn the common mistakes made when appealing a claim, how to effectively prepare for an appeals hearing, important follow-up once a problem worker is dismissed, and the benefits/drawbacks of being a contributor versus a reimbursable employer.

No CE

Gracia Backer, Director; Tony Vaughan, Manager, Unemployment Insurance (UI) Programs; Cindy Guthrie, Chief Employer Contributions; Ron Miller, Chief Appeals, Missouri Department of Labor - Division of Employment Security, Jefferson City, MO

28) Computer Technology and Apps for Internal Operations

This workshop will review current technology choices for the mechanization of office operations in a Private Duty Business including system components like Cloud Computing, Scheduling Apps, Telephony, Smartphone Apps, and Electronic Document Management. This session will provide best practices to apply the technology and realize the benefits to the business.

Beginner Audience - 1.5 CE-N

John Hedrick, CEO/CFO/CIO, Martha's Hands LLC, Town and Country, MO

Business Meeting-Friday Breakfast

The MAHC Annual Business Meeting will be held at breakfast on Friday morning, April 27th. Enjoy a full breakfast buffet beginning at 7:30 a.m. while you participate in the business of your association. The 2012 scholarship awardees will be announced, you will meet the new MAHC Board of Directors & Mary Schantz, Executive Director will review the year's highlights and provide a legislative update. (Business meeting will begin at 8:00 a.m.)

Workshops for 2012 MAHC Annual Conference

29) Therapy Functional Reassessment: It's a Good Thing....

Therapy functional reassessment content continues to be a struggle for therapists and PI reviewers. This topic speaks not only to documentation of care delivered, but also to ensuring appropriate delivery of therapy care. An informative patient functional reassessment starts with a quality therapy evaluation and goal setting based upon the content of the initial assessment. Potential tests and measures will be discussed, along with goal writing framework for Physical, Occupational and Speech therapies. A systematic thought process for ensuring functional reassessment content that complies with the Medicare requirements, and supports the continuation or discharge of therapy services will be presented. The content of this workshop will assist therapists to ensure that the documentation supports the services that are delivered by examples and interaction with the presenter.

Intermediate Audience - 1.5 CE-N & T

Vicki Gines, PT, DPT, CEEAA, Clinical Systems Coordinator, North Kansas City Hospital Home Health Services, North Kansas City, MO

Friday, April 27, 2012

11:00 a.m.-12:30 p.m.

30) Medicare Home Health: 2012 and Beyond

While quality Home Health providers struggle to understand the goals of the proposed reforms, the future homecare industry will require anything but a business as usual approach. Despite these challenges, we know that neither the patients nor the Home Health industry are going away. In fact, baby boomer populations will challenge the care continuum to devise and deliver quality healthcare services to an even greater population than we serve today. Join us to find out what changes will be required for Home Health providers if they expect to weather the reform storm and thrive under a new care model?

All Levels Audience - 1.5 CE-N & T

Arnie Cisneros, P.T., Home Health Strategic Management, LLC, Lansing, MI

31) The Must Have App in 2012: How to Select and Improve Your Telehealth Program

Whether you're seeking to select or improve telehealth, this interactive session gives you the knowledge and the confidence required to be successful. Creating a successful telehealth program takes more than just investing in technology. Learn from agencies worldwide on improving business efficiencies, achieving improved patient care, better clinical outcomes and financial strategies.

Beginner/Intermediate Audience - 1.5 CE-N

Brett Quas, Connected Healthcare Solutions, Pewaukee, WI

32) Advocacy and Lobbying: Are There Simple Apps for That?

There are and they don't have to be downloaded to your phone – you have all you need right inside of you. Don't feel intimidated by the legislative process or afraid of contacting your elected officials. You DO "know enough" to be effective and it's your responsibility to be a proactive "advocate" for home care. Join the discussion and leave feeling empowered.

No CE

Teresa McCulloch, RN, BSN, Chair, MAHC Advocacy Committee; Debbie Cochran, Area Director, St. Charles and Lincoln Counties/ Health Issues Advisor for Congressman Todd Akin

33) Risk Adjustment for Clinicians

The new risk adjustment model for OASIS-C shapes your agency's quality outcome scores and may soon impact your reimbursement. Learn what risk adjustment is & how it works. Use Acute Care Hospitalization measures to examine how answers on specific OASIS items affect the calculation of your agency's ACH rate, and learn how to avoid common mistakes that can cause incorrect risk adjustment.

Beginner/Intermediate Audience - 1.5 CE-N

Teresa Northcutt, RN BSN COS-C HCS-D, Independent Consultant affiliated with Selman-Holman & Associates, LLC, Middleton, MO

34) How to Hire & Train a Staffing Superstar!

Two seasoned staffing professionals will share their wisdom about this critically important role within your organization. They will discuss qualities to look for in a future Staffing Coordinator, techniques to train them to be successful, common staffing challenges and how to handle those situations. The content promises to be invaluable to agency owners and human resource managers. Proven managerial and leadership skills will be presented so that you can leave this workshop with practical tools to begin using immediately in your agency

Beginner/Intermediate Audience - 1.0 CE-N

Kate Sickles, Lead Staffing Coordinator, Martha's Hands, Town and Country, MO; Tracie Stuckey, Lead Care Coordinator, Right at Home of St. Louis, MO

35) Helping Clients Manage Medication Routines

When people don't take their medications correctly, they frequently end up in the hospital. When they take their medications, what reminds them to take their medications, and where they keep their medications are as important as knowing how to take them. This session is about helping people with their medication routines as a part of their daily routines.

1.5 CE-N

Karen Vance, OTR, BKD, LLP, Springfield, MO

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Administrative Details

Full Conference Registration includes admission to all Annual Conference workshops, events and scheduled meals listed in the conference brochure schedule.

Nametags: Participants will be required to wear the conference nametag for admission to any event.

Hotel Information: Guest rooms are available at the Tan-Tar-A Resort at a special MAHC conference rate of \$109 by calling 1-800-TANTARA or go to www.tan-tar-a.com, click on "reservations" and use group code ALHC. The cutoff date for room availability is April 1, 2012. The hotel is located on State Road KK off of Highway 54 in Osage Beach.

Special Needs: If you are disabled and require assistance or have special food needs, please submit your requirements to MAHC three weeks in advance of this event.

Considerations: Many people suffer with allergies, sensitivity to fragrances and asthma. Please limit fragrances.

Photo Release: From time to time we use photographs of conference participants in our promotional materials. By virtue of your attendance at the MAHC Annual Conference, MAHC reserves the right to use your likeness in such materials.

Continuing Education Opportunities

Nursing CEs-The Missouri Alliance for Home Care is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Therapist CEs-In recognition of this program, the Therapy Continuing Education Hours have been awarded by Missouri Alliance for Home Care, in co-sponsorship with the Missouri Physical Therapy Association.

Most workshops are approved for continuing education for nurses and/or therapists and will be identified as such with an "N" for Nursing CE and a "T" for Therapy CE with hours available. Those workshops which do not yield nursing or therapy credit are marked "No CE".

An individual may accumulate a maximum of 10.5 Nursing CE or a maximum of 9.0 Therapy CE.

Foundation

Did you know...The Home Care Research & Education Foundation provides scholarships for nursing and therapy students? Plan to support them by participating in the Raffle Prize Drawing & the 50/50 Raffle!



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Volunteers & Extras

Round Table Discussions

Wednesday, 1:00-2:00 p.m.

Join your colleagues from across the state to discuss common problems and issues. Take advantage of this opportunity to participate in facilitated round table discussions on important topics including; Face 2 Face (Financial, Clinical and Management aspects), Telephony, Telehealth, Case Conferencing, In- Home Issues and Hospice.

Classroom Monitors

Volunteer to be a classroom monitor and have a chance to win a relaxing weekend stay at the Tan-Tar-A Resort. To show our appreciation to those that volunteer, all classroom monitor names will be entered into this drawing. Please mark the box on the registration form that you would like to be a classroom monitor and Abby Havens will contact you. **DON'T MISS** this great opportunity!

Exhibit Hall Prize Drawings

Bring Lots of Business Cards!

Many of the exhibitors will sponsor a prize at their booths. Your business card will often serve as your entry for these drawings. Drawings will occur at 4:45 p.m. Check with vendors to claim prizes.

Planning Your Wardrobe

Casual attire is appropriate for this conference. Some people may choose to dress more formally for the Awards Banquet. **Be sure to bring a light jacket or sweater to the classrooms-classroom temperatures are often on the chilly side.**

Veterans Administration Benefits Assistance

AVCC helps veterans, their families and home care agencies learn about the Aid & Attendance Pension benefit. Eligible recipients can receive up to \$24, 293 a year towards non-medical home care services.

Find out how your office can help more families

Stop by the AVCC booth during the MAHC Annual Conference to learn more

1-855-601-4770

  www.avcchomecare.com




Helping Veterans Stay at Home

2012 Annual Conference & Home Care Exhibition

April 25-27, 2012

Registration Form

Company: _____ Phone: _____

Address: _____ Fax: _____

City, State, Zip: _____

Attendance Selection	MAHC Member Rate	Non-Member Rate
Full Conference - 1 person	\$450	\$900
Full Conference - 2-5 people	\$410 each	\$900
Full Conference - 6 or more people	\$350 each	\$900

PLEASE PRINT OR TYPE

Photocopy as needed

PARTICIPANT INFORMATION		Annual Conference		
Name	Email	MAHC Member	Non Member	Fee

TOTAL FEES ENCLOSED \$ _____
AC12



Mail Registration & Payment to:
 Missouri Alliance for Home Care
 2420 Hyde Park, Suite A
 Jefferson City, MO 65109-4731
 Phone: (573) 634-7772 Fax: (573) 634-4374

Conference Cancellation Policy: Cancellations received by March 25, 2012 are eligible for a 90% refund. Cancellations received on or after March 26, 2012 are eligible for a 50% refund. No refunds granted for cancellations received after April 6, 2012. We will bill for unfulfilled reservations at the full rate.

CE Monitors Needed – Please Volunteer!

Name: _____

Workshop #s: _____

Name: _____

Workshop #s: _____

Name: _____

Workshop #s: _____

3rd Annual

PRIVATE DUTY CONFERENCE

Tan-Tar-A Resort • Thursday, April 26th - Friday, April 27th

Join private duty/private pay providers as we learn, share ideas, network and sharpen our business skills.
 Register at www.homecaremissouri.org or call MAHC at 573-634-7772

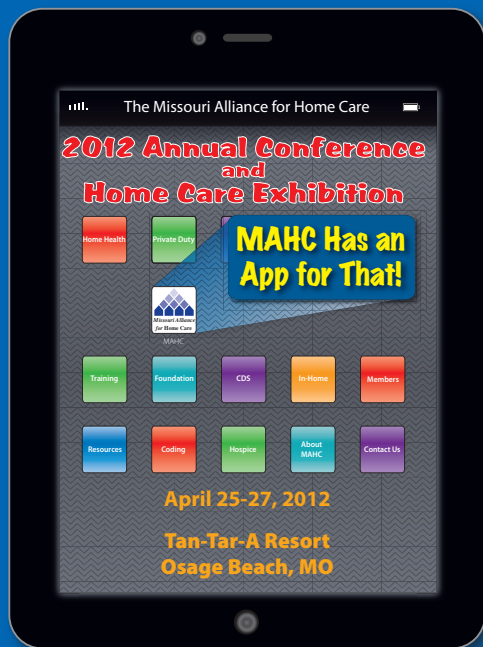


Missouri Alliance for Home Care
2420 Hyde Park, Suite A
Jefferson City, MO 65109-4731

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MAHC Website



Looking for a Handout?

Handouts for all workshops are available on-line. Remember to download and print handouts for any workshops you plan to attend. Registered participants will receive the link to the handouts prior to the conference.

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