

The Missouri Alliance for Home Care
presents

2019 Annual Conference and Home Care Exhibition



Shifting Gears;



April 24-26, 2019
Tan-Tar-A Resort • Osage Beach, MO

2019 MAHC Conference

About This Conference:

The Home Care Industry has once again faced many challenges this year. Home Care has continued to provide critical home care services even with all the changes, but what does the future hold?

We invite you to join us April 24-26, at Tan-Tar-A Resort to "Get Ready, Get Set and Go" the distance in 2019. This year's theme encompasses all the changes and the preparations that home care agencies are having to make. The conference will follow our traditional format designed especially for your enjoyment and filled with unique experiences and special events. Be sure to join us on Wednesday evening at a new time for the exhibit hall reception with heavy appetizers and drinks followed directly by the "Trivia Night" networking event, also at a new time.

The Annual Conference is never complete without the outstanding offerings for education and this year's lineup is no exception. We are excited to have Bill Dombi, NAHC President back to keep you updated on federal legislative, regulatory and legal issues. Lisa Coots and MMAC/DSDS will kick off the conference with state updates; then throughout you will enjoy an outstanding lineup of 46 breakout sessions with speakers such as Melinda Gaboury, BKD, Sharon Litwin, Teresa Northcutt, Simione, CGS, MO HealthNet and many, many more.

You will take away effective solutions and useful tools that you can use to prepare you and your agency for what may be ahead. Our hope is for each attendee to leave the conference having engaged in valuable networking with colleagues and with new knowledge of what is ahead for homecare.

It is time to "Get Set" to attend the 2019 MAHC Annual Conference!

Concurrent General Sessions

Wednesday, April 24, 8:45 a.m.-10:15 a.m.

Bureau Update

Whoa, Maybe it is Time to Put on the Brakes!

Everyone has had a busy year with the implementation of the new home health regulations. You should be ready to take a lap around the track looking back and simply enjoying the view in the rear-view mirror. Admire all your accomplishments with your QAPI, infection control, and emergency preparedness programs all now in place and running smoothly. You have worked hard implementing the new regulations, and of course when there is a race everyone wants to cross the finish line first. However, it is time to start another race where all can be winners for just crossing the finish line. It is important that the whole crew do their part. The drivers (direct patient care staff) need to focus on providing clinical assessments and quality care as ordered by the physician while using their critical thinking skills to ensure the goals are being met, keeping the car on the track and moving forward. The agency management should be working as the spotters, assisting the drivers so there are no wrecks along the way. The support staff should be the pit crew keeping the car fine-tuned and in good running condition. The patients are the passengers; they are counting on the whole crew to do their jobs so that they can cross the finish line, accomplishing their goals. The bureau will be reporting on the races over the past year, alerting you of the pit stops along the way and giving assistance so all can finish the race. This session will also include review of CMS' clarifications on several of the regulations; sharing of home health and hospice agency statistics, and a discussion on industry hot topics. The new CMS home health survey protocol will be rolled out as well.

1.5 CE- N, T

Lisa Coots, RN, Bureau Administrator, Bureau of Home Care and Rehabilitative Standards, Jefferson City, MO

HCBS Update

Good To Know – An Update from Missouri Medicaid Audit & Compliance and the Division of Senior & Disability Services

The Directors of the Missouri Medicaid Audit & Compliance Unit (MMAC) and the Division of Senior & Disability Services (DSDS) will jointly provide Home and Community Based Services (HCBS) program updates during this session. Topics will include issues currently affecting the program, regulation updates, and policy changes. Jessica & Dale will also address frequently-asked questions about the program.

No CE

Jessica Bax, Director, Division of Senior and Disability Services (DSDS) & Dale Carr, Director, Missouri Medicaid Audit and Compliance (MMAC), Jefferson City, MO

2019 MAHC Conference

Wednesday April 24

7:30 a.m. – Conference Registration/Breakfast
8:00-8:30 a.m. – Business Meeting
8:45-10:15 a.m. – Concurrent General Sessions
 *Bureau Update
 *HCBS Update
10:30 a.m.-12:00 p.m. – Concurrent Sessions
12:15-1:30 p.m. – Awards Luncheon
1:45-3:15 p.m. – Concurrent Sessions
3:30-5:00 p.m. – Concurrent Sessions
5:00-6:30 p.m. – Exhibit Hall Reception with
 Drinks & Heavy Appetizers
7:00-9:00 p.m. – “*Trivia Night*”

Thursday April 25

7:00 a.m. – Conference Registration
7:00- 9:00 a.m. – Exhibit Hall Opens with
 Breakfast
9:15-10:45 a.m. – Concurrent Sessions
11:00 a.m.–12:30 p.m. – Concurrent Sessions
12:30-2:00 p.m. – Final Exhibit Hall Session-Lunch/
 Prize Drawings
2:15-3:45 p.m. – General Session, Bill Dombi,
 NAHC President
4:00-5:30 p.m. – Concurrent Sessions

Free Evening

Friday April 26

7:00-8:00 a.m. – Breakfast
8:00-9:30 a.m. – Concurrent Sessions
9:45-11:15 a.m. – Concurrent Sessions
11:30 a.m.-12:30 p.m. – Keynote-Adam White,
 Sponsored by:
 BKD CPA's & Advisors
12:45 p.m. – Closing Ceremony & End of MAHC
 Annual Conference

Grandprize Drawing – must be present to win!



General Session Thursday, April 25th 2:15 – 3:45 p.m.

Bill Dombi,
President

National Association of
Home Care & Hospice
Washington D.C.



Session attendees will hear from Home Care's leading legislative and policy expert, National Association of Home Care and Hospice President, Bill Dombi. Bill will provide an up-to-the-minute report on legislative, regulatory, and legal issues coming out of Washington, DC. You won't want to miss this informative general session.

NO CE

Keynote Address Friday, April 26th 11:30 a.m. – 12:30 p.m.

Adam White, Adam
Empowers Inc., Novi, MI

Sponsored by: **BKD CPA's & Advisors**



How to Manage Disruptive Changes - Shifting Gears to Greatness **Ready, Set, Go!**

It doesn't matter what kind of company you have; any change is met with resistance and skepticism. Everyone views change as an unnecessary obstacle that we have to overcome in order to do our jobs...which can make implementing new plans and strategies more difficult than it has to be.

In this session, you will discover the three most powerful things that cause resistance to change and how to turn that resistance on its head so change is seen as an opportunity and not an obstacle. You will leave with a practical plan to develop the right mindset and belief system about change of all types, making change easier to implement and more successful. Last you will learn what the four seasons of business life are that bring change and how to master these so change is practically effortless.

1.0 CE – N, T, NHA

2019 MAHC Conference

Therapy Conference, One Day Only!

MAHC is offering one full day of therapy education as a separate track to other sessions on Thursday, April 25th. Send your therapy staff to hear from industry experts and network with colleagues from around the state. *See page 11 for more details.*

Business Meeting

The Annual Business Meeting will be held on **Wednesday, April 24th, 8:00-8:30 a.m.**

Participate in the business of your association, meet the new MAHC Board of Directors and hear from Executive Director Carol Hudspeth as she reviews the year's highlights and provides a legislative update.

NEW Exhibit Hall & Trivia Night Hours

Wednesday, April 24th

Reception – 5:00-6:30 p.m.

Trivia Night – 7:00-9:00 p.m.

Thursday, April 25th

Breakfast in the Exhibit Hall – 7:00-9:00 a.m.

Lunch in the Exhibit Hall/Closing & Vendor Prizes – 12:30-2:00 p.m.

The exhibit hall will open on Wednesday evening from 5:00-6:30 p.m. with a Heavy Hors D'oeuvres & Drink Reception. Get a first view of this year's exhibition, visit with past exhibitors and meet new ones. The excitement will continue with Trivia Night from 7:00-9:00 p.m. Get your teams together and brush up on your trivia. Free to all conference attendees! Please join us!

Full Conference Registration

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

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.

Workshops for 2019 MAHC Annual Conference

Continuing Education Opportunities

Continuing Education: **N** - Nursing CE **T** - Therapy CE **NHA** - Nursing Home Administrator Clock Hours

Nursing CEs - Missouri Alliance for Home Care is an approved provider of Continuing Nursing Education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Therapist CEs - Have been submitted and are pending approval.

Nursing Home Administrator Clock Hours - Have been submitted and are pending approval.

Most workshops are approved for continuing education for Nurses, Therapists, & Nursing Home Administrators and will be identified as such with an "**N**" for Nursing CE, a "**T**" for Therapy CE, and "**NHA**" for Nursing Home Administrator Clock Hours. Those workshops which do not yield any CE credit are marked "**No CE**".

An individual may accumulate a maximum of 14.5 Nursing CE hours.
Therapy CE, and NHA CE will be calculated once approval is received..

Wednesday
10:30 a.m.–12:00 p.m.

1. Cross the Finish Line a Winner

Connect COPs, OASIS-D, IMPACT Act and Star Quality Measures to successfully provide the highest quality care to your patients. Compensate for deleted OASIS items in the comprehensive assessment; develop a focused Plan of Care to meet the patient's needs and reduce hospitalization risk; implement care coordination including collaboration between agency disciplines, the physician and patient/family to achieve goals. Discuss key best practices for IMPACT Act quality measures.

1.5 CE- N, T

Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H, Selman-Holman & Associates, LLC, Denton, TX

2. Understanding Hospice Coding

Although the importance of coding in Hospice took on such an important role about 5 years ago, many agencies are still unsure about the coding guidelines for hospice. This session will identify and review hospice coding changes, describe hospice coding rules, as well as discuss current challenges in hospice coding.

1.5 CE- N, T

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

3. Be Safe Out There - Your Safety Matters

Many caregivers go into homes alone and at all hours of the day and in some rough neighborhoods. This session will teach you about Conditions of the Mind, situational awareness, pre-planning for bad things, de-escalation tips, and general safety. Know your instincts; have a plan.

1.5 CE, N, T, NHA

Mike Valley, CPIP, Missouri Medicaid Audit and Compliance, Jefferson City, MO

4. CDS Monthly Case Management Activity Best Practices

In the CDS program there are many multifaceted situations you may encounter as you, the CDS Vendor provide oversight and perform monthly case management activities. In this session we will explore what the monthly case management activities entails, what you should be looking for each month, what to do when you uncover concerns, best practices to prepare for this monthly task and when face-to-face visits are needed and safety tips for home visits.

No CE

Tonya Potter, Independent Living Advocate, The Whole Person, Inc., Kansas City, MO

5. Discharge from a Nursing Home to Home Care: A Smooth Transition in Care

This session will help increase the knowledge base of providers in the discharge requirements for long term care according to CMS regulations. The speakers will present the required documentation and communication that is to be provided to the admitting agency from the nursing home and help develop strategies to avoid the "Friday Night Discharges" issues.

1.5 CE - N, T, NHA

Angela Verslues, RN, State Training Coordinator, FAN III & Angela Duvall, RN, State Training Coordinator, FAN III, DHSS: Division of Regulation & Licensure, Section for Long Term Care, Training Unit, State Training Coordinators, Jefferson City, MO

**2020 MAHC
Annual Conference**

April 22-24, 2020

**Lodge of Four Seasons
Lake Ozark, MO**

Workshops for 2019 MAHC Annual Conference

Wednesday
1:45-3:15 p.m.

6. Home Health Coding Update

Coding is a core of Home Health, yet it is very complex under ICD-10. This session will review the October 2018 coding updates and any updates since that date. Challenging coding areas will be reviewed, so that you are able to have a foundation for your coding. We will also give an intro to coding under PDGM that will start Jan 2020-the PDGM Clinical Groupings Model will be a key factor in coding and will have an enormous impact on your agency.

1.5 CE - N, T

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

7. Defending Hospice Claims: A Clinical Approach

As Medicare gears up for another year of endless changes and constant scrutiny of hospice, it is more important than ever to get it right the first time. This session will provide you with potential areas of denial. It will review the top hospice denial reasons as cited by the Medicare Administrative Contractors and ways that agencies can avoid these mistakes.

1.5 CE - N, T

Heather Calhoun, RN, BSN, COS-C, HCS-D, HCS-H, Director of Appeals/Special Projects and Hospice Home Health Solutions, LLC, Carbon Hill, AL

8. Full Speed Ahead to Electronic Visit Verification

This session will provide an update regarding Missouri's progress toward meeting the mandates of the 21st Century Cures Act as it relates to Electronic Visit Verification. Speakers will present information regarding the anticipated timeline as well as what providers should do to ensure compliance.

NO CE

Terri Woodward, Missouri Department of Social Services, MO HealthNet Division & Travis West, Bureau Chief, Department of Health & Senior Services, Jefferson City, MO

9. Challenges in Cultural Diversity and Caregiving

This session will focus on the cultural diversity challenges caregivers face in the home health care setting. We will discuss how socioeconomic factors and ethnic differences affect caregivers and their loved ones' quality of care. Participants will learn ways to make care-giving and family care giving less stressful and more rewarding.

1.5 CE - N, T, NHA

Sina Holloman, CEO, HomeCare Hands, Springfield, MA

Awards Luncheon

Wednesday, April 24
12:15-1:30 pm

Join us for a luncheon on Wednesday to honor the 2019 Award Recipients.

10. Rewire Your Agency for Success Under Home Health Reforms

Medicare Home Health reforms are coming to our industry in a fast and furious manner. As our care model transitions from a volume to value platform, Home Health providers will struggle to both succeed and survive. Plans for national expansion of Value-Based Purchasing (VBP) will affect all providers in terms of the influence their Star Ratings will have on their reimbursement rate. The return of Pre-Claim Review will require admission and POC development will be vetted for qualification prior to payment verification. Patient Driven Groupings Model (PDGM) alters the Home Health structure that we have worked under for nearly 20 years, as it eliminates HHRGs, RAPs, therapy visit-based payments, and 60-day cert periods. In addition, HH providers will experience decreased reimbursement rates for community-referred patients. Finally, Impact Act reforms such as the Episodic Post-Acute PPS will place hospitals clinically and financially responsible for post-DC patients for a minimum of 30 days after discharge. Medicare predicts the level of HH provider loss may rise to 30%, replicating the industry experience after the introduction of PPS. Start your transition from Volume to Value today in order to protect your agency, clinicians, patients, and care programs under the new value models.

1.5 CE - N, T

Astrid Roeder, PT, HHSM Rehab Clinical Director, Home Health Strategic Management, Lansing, MI

11. PDGM-Changes Can Not Start Soon Enough

The most significant change in Homecare Reimbursement in 20 years will go into effect January 2020. The Patient Driven Groupings Model (PDGM) is complicated, confusing and overwhelming. CMS has provided some data on revenue impacts and new PDGM components, but there is more to be considered. Operational areas likely impacted under the new payment model include referral and sales management, intake, revenue cycle, operational reporting, order and supply management and much more. This session will highlight the areas impacted and outline potential process changes to assist in optimizing operations performance under PDGM.

1.5 CE - N, T

Melinda Gaboury, COS-C, Healthcare Provider Solutions, Inc., Nashville, TN

Wednesday
3:30-5:00 p.m.

12. Steer Around the Wound Wrecks

OASIS-D guidance has turned wound assessment and documentation upside down and created a confusing disconnect between OASIS, diagnosis coding conventions and documentation, especially on pressure ulcers. Review the latest guidance from the NPUAP and WOCN, identify how the OASIS-D guidance offers on the M1300 wound items, and practice scenarios to ensure understanding and accurate application of the OASIS-D and wound coding guidance. Discuss how collaboration can be used to assist in wound identification and completion of the OASIS data items. Learn the key documentation points to assist in validating both OASIS responses and ICD-10 coding for wound items. Examine the effect of these changes on home care outcomes in the big picture of post-acute care and the IMPACT Act.

1.5 CE - N, T

Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H, Selman-Holman & Associates, LLC, Denton, TX

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13. Top 5 Hospice Medical Review Denials & How to Avoid Them

In the current environment of targeted reviews, there is a concern of reviews resulting in recoupment. This session will focus in depth on the top five denial reasons & will highlight the documentation requirements. If your hospice is currently being reviewed or looking to improve quality review, this session is a must.

1.5 CE- **N, T**

Melinda Gaboury, COS-C, Healthcare Provider Solutions, Inc., Nashville, TN

14. Shifting Gears from PPS to PDGM

This session will provide attendees with the most current available information regarding PDGM implementation, including results from agency-specific financial impact analyses as a means of providing insights into the financial elements of the PDGM model, as well as related operational strategies and key performance indicators.

1.5 CE- **N, T**

Aaron Little, CPA & Karen Vance, BSOT, BKD, LLP, Springfield, MO

15. Don't Get Pulled Over - Understanding Key Labor and Employment Laws and Best Practices to Avoid Significant Financial Liability

During this session you will learn the latest federal and state labor law challenges to include the new Missouri marijuana regulations. SESCO will also be discussing best practices for handbooks and policies to avoid significant liability and comply with rules and regulations.

1.5 CE- **N, T, NHA**

Bill Ford, SESCO Management Consultants, Bristol, TN

16. Service Utilization Review - Retain Nursing Staff While Taking Control of Patient Outcome

What is the most hated part of home health care? You're right - the incredible amount of documentation! Most agencies have their clinicians tied up in a loop of repeated corrections and returns; increasing frustration, making long work hours and causing turnover. OASIS documentation is the single most important thing your agency does. It determines your reimbursement, the level of care for patients, outcomes, and flags you for audits by CMS. No other Medicare service provider isolates their clinicians to assess and document alone. Studies show a team approach increases job satisfaction and accuracy - so why aren't we doing this? Utilize data to lead your OASIS process through to your plan of care. Use predictable evidence-based pathways, building to teach your patients disease management based on primary diagnosis, not subjective assessments.

1.5 CE- **N, T**

Kristi Bajer, BSN, RN, Vice President Clinical Operations, Operacare LLC, Socorro, NM

17. Case Management 101: How to Case Manage in the World of Home Health

Case management has become more of a focus with the January 2018 COPs. With that said, the approach to the case management model must change to more reflect the needs AND wants of the patient. Patient-driven care is now the main focus and achieving this takes a more interdisciplinary approach as the careplan must be more of a fluid document. This learning opportunity will focus on more of a back-to-basics "old school" approach to home health case management.

1.5 CE- **N, T**

Heather Calhoun, RN, BSN, COS-C, HCS-D, HCS-H, Director of Appeals/ Special Projects and Hospice, Home Health Solutions, Carbon Hill, AL

Thursday
9:15 – 10:45 a.m.

18. Shifting Gears: Preparing for PDGM

During this session, we will review the final rule of the Patient-Driven Groupings Model (PDGM) for CY 2020. Participants will have the opportunity to learn the structure of the unit of payment. Agency leadership will receive tips and preparatory considerations based on industry concerns and trends. Jennifer will also discuss a few regulatory revisions, and the impact of 30-day units of payment on OASIS Data collection.

1.5 CE- **N, T**

Jennifer Collins, BSN, RN, HCS-D, COS-C, Education Consultant and Coding Specialist, Foundation Management Services, Denton, TX

19. Prep Your Pit Crew for Hospice QAPI

During this session, we will review the hospice quality measures and the components of quality improvement to ensure compliance with hospice QAPI requirements. Discuss data sources for target measure selection, action plan development, and best practices for quality care using examples of hospice QAPI projects.

1.5 CE- **N, T**

Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H, Selman-Holman & Associates, LLC, Denton, TX

20. MAC/RAC/ZPIC: They Are Coming For YOU!

This session will include an in-depth review of each Medicare contract auditing entity and how their presence can impact the agency. It is a review of the ADR process and appeal rights along with what the Medicare contractors can and cannot do based on the type of audit. This learning event will also focus on strategies that increase the likelihood of winning appeals at each level.

1.5 CE- **N, T**

Heather Calhoun, RN, BSN, COS-C, HCS-D, HCS-H, Director of Appeals/ Special Projects and Hospice, Home Health Solutions, Carbon Hill, AL

21. Personal Care Regulations, Part 1 - Agency Model Regulations/Waivers

This session will be a detailed review of the current draft regulations for Personal Care to include Agency Model Regulations-Waivers. Discussion will include changes from the current regulations and description of modifications from provider feedback, Missouri Medicaid Audit and Compliance and MO HealthNet Division. Attendees will learn about changes from current regulations to proposed regulations and the timeline for those changes that affect the Home and Community Based Program.

NO CE

Venice Wood, MSW, & Kitty Engler, MSW, DHSS, Division of Senior & Disability Services, Jefferson City, MO

22. Shifting into High Gear with your Comprehensive Assessment

Review the Medicare requirements for the Comprehensive Assessment and its tie to both the Conditions of Participation and Plan of Care. With an understanding of the interplay between these factors, agencies can develop more effective processes, thereby providing more patient-centered care plans and be survey-ready at any time.

1.5 CE- **N, T**

Apryl Swafford, RN, BSN, COS-C, HCS-D, Home Health Solutions, LLC, Carbon Hill, AL

Workshops for 2019 MAHC Annual Conference

23. Disaster Recovery & Business Continuum

This session will communicate business continuity and survival by leading your organization through essential steps. A focus will be placed on common areas of vulnerability and ways to protect against most attacks. We will examine the risk of data loss and methods of recovery, including concepts of business continuity, disaster planning, and IT strategies you can easily and affordably implement.

1.5 CE – N, T, NHA

Ricky Smith, President, Innovative Business Technologies, Grover, MO

Thursday

11:00 a.m. – 12:30 p.m.

24. Look Under the Hood: Compare & Contrast OASIS-D Functional Ability Items (GG & M18XX)

This session will help answer the question an OASIS clinician may ask, "Can't I just assess for and answer (GG0130A) Eating and (M1870) Feeding & Eating in the exact same way?" Quick answer: no. There are significant similarities and distinct differences between most of the GG0130/GG0170 items and their counter-parts within the ADL/IADL section of the dataset. Understanding of the scope and specific guidance for each item enables clinicians to employ effective assessment strategies and patient-specific care planning.

1.5 CE – N, T, NHA

Rhonda Crawford, BSN, RN, CHCE, COS-C, HCS-D, HCS-O, Senior Education Consultant, Foundation Management Services, Denton, TX

25. Be a STAR - Improving Management of Oral Medications

Improvement in Management of Oral Medications is replacing Drug Education as a STAR measure, Drug Regimen Review physician contact is an IMPACT Act cross-setting quality measure. This session will review OASIS-D guidance, identify components of a Drug Regimen Review, use collaboration to ease data collection and discuss best practices. Take home tools to assist in staff education, implementation and auditing of these quality outcome measures.

1.5 CE – N, T, NHA

Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H, Selman-Holman & Associates, LLC, Denton, TX

26. How Operations are Driven by Top Performing Home Health Agencies

Home Health agencies have experienced some challenging years and 2019 and 2020 promises more of the same. Reimbursement rates have been squeezed, yet costs and regulatory requirements continue to rise. Agencies are challenged to maintain quality while attempting to become more efficient and productive. Findings from survey results will be shared on the operational approaches and strategies these top-performing agencies use to achieve optimal results in a balanced manner.

1.5 CE – N, T

Mark Sharp, CPA, Partner & Raymond Belles, Managing Consultant, BKD, LLP, Springfield, MO

27. Level of Care Transformation

The current LOC eligibility system was developed in 1982 and has not been modified since that time, with two exceptions: a point increase from 18-21 in 2005 and from 21-24 in 2017. LOC is the eligibility requirement for Medicaid-funded long-term services, including entry into a skilled nursing facility and home and community based services (HCBS). LOC Transformation will provide an overview of the process and steps that have occurred for the LOC transformation in Missouri to ensure the right people are getting the right services.

1.5 CE – NHA

Venice Wood, MSW, & Kitty Engler, MSW, DHSS, Division of Senior & Disability Services, Jefferson City, MO

28. Starting with Why: Impacting the Future Workforce of Nurses & Caregivers

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

1.5 CE – N, T

Adrian Killebrew, Business Development Executive, Axxess, Dallas, TX

29. Step Up Your QAPI Program and Raise the Level of Excellence in All Areas of Your Organization

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.

1.5 CE – N, T

Barb Provini, RN, BSN, Clinical Review Specialist, Accreditation Commission for Health Care, Cary, NC

Planning Your Wardrobe

Casual attire is appropriate for this conference. **Be sure to bring a light jacket or sweater to the classrooms - classroom temperatures are often on the chilly side.**

Workshops for 2019 MAHC Annual Conference

Thursday
4:00 – 5:30 p.m.

30. Race for the Stars: Quality of Patient Care Star Rating Changes

This session will give you details regarding two significant changes in the Quality of Patient Care Star Rating calculation methodology that will enable OASIS clinicians to optimize your agency's rating. Specifically, replacement of the "Drug Education" process measure with the "Improvement in Oral Meds" outcome measure brings renewed attention to accuracy in M2020. A major change in the reporting time frame for the claims-based "Acute Care Hospitalization" measure warrants special attention.

1.5 CE – N, T, NHA

Rhonda Crawford, BSN, RN, CHCE, COS-C, HCS-D, HCS-O, Senior Education Consultant, Foundation Management Services, Denton, TX

31. PDGM-Revenue Cycle Management Changes

The most significant changes in Homecare Reimbursement in 20 years will go into effect January 2020. The Patient Driven Groupings Model (PDGM) is complicated, confusing and overwhelming. CMS has provided some data on the revenue impacts and new PDGM components, but there is more to be considered. Revenue Cycle, from beginning to end, will require changes to adapt. Prepare now!

1.5 CE – N, T

Melinda Gaboury, COS-C, Healthcare Provider Solutions, Inc., Nashville, TN

32. Shifting Gears: Help Your Hospice Clinicians Document Quickly, Accurately and Completely

Let's sort through the complex documentation requirements to eliminate your frustration level. Successful and defensible documentation can be achieved easily and completely with some tips and concepts for achievement. Bring your examples, questions and concerns and go home with confidence.

1.5 CE – N, T

Sandy Decker, RN, BSN, CGS Administrators, LLC, Des Moines, IA

33. Personal Care Regulations, Part 2 - CDS Model/Waivers

This session will be a detailed review of the current draft regulations for Personal Care to include CDS Model/Waivers. Discussion will include changes from the current regulations and description of modifications from provider feedback, Missouri Medicaid Audit and Compliance and MO HealthNet Division. Attendees will learn about changes from current regulations to proposed regulations and the timeline for those changes that affect the Home and Community Based Program.

NO CE

Venice Wood, MSW, & Kitty Engler, MSW, DHSS, Division of Senior & Disability Services, Jefferson City, MO

34. Work Comp Works! Protecting Your Employees and Bottom Line

This session details simple and achievable strategies for improving employee safety and taking control of workers' compensation costs. Information discussed will include the importance of safety messages, written policy & procedure, incident reporting, the importance of investigations and company-directed medical treatment. Safety and claims management resources will be provided to all participants.

1.5 CE – N, T, NHA

Flint Walton, ALCM, Safety and Risk Services Technical Services Specialist & Terri Sweeten, Claims Field Service Manager, Missouri Employers Mutual, Columbia, MO

35. OASIS-D: Common Mistakes You Can't Afford to Make

The home health industry is in the middle of a reimbursement change from volume to value. The metrics which define success are already changing. Margins in home care have been reduced and additional therapy reimbursement is soon to be a thing of the past. Showing good outcomes has never been more important. Getting your OASIS correct at the SOC is the key to your agency's success. In this session, we will review the most common mistakes we see agencies making around the country, changes agencies need to be aware of from OASIS C-2 to OASIS-D, and how to ensure success in VBP/PDGM.

1.5 CE – N, T

Kristi Bajer, BSN, RN, Vice President Clinical Operations, Operacare LLC, Socorro, NM

Friday
8:00 – 9:30 a.m.

36. Gearing Up the Home Health Revenue Cycle

This session will provide attendees with the most current available information regarding billing and payment issues related to PDGM, as well as the latest on other revenue cycle issues including Targeted Probe & Educate, program integrity contractor initiatives, and lessons learned from the Review Choice Demonstration project.

1.5 CE – N, T

Aaron Little, CPA, & Elizabeth Wilson, CPA, BKD, LLP, Springfield, MO

**Special
Thank You!
2019 Gold Sponsor**



LOOKING FOR A HANDOUT?

Handouts for all workshops are available on-line at the beginning of April. *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.

Workshops for 2019 MAHC Annual Conference

37. Let's Go! Shifting Into High Gear with OASIS-D

Are you running in high gear, yet? This session will include a summary of changes to the OASIS assessment document implemented with OASIS-D and will focus on the most recent CMS guidance for OASIS-D, including the 6 new data items added to OASIS-D.

1.5 CE – N, T

Suzi Hamlet, RN, MSN, COS-C, OASIS Education Coordinator, Bureau of Home Care & Rehab Standards, Jefferson City, MO

38. Shifting Gears – Ready, Set, Go: CGS Medicare Billing Update Pit Stop

This session will ensure providers are aware of recent and upcoming Medicare billing changes, including an overview of current Change Requests (CRs). Updates relating to current denials and important reminders will also be provided. In addition, my CGS and the recent enhancements to this web portal will be highlighted. Common billing errors which prevent and delay payment, as well as billing resources that are available to home health providers, will be covered.

1.5 CE – N, T

Nykesha Scales, MBA, CGS Administrators, LLC, Des Moines, IA

39. Reaching Top Speed with In-Home Services

The APEX of the racing track is the point in the corner where a car is closest to the inside edge and the target for drivers to take the straightest line and maintain maximum speed. The In-Home industry is complicated and requires continual maneuvering in regards to operational practices, regulatory interpretation, and efficiency to hit the APEX for our organizations. Join this session to discuss the ins and outs of In-Home services and learn the “need to knows” in order to avoid the pit stops!

No CE

Kim Sisk, MHA, Administrative Director of Private and Community-Based Services, Oxford Healthcare, Springfield, MO

40. Using Technology to Accelerate Care in Home Health Care

Many healthcare organizations refer to the at-home/at-risk patients as the “sickest of the sick.” Unfortunately, these patients typically receive inadequate care and attention after being discharged, and often rely on emergency medical services and/or the ER to answer questions and provide care in non-emergency situations. The model for caring for these patients at home has not changed substantially. Significant opportunities exist for virtual care solutions to bring compassionate care closer to the patient at a more convenient and cost-effective manner for all involved. This session will highlight how home health and visiting nurse organizations can use virtual care to conveniently engage at-home patients while reducing staff's related travel time and transportation costs. As a result, staff can convert drive-time to patient-time and be able to see 3 patients virtually for every 1 in-person visit. As productivity is enhanced, agencies can strengthen their referral streams while engaging their current patient community more conveniently and more frequently.

1.5 CE – N, T

Lee Horner, CEO, Synzi, St. Petersburg, FL

41. STOP, LOOK, LISTEN: Understanding Social Determinants

There are many factors that can influence an individual's health. During this session you will learn skills to STOP and address how social determinants of health will affect patient care; LOOK at the person-in-environment perspective to assess your patient; and LISTEN to the individual to understand various aspects of the individual's environment.

1.5 CE – N, T

Christina Nuqui, M.S.W., Home Health Solutions, Carbon Hill, AL

Friday

9:45 – 11:15 a.m.

42. Shifting Gears: Help Your Home Health Clinicians Document Quickly, Accurately & Completely

What are your biggest concerns and frustrations with home health documentation? Would you like to get your claims paid the first time when you receive an ADR? How can you avoid ADRs in the future? Let's work together to learn solutions to these and many more of your documentation concerns. You'll go home with ideas, examples and a feeling of accomplishment.

1.5 CE – N, T

Sandy Decker, RN, BSN, CGS Administrators, LLC, Des Moines, IA

43. Hospice 101 Back to Basics: Shifting Gears with Compliant Processes

This session is designed for new hospice management and RN Case Managers, as well as experienced and advanced managers/administrators wanting to improve processes. We will be discussing processes to assist in ensuring your hospice agency remains compliant, even in times of extended absences of key management. We will be looking at compliance items needed to ensure your agency meets all technical aspects of an admission, recertification, and discharge or transfer. Take-away tools will be provided for your agency use.

1.5 CE – N, T

Joanna “Lynn” Crain, RN, CHPN, HCS-H, Owner, Homecare Insights, LLC & Ketti Dawson, MS, Administrator, Village Hospice, Lee's Summit, MO

44. On-Boarding Shouldn't Be Off-Putting

In this session you will learn best practices for on-boarding new hires to get them out of park and into drive for a long road trip. Ideas on getting them engaged from day 0 (before their actual first day in your office) and through the first 60 days. There is no chance to repeat a first impression.

1.5 CE – N, T, NHA

Gayla Hannon, Chief Administrative Officer, Mueller Prost, CPAs & Business Advisors, St. Louis, MO

45. Practice Makes Perfect: Mastering OASIS-D

There are no hard and fast shortcuts to adopting OASIS-D! Master the key checkpoints for success with the assessment. This session will help with first-rate data collection, accurate reimbursement and improved patient outcomes to support agency growth. Learn to expertly navigate the OASIS-D course through publicly-reported data and star ratings. Special attention will be given to the latest guidance related to OASIS-D. Overcome obstacles in obtaining accurate functional status responses, including practical approaches for improved collaboration among team members. Don't get left behind in the race to mastering OASIS-D!

1.5 CE – N, T

Claudia Baker, RN, MHA, HCS-D, HCS-O, Senior Manager, Simione Healthcare Consultants, LLC, Hamden, CT

46. Federal and Missouri State Fraud and Abuse Laws

This session will address federal and state anti-kickback laws and safe harbor regulations along with Stark anti-referral law and exception regulations as it pertains to home care providers. Civil and criminal penalties and exclusions as well as recent cases and settlements involving home health agencies will also be discussed.

NO CE

Thomas Vaughn, Partner, Husch Blackwell, Jefferson City, MO

Therapy Conference 2019

Thursday April 25, 2019

7:00-8:00 a.m. – Breakfast in the Exhibit Hall

8:00 a.m.-12:45 p.m. – Education Sessions

12:45-2:00 p.m. – Lunch/Prize Drawings in the Exhibit Hall

2:15-3:45 p.m. – General Session, Bill Dombi, NAHC President

4:00-5:30 p.m. – Education Session

2019 Therapy Conference is back and better than ever! We hope you join us for a full day line-up of great speakers & subjects, including Bill Dombi, President of NAHC. Network with other therapists from around the state & meet the many exhibitors in the exhibit hall. This is one conference you don't want to miss!

8:00-9:00 a.m.

Therapists! We're So Valuable! Do You Make That Evident in Your Documentation

In this session effective and valuable documentation skills for justification of skilled therapy services will be reviewed along with medical necessity and denial avoidance.

1.0 CE – T

Shannon Liem, M.S., CCC-SLP, COS-C, Clinical Director-Home Health, Aegis Therapies, Tallahassee, FL

9:15-10:15 a.m.

Shifting Therapy from Volume-Based to Value-Based Care

Therapists must reinvent their focus from number of visits, to the value they bring to agency outcomes. This session will describe the value to revenue through contributions to accurate OASIS coding; the value to cost effectiveness through patient engagement and good care coordination; and the value to clinical outcomes through using appropriate skill sets for our most common home health diagnoses and conditions.

1.0 CE – T

Karen Vance, BSOT, BKD, LLP, Springfield, MO

10:30-11:30 a.m.

Navigating the Dizzy Patient: Ready, Set, Treat!

This session will review the Vestibular System, its importance in balance, and how to treat various vestibular diagnoses. We will review the anatomy and function of the Vestibular System, common disorders, and clinical tests. BPPV (Benign Paroxysmal Positional Vertigo) will be addressed in how to determine the presence of BPPV and subsequent treatments/maneuvers. Lastly, the discussion will be focused on VRT (Vestibular Rehabilitation Therapy) and specific treatments that can be used in the Home Health setting and when to refer out.

1.0 CE – T

Andrea Kristoff, MPT, VRT, Vestibular Physical Therapist, Mid America Balance Institute, Kansas City, MO

11:45 a.m.-12:45 p.m.

Exercise Adherence - Have You Tried Motivational Interviewing?

Is there anything more frustrating than knowing what a patient could do to make their life situation better and yet not being able to convince them to do it? During this session you will learn about Motivational Interviewing to add to your skill set and finally foster positive health and exercise behavior change in your patients.

1.0 CE – T

Vicki D. Landers, PT, DPT, CEEAA, Clinical Application Analyst, North Kansas City Hospital Home Health, N. Kansas City, MO

2:15-3:45 p.m.

General Session-Federal Updates with NAHC

Please see page 3 for more information.

4:00-5:30 p.m.

"Jump Start" Patient Progress by Positively Impacting Wound Healing, ADLs & Mobility with a Home Health Lymphedema Program

This session will provide education related to the potential positive impact of effective lymphedema. We will explore patient populations affected by chronic swelling and offer practical clinical interventions & review considerations for adding a lymphedema program to your rehab specialty care.

1.5 CE – T

Sonya Clements, OTR, CLT, CAPS, Home Health Lymphedema Specialist, North Kansas City Hospital Home Health, N. Kansas City, MO



Hotel Info for MAHC Annual Conference

Hotel Information

Guest rooms are available at the Tan-Tar-A Resort at a special MAHC conference rate of \$106 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 March 26, 2019. **(Please make sure you make your hotel reservations ASAP. After the cut-off date the hotel cannot guarantee you will be able to get a room and if you can get a room it will likely be located in the estates)**

The hotel is located on State Road KK off of Highway 54 in Osage Beach.

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2019 MAHC Conference

Grand Prize Drawing

Stay for the grand finale closing session on Friday at 12:45 pm. \$1,000 in Jackpot prizes will be drawn. You must be present to win.

50/50 Drawing/Raffle

The Home Care Research & Education Foundation, dedicated to Home Care research education & scholarships, invites everyone to show your support by purchasing 50/50 tickets for a chance to win cash. Get your name in the raffle and be ready to bid on the silent auction items for a chance to win some great prizes to be announced later.

Exhibit Hall Prize Drawings

Prize drawings will be available in the exhibit hall. Be sure to have your card validated by each exhibitor as usual and **bring plenty of business cards** with you that you will use to enter drawings sponsored by the exhibitors as well as share information with other colleagues.

Vote for Best Exhibitor

Many of the exhibitors may choose to decorate their booths at the conference based on the theme **Shifting Gears; Ready, Set, Go!** to be considered for the "High Gear Award". As the attendee you will get to vote on which booth you feel has the best decorations. The winning booth will receive \$100 Visa Gift Card and first choice of booth space in the 2020 Exhibit Hall. Second place will receive a \$50 Visa Gift Card.

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!

Nametags

Participants will be required to wear the conference nametag for admission to any event. Therapy participants will be identified by a separate/distinct nametag.

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.

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April 24-26, 2019
Registration Form

Company: _____ Phone: _____

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Now Two Ways to Pay! Check or Credit Card (Visa, MasterCard, Discover or AMEX) Discount applied if paying by check!

Attendance Selection	MAHC Member Rate	Non-Member Rate
Full Conference - 1 person	\$485 Check/\$497 Credit Card	\$970 Check/\$994 Credit Card
Full Conference - 2-5 people (each)*	\$435 Check/\$445 Credit Card	\$970 Check/\$994 Credit Card
Full Conference - 6 or more people (each)*	\$375 Check/\$385 Credit Card	\$970 Check/\$994 Credit Card
<i>*To receive multiple-attendee discount, all registrants must be employed by the company listed above.</i>		
Therapy Conference Only**	\$295 Check/\$305 Credit Card	\$590 Check/\$610 Credit Card

PLEASE PRINT LEGIBLY OR TYPE-Photocopy as needed

Participant Name	Email Address	Fee

****Therapy Conference** – Therapy conference attendees can choose to come on Thursday only or take advantage of attending the full conference at the full conference rate noted above and could count toward the multiple attendee discounts offered. Please list any therapist attending, whether full conference or just Thursday.

Participant Name	Email Address	Full MAHC Conference	Therapy Only

For security reasons, if paying via credit card please fax or mail (not e-mail) your registration form

Registration Fees Payable by check or credit card ☐ Check ☐ Credit Card
Name as it appears on card: _____ ☐ Visa ☐ MC ☐ Discover ☐ Am. Express
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Mail Registration & Payment to:

Missouri Alliance for Home Care
2420 Hyde Park, Suite A
Jefferson City, MO 65109-4731
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Conference Cancellation Policy: Cancellations received by April 1, 2019 are eligible for a 90% refund. Cancellations received on or after April 2, 2019 are eligible for a 50% refund. No refunds granted for cancellations received after April 20, 2019. We will bill for unfulfilled reservations at the full rate.

Classroom Monitors Needed – Please Volunteer!

See page 14 for details.

Name: _____

Workshop #s: _____

Name: _____

Workshop #s: _____

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Workshop #s: _____



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