THE NINTH ANNUAL

New England Home Care & Hospice Conference and Trade Show

PROGRAM GUIDE
REGISTRATION

JUNE 5 – 7, 2019
SEA CREST BEACH HOTEL
FALMOUTH, MA

EARLY BIRD DEADLINE:
APRIL 26, 2019
Dear Home Care & Hospice leaders and friends,

It is becoming harder to keep up with the rapidly and dynamically shifting waters of the healthcare industry, specifically the home care and hospice sector. Now is an exciting time for those who are prepared, but it can be potentially overwhelming for those who are not. Attend our region’s only dedicated conference and trade show to help you and your team be prepared and stay relevant. This year’s conference offers broad, high-reaching topics of national importance to help you navigate between today’s challenges and tomorrow’s opportunities. Sessions range from legal employment issues, to PDGM, to new hospice & palliative care strategies, and much more.

If you’ve never attended, this is a great year to experience all that the New England Home Care & Hospice Conference and Trade Show has to offer. Invest in your professional growth by getting out of your comfort zone, and trying something new. There are keynotes, breakouts and vendor sessions for staff at every level. It’s also a fantastic way to meet others from around the region who are dedicated to home care and hospice.

This year we head down the coast to Cape Cod to enjoy the beautiful and historic seaside community of Falmouth, Massachusetts. In your down time we are sure you will enjoy the great activities, restaurants, and stunning scenery the Cape has to offer.

Hope to see you there!

Sincerely,

Deborah Hoyt, President and CEO
Connecticut Association for Healthcare at Home

Laurie Belden, Executive Director
Home Care & Hospice Alliance of Maine

Pat Kelleher, Executive Director
Home Care Alliance of Massachusetts

Gina Balkus, CEO
Home Care, Hospice & Palliative Care Alliance of New Hampshire

Nicholas Oliver, Executive Director
Rhode Island Partnership for Home Care

Jill Mazza Olson, Executive Director
VNAs of Vermont
Can We Talk Workforce?

Five Strategies Guaranteed to Improve Your Communication with Colleagues and Family, Lynn McPhelimy, author

Listen more effectively with your ears, eyes and heart and experience first-hand “seeing isn’t believing.” Recognize there are two sides to every story and both sides can be right! Discover the cure for ineffective communication, become a better listener, learn strategies to avoid conflict and misunderstanding, improve productivity, and enhance your ability to influence and negotiate.

Lynn McPhelimy is a popular motivational speaker and the author of the national bestseller, In the Checklist of Life: A Working Book to Help You Live and Leave Life, and founder of Moving and More.

Panel Discussion - From the Frontlines: Three Effective Workforce Retention Strategies

- How Support for Professional Growth Can Improve Employee Satisfaction, Clinical Care and Staff Retention, Lisa Travis, PT, MPT, CWS, Northern Light Home Care

- Successfully Managing Senior Leadership Changes, Anita Karacz, MD, MBA, Senior VP, ZurickDavis

- How to Differentiate Your Organization Using Various Employee Benefits, Bill Enck, CPA, CPC, APA, Principal, BerryDunn

Achieving Success By Connecting Care Across the Continuum

Filling the Gaps and Patching the Cracks – Connected Care for Home Health Care Agencies, Barbara Katz, RN, MSN, President, BK Health Care Consulting

Spotty communication, task-oriented case management, inadequate teamwork and work silos fuel poor outcomes, higher costs and staff and patient dissatisfaction. Katz will present powerful, evidence-based strategies for reducing fragmentation. Learn about the latest assessment tools and techniques for implementing connected care, including patient self-management support, case management, communication and collaboration strategies, and optimal use of technology.

Barbara Katz is President of BK Health Care Consulting LLC, clinician, manager, trainer and health care consultant.

A Care Transition Model Using Community Health Workers, Lisa Parent, RN, MS, CEO, Sandra Dompierre, RN, MS, Chief Clinical Officer & Vanessa Araujo, Community Health Worker, Community Nurse Home Care

Community Nurse Home Care is leading the way in integrating community health workers with acute care services. The agency can provide post-acute care navigation in the community to high risk patients who are managing chronic conditions. Examine how this program has made a difference for the most frail patients 60-days past discharge.

Engaging Clinicians to Create a Successful Care Management Strategy, Cindy Campbell RN, BSN, MHA Healthcare Informatics, COQS, Director Operational Consulting, Fazzi Associates, Inc.

Integrated Care Management has proven to be an effective tool in improving clinical values and reducing health care costs. If not implemented effectively, however, care management can also be expensive and have no impact on outcomes. Build a solid infrastructure before you deploy care management by learning how data drives success with a more holistic, case management, approach.
Merrimack Valley Gas Explosions: Emergency Preparedness, Management and Lessons Learned

Karen Gomes and Donna Beaudin

In September 2018, a series of gas explosions rocked the towns surrounding the Home Health Foundation’s corporate office in Lawrence, MA. Thousands of residents—including staff, patients and families—were impacted. The agency was thrust into a rapid implementation of their emergency plan. What followed was a testament to the agency’s commitment to pre-planning and an acknowledgement of what can be done with creativity, nimbleness and dedication in the face of an unprecedented emergency. As the fires receded and life returned to normal, the emergency team moved into after-action analysis in order to continuously improve the quality and scope of their emergency preparedness. The presentation will describe in detail the pre-, inter-, and post-emergency activities that were employed and the lessons that were learned.

Karen Gomes, RN, MS, CPHQ, is the President and CEO of the Home Health Foundation and Donna Beaudin OTR/L, MBA, NHA, CHC, is the Corporate Compliance Officer, VP of Quality, Compliance and Risk, VP of Homecare Inc., at the Home Health Foundation.

Taking the Road LESS Stressed!

Kay Frances

While we may not have much control over outside circumstances, we CAN control our reactions to them; we can welcome change as an inevitable part of life. Kay’s background as a professional standup comedian combined with her expertise in stress management will offer useful information and a rollicking good time. If your choice is to laugh or cry, why not laugh? Your stress levels will thank you!

Motivational humorist, Kay Frances, has shared her message to “lighten up, stress less and take care of ourselves” in 49 states and Canada for over 30 years. She holds a Master’s Degree in Business Administration and a degree in Health and Education. Kay combines her years of stand up comedy, her education and her passion for her message to offer a unique skill set not often found in one speaker. Kay has a deep affinity for those who care for others, and was a caregiver herself. She is both a supporter of Home Health and Hospice and a FAN! Kay is the author of The Funny Thing About Stress.
Home Health & Hospice Industry Update

Bill Dombi

Join Bill Dombi, President of the National Association of Home Care and Hospice (NAHC), as he provides a state-of-the-industry update. He will give a big-picture perspective on health care policy trends, as well as current information on federal legislative and regulatory issues impacting home care and hospice. Dombi will highlight and identify legal issues affecting the industry. You won’t want to miss this engaging and informative keynote!

Bill Dombi was named President of the National Association for Home Care & Hospice in 2018. He previously served as the Vice President for Law at NAHC. Bill specializes in legal, legislative, and regulatory advocacy on behalf of patients and providers of home health and hospice care.

Framing the Future of Patient Care

Edo Banach

Hospice will face validation, challenges and opportunities in 2019 and beyond. We will discuss reimbursement for hospice and community-based palliative care and how hospice and community-based palliative care can help achieve better, more integrated care for more people, earlier.

Edo Banach is President & CEO of the National Hospice and Palliative Care Organization. Previously he was a Partner in the firm of Gallagher, Evelius & Jones in Baltimore, MD and has also served as Deputy Director of the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services.
# DAY-AT-A-GLANCE

## PRE CONFERENCE INTENSIVES: WEDNESDAY, JUNE 5

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1:00 - 5:00</td>
<td>Registration</td>
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<tr>
<td>2:00 - 5:30</td>
<td><strong>CONCURRENT PRE-CONFERENCE INTENSIVES</strong></td>
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<td><strong>Can We Talk Workforce?</strong></td>
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<td>2:00 Five Strategies Guaranteed to Improve Your Communication with Colleagues and Family</td>
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<td>3:15 Panel—From the Frontlines: Three Effective Workforce Retention Strategies</td>
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<td>5:30</td>
<td>Welcome Reception</td>
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## OPENING DAY: THURSDAY, JUNE 6

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7:30 - 5:00</td>
<td>Registration</td>
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<tr>
<td>7:30</td>
<td>Networking Breakfast</td>
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<tr>
<td>9:00</td>
<td>Opening Keynote: <em>Merrimack Valley Gas Explosions: Emergency Preparedness, Management and Lessons Learned</em>, Karen Gomes &amp; Donna Beaudin, Home Health Foundation</td>
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<tr>
<td>10:10</td>
<td><strong>CONCURRENT BREAK-OUT SESSIONS 1</strong></td>
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<td>Shifting Gears from PPS to PDGM</td>
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<td>Cybersecurity Best Practices for Healthcare Providers</td>
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<td>Complying with the Fair Labor Standards Act and Companionship Exemption</td>
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<td>A Roadmap to Avoiding the 3 Most Common Citations Under the New COPs</td>
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<td>11:15</td>
<td><strong>CONCURRENT BREAK-OUT SESSIONS 2</strong></td>
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<td>Therapy Practice Changes with PDGM</td>
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<td>Sexual Harassment: Avoiding Claims in Today’s Changing Work Environment</td>
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<td>Palliative Care Education: A Model for Home Health Education Generalists</td>
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<td>Optimizing Your QAPI Program with Successful Staff Engagement</td>
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<td>Three Strategies for Home Care &amp; Hospice Growth Today</td>
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<td>12:15</td>
<td>Exhibits open</td>
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<tr>
<td>1:00</td>
<td>Lunch</td>
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<td>2:00</td>
<td><strong>CONCURRENT BREAK-OUT SESSIONS 3</strong></td>
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<td>Employ Utilization Review for Success Under PDGM and CMS Value Era Reforms</td>
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<td>Disaster Recovery and Business Continuity</td>
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<td>Defensible Documentation</td>
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<td>Challenges In Cultural Diversity and Caregiving</td>
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<td>The ABC’s of Compliance: Accountability, Best Practices and Consistency</td>
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<td>3:15</td>
<td>Keynote: <em>Taking the Road LESS Stressed!</em> Kay Frances</td>
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<tr>
<td>4:15</td>
<td>Battle of the Innovators!</td>
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<td>5:00</td>
<td>Reception with Exhibitors</td>
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<tr>
<td>7:00</td>
<td><em>Seas the Day</em>, optional networking seaside dinner buffet <em>NEW THIS YEAR</em></td>
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**BATTLE OF THE INNOVATORS!**

**Thursday, June 6**
4:15 to 5:00
The pitch competition heats up this year at the annual Battle of the Innovators! Contestants will present business solutions to various industry challenges and try to gain the favor of the audience who will use their smartphones to select winners. Many will enter, only one will win!

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**EXHIBIT HOURS**

**Thursday, June 5**
12:15 pm Exhibits Open
5:00 pm Reception with Exhibitors

**Friday, June 6**
7:30 am Breakfast with Exhibitors
10:40 am Final Break with Exhibitors

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**DAY-AT-A-GLANCE**

**CLOSING DAY: FRIDAY, JUNE 7**

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7:30 - 12:00</td>
<td>Registration</td>
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<tr>
<td>6:30</td>
<td>Morning Energizer</td>
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<td>7:30</td>
<td>Breakfast with Exhibitors</td>
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<td>8:30</td>
<td>Morning Keynote: <strong>Home Health &amp; Hospice Industry Update, Bill Dombi</strong></td>
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**CONCURRENT BREAK-OUT SESSION 1**

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<tr>
<td>10:40</td>
<td>Final Break with Exhibitors</td>
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**CONCURRENT BREAK-OUT SESSION 2**

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<th>Time</th>
<th>Event</th>
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<tr>
<td>11:45</td>
<td>PDGM - All Fun and Games?**</td>
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<td>Recruiting and Retaining Hospice Medical Directors: Grooming, Blooming (and Mushrooming)</td>
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<td>Leveraging Staff Engagement to Drive Organizational Change</td>
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<td>Home Health and Hospice Value Proposition Using Data</td>
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<td>11 Home Health Regulations Your Staff Absolutely Must Know</td>
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<tr>
<td>12:45</td>
<td>Lunch &amp; Closing Keynote Session, <strong>Framing the Future of Patient Care, Edo Banach</strong></td>
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10:10-11:10
Break-Out Sessions 1

Shifting Gears from PPS to PDGM
M. Aaron Little, CPA, Managing Director & Karen Vance, BSOT, Senior Managing Consultant, BKD, LLC

This session will provide the most current information available regarding PDGM implementation and focus on both its financial and operational impacts. Learn how an agency-specific financial impact can provide insight into the PDGM Model, operational strategies and key performance indicators.

Cybersecurity Best Practices for Healthcare Providers
Paul Smith, Partner & Joe Yetto, Datasmith Network Solutions

Cybercriminals have successfully infiltrated data sources and extracted sensitive information from every type of business. Is your agency safe? Discover the best practices businesses should implement and learn what steps need to be taken in the event of a data breach. Presentation will cover common hacks, attacks and infiltrations and will reference HIPPA standards.

Complying with the Fair Labor Standards Act and Companionship Exemption
Ariel Fenster, Attorney, Seyfarth Shaw LLP

Wage and hour compliance remains a challenging area for home care agencies to master and presents one of the highest risks concerning legal liability. This session will walk you through the steps every company can take to reduce legal risk through case studies of home care agencies that were targeted in recent lawsuits. Learn from these government investigations by examining failures that led to violations including problems with live- and 24-hour shifts, pay-per-visit claims, rate manipulation claims, and timekeeping practices.

Get Out of “Stall” Mode:
New Tools for Strategic Success
Kathy Trier, Consultant & Rich Corcoran, President, Corcoran Consulting Group, LLC

Home care leaders today face plenty of challenges in all aspects of management. Today’s leaders are expected to handle everything from financial concerns and staffing issues to assuring quality and developing effective marketing. Even if your agency is doing well, you must continuously improve to survive. It’s time to take a fresh look at your organization. Set higher goals and do what is needed to accomplish them! Discover the key ingredients needed to succeed by identifying (or creating) tools that fit your needs and keep staff engaged and accountable.

A Roadmap to Avoiding the 3 Most Common Citations Under the New COPs
Kathryn Roby BSN, MA, MS, CHCE, Senior Consultant & Carolyn Grandell MSN, RN, COS-C, Consulting Director of Home Health, Qualidigm

Data gathered from CMS survey results and Qualidigm’s SMART AUDIT Tool have identified the three most common pitfalls resulting in standard and condition level citations. Learn how to identify these areas and discuss ways in which an agency can avoid them for the next survey. Presenters will discuss how to analyze current practices, identify and correct what could trigger a citation, and how to develop work plans using the Plan Do Study Act (PDSA) Cycle method.
11:15-12:15
Break-Out Sessions 2

Therapy Practice Changes with PDGM
Karen Vance, BSOT, Senior Managing Consultant, BKD, LLP

Patient Driven Groupings Model (PDGM) is on the forefront of everyone’s mind in home care these days. This session will review the proposed new PDGM and its impact on therapy practice. Attendees will learn reasonable and necessary plans of care to typical home health conditions and how to link them to the agency goals.

Sexual Harassment: Avoiding Claims in Today’s Changing Work Environment
Robert Brooks, Labor & Employment Partner, Verrill Dana, LLP

In 2018, sexual harassment charges filed with the Equal Employment Opportunity Commission (EEOC) increased by more than 12% in one year. The EEOC has responded by stepping up enforcement efforts, with a 50% increase in the number of lawsuits filed against employers for alleged sexual harassment. Now is the time to rethink your anti-harassment employment policies, training and reporting. This session will focus on best practices for maintaining compliance and avoiding sexual harassment and discrimination claims, specifically covering policy revisions, culture change, and conducting investigations to protect your business and your employees.

Palliative Care Education: A Model for Home Health Education Generalists
Stacey Power, BSN, RN, Clinical Manager for Palliative Care & Robert Abel, MSN, RN, CHPN, CMC, CCM, Chief Nursing Officer, MaineHealth Care at Home

The 4th Edition of National Consensus Project “Clinical Practice Guidelines for Quality Palliative Care”, is a blueprint for excellence in establishing a comprehensive foundation for gold-standard palliative care for all people living with serious illness. Using this framework, the presenters will provide the tools and recommendations to train nurse generalists on evidence-based quality care that understands and honors patient goals and preferences.

Optimizing Your QAPI Program with Successful Staff Engagement
Kimberly Skehan, RN, MSN, Director, Regulatory and Quality Consulting & Anna Alvarez, RN, MSN, Senior Manager, Simione Healthcare Consultants, LLC

Quality Assessment/Performance Improvement (QAPI) has a significant impact on home health and hospice survey readiness, provides proof of the quality of the care provided to the public and referral sources, and helps the agency manage its bottom line. One of the most significant challenges for quality professionals is engaging staff in the QAPI program to optimize outcomes. This interactive session examines clinical and quality data available to translate this information into a meaningful, data-driven, streamlined QAPI program that incorporates agency priorities while connecting with staff.

Three Strategies for Home Care & Hospice Growth Today
Melynda Lee, MBA, Director, Growth Solutions, Simione Healthcare Consultants, LLC

Profitable agencies have a clearly defined growth strategy and know how to utilize available tools to ensure success. In this session you will discover how to increase referrals, reduce avoidable NTUCs (patients not taken under care), and reach more of your target market. You will learn how to use market intelligence to strategically identify opportunities for growth, discover new ways to utilize traditional and digital media, and develop a better understanding of your own referral management practices to jump start a successful marketing and branding campaign.
2:00-3:00
Break-Out Sessions 3

Employ Utilization Review for Success Under PDGM and CMS Value Era Reform
Arnie Cisneros PT, President/CEO & Kimberly McCormick RN, BSN, Executive Clinical Director, Home Health Strategic Management

Over the next few years, Medicare Home Health rule changes will rewire the care production and development model for all providers through PDGM and other changes. As CMS reinvents the care continuum in terms of a Volume to Value transition, progressive home health providers are employing a Utilization Review management model (UR) to survive and drive improved financial and clinical outcomes. Learn how UR-managed agencies show improvements in the bottom line while also becoming 5-Star agencies, in a CMS-compliant manner for audit-proof care.

Disaster Recovery and Business Continuity
Ricky Smith, President, Innovative Business Technologies

73% of organizations that experienced a systems failure were down for 30 minutes or more! This presentation will present business continuity and survival strategies by leading your organization through three essential steps. The focus will be on the specific IT strategies an agency can easily (and affordably) implement.

Defensible Documentation
Julie Erickson, RN, BSN, MHSA, COS-C, BCHH-C, Director & Sheila Salisbury Sizemore, RN, BSN, COS-C, Manager of Clinical Review, Advisory & Consulting Services, The Corridor Group

This session will educate providers on why correct, thorough documentation is essential and provide information on what to look for in defensible documentation. The presenters will focus on problems that continue to present challenges to providers and share information on how to mitigate the circumstances if your agency is forced to defend weak documentation.

Challenges in Cultural Diversity and Caregiving
Sina Holloman, CNA, CHHA, Chief Executive Officer, HomeCare Hands, 24/7 Care at Home

This session will focus on the cultural/diversity challenges caregivers face in the home health care setting and how socio-economic factors and ethnic differences can affect caregivers and quality of care. You will leave the session with a better understanding of the cultural perspectives on how, when and what type of support can be offered to ease the daily stress and depression that can cause a negative impact on family caregiving.

The ABC’s of Compliance: Accountability, Best Practices and Consistency
Kathleen A. Hessler RN, JD, CHC, CHPC, Director, Simone Healthcare Consultants, LCC

Home Health and Hospice agencies continue to navigate the chaos of government enforcement agencies and contractors continuously changing the rules. Formalize your processes. Use your EMR to capture key payment and clinical documentation information and learn to use report options to their maximum potential. Understand how to approach communications from MACs, ZPICs, the OIG and the DOJ. Interpret your data and audit effectively to avoid overpayment issues. Finally take control of your agency’s health and survival by committing to a sound ethics and compliance program framework.

NEW THIS YEAR!
Seas the Day:
Enjoy Cape Cod’s best dining with spectacular view and fabulous company!

Overlook the picturesque views of Old Silver Beach and the waters of Buzzard’s Bay while you connect with friends and colleagues in a relaxed social setting. This buffet-style networking dinner will include local favorites as well as new and seasonal options to satisfy all of our guests.
9:40-10:40
Break-Out Sessions 4

Episode Management in a PDGM World
Carissa L. McKenna, RN, BSN COS-C, HCS-D, Clinical Consulting Manager, McBee
Effective episodic management is becoming an increasingly important focus for home health providers driven, in part, by the initiation of home health STAR ratings, value-based purchasing and costly regulatory changes. With the proposed changes to the home health payment model under PDGM, the incentive for providers to develop and implement effective, episode management programs is greater than ever. This session will help prepare providers for accreditation and state surveys and provide tools to assure continued clinical, financial and operational success.

Building a Private Duty Home Care Business Through Staff Development
Joanne MacInnis, RN, Founder & President, Aberdeen Home Care, Inc.
Your employees are your brand ambassadors. Successful agencies have successful ambassadors. In this session you will learn how one agency developed a successful private duty home care agency by focusing on staff development. Attendees will learn about the importance of onboarding caregivers, teaching the admission process, and handling ongoing care while working with a certified agency or hospice.

The Art of it All: The Little Things That Really Do Matter
Diana Molloy, RN, MSN, NE-BC, Director, Bayada Home Health Care & Kerry Smith, RN, AS, Clinical Manager, Beacon Hospice
Join us for a case study of a patient, his wife and hospice nurses working together to assure that the end-of-life experience was what the patient truly wanted. This session will describe the priorities and processes that worked best, including what the agency learned, about the little things that truly matter. You will learn to identify key factors that matter most and how to incorporate changes in the plans of care that use patient-centered SMART (specific measurable, achievable, relevant, and time-based) goals to improve satisfaction with end-of-life care.

Keeping Complex Patients Using a Per-Member-Per-Month-Model
Holly Chaffee MSN, BSN, RN, President & CEO, VNA Care
The successful home care agency of the future will embrace new models of care and payment. Hear how a Per-Member-Per-Month membership model is working with one insurer and possibly expanding to others. The model offers referrers a comprehensive toolbox of programs including; pharmacology review by a pharmacist, telemonitoring, pain and symptom management, urgent home care visits and more.

Create A Caregiver Retention Plan That Works
Anne-Lise Gere SPHR, HR Founder, Principal Owner, Gere Consulting & Associates, LLC
The majority of new caregivers (57%) hired by home care agencies do not stay more than three months. In fact, 83% of newly-hired caregivers are gone within the first six months. In some areas, the staff turnover rate is nearly unsustainable. Without a consistent team, it’s tough to keep a stable caregiver workforce. In this dynamic presentation, you will learn about specific tips and techniques to create a solid retention masterplan for your agency. Looking at the reasons why caregivers leave, Anne-Lise shares successful examples of retention activities implemented by her clients across the country. This presentation comes with a participant’s workbook you can use to create a retention strategy for your agency.
11:45-12:45
Break-Out Sessions 5

PDGM - All Fun and Games?
Sherri Parson RN, HCS-D, HSC-O, COS-C, BCHH-C, HSC-H, Vice President of Education and Control Standards, Quality in Real Time (QIRT)
Join this session to learn about PDGM using America’s favorite game show approach - PDGM Jeopardy. The money isn’t real but the excitement is! Bashful? No problem, just watch and learn, but for the adventurous, the interaction will be fun and informative! This session will delve into the OASIS components of PDGM, questionable or non-valid primary codes, diagnoses groups, and some of the financial impacts of the new proposed payment model. Want to learn the basics of PDGM but feeling overwhelmed? This game show approach can jump start your learning.

Recruiting and Retaining Hospice Medical Directors: Grooming, Blooming (and Mushrooming)
John M. Saroyan, MD, FAAP, FAAHPM, HMDC, BAYADA Hospice Medical Director for Vermont and New Hampshire & Kristin Barnum, RN, BSN, MBA, Division Director of BAYADA Hospice, Home Health Care
To improve underutilization of hospice, an agency not only must hire and train staff to increase capacity but also convince sometimes reluctant referral sources that high-quality, end-of-life medical care is supported professionally at home. One key ingredient to do this is to hire a dedicated and qualified hospice medical director. Hospice and Palliative Medicine is an American Board of Medical Specialties approved discipline, but a fellowship-trained and certified physician may not always be the best choice for expanding a community-based hospice team. This presentation will review the qualities needed in a hospice director and provide information about recruiting, mentoring, and supporting a physician to achieve the goal of having an effective, expert and inspiring Hospice Medical Director.

Leveraging Staff Engagement to Drive Organizational Change
Jenna Tarara MSN, RN, Director of Clinical Operations; Jennifer Theriault MSN, RN, COS-C, Director of Education and Program Development & Kathy Ruane, MS, RN, CPHQ, COS-C, Director of Quality and Compliance, Lahey at Home
This presentation will discuss the need to build a trusting culture by engaging staff through organizational decision-making in areas such as: handling program integration, achieving organizational goals, and driving quality improvement projects. Attendees will learn about leveraging staff engagement, staff input, staff education, cultural best practices and much more!

Home Health and Hospice Value Proposition Using Data
Raymond Belles, Managing Consultant & Aaron Little, Managing Director – BKD, LLP CPAs & Advisors
Home Health and Hospice agencies have transformed their care delivery in the last few years concerning how they participate in the continuum of care. Providers see a greater focus on outcomes and financial performance related to their referral relationships and patterns. As payment reform continues to shape the health care landscape, providers must know how their quality and episode spending data compare to their peers in the market. This session will focus on key quality and financial data elements that can be part of a cross-continuum communication and collaboration strategy.

11 Home Health Regulations Your Staff Absolutely Must Know
Joe Osentoski BAS,RN-BC, Reimbursement Recovery & Appeals Director, Quality in Real Time (QIRT)
While leadership and management deal with results of CMS’ MAC TPE, ZPIC/UPIC audits, and RAC audit reviews, the battle for Medicare coverage is won or lost at the clinician level. The old adage “if it wasn’t charted, it wasn’t done” has been replaced by “if it was charted wrong, it won’t be paid.” This presentation covers eleven key Medicare rules and documentation requirements staff need to know to make sure that any Medical Review does not result in payback or worse. Real MAC and QIC appeal explanations will be used to demonstrate the importance of charting right the first time and having a culture of investment in prevention.
**CONFERENCE INFORMATION**

**Continuing Education:** Continuing Education Units for Nursing (CEUs) are provided for certain sessions that meet the criteria established by the Massachusetts Board of Nursing and the conference committee. Up to **15 CEUs** are available by attending eligible concurrent breakout sessions, pre-conference intensives and keynotes! The Program Guide available at the conference will clearly indicate which sessions qualify for CEUs and which do not. Certificates of attendance will be provided to all attendees.

**Handouts:** All handout materials provided by the speakers and presenters are available on the conference website: www.nehcc.com. A link to the page will be e-mailed to all registrants.

**Website:** Visit www.nehcc.com for more details, links to registration and hotel information. Follow us on social media for the most up to date conference information.

**Weather:** In the event of severely inclement weather during the conference, it is our intent to hold the program as planned. However, if a state of emergency travel advisory is issued, please visit our website, nehcc.com, for further details. The cancellation policy, as outlined on the registration form, will prevail.

**What to wear:** Business casual is suggested for all events. Temperature comfort levels may vary; dressing in layers for all sessions is recommended.
ABOUT THE HOTEL

The Sea Crest
Falmouth, Massachusetts
June 5 – 7, 2019

Important Deadlines:
Early Bird Conference Registration
April 26, 2019

Hotel Room Block
May 14, 2019

Conference Registration
May 28, 2019

Room Block Information:
$179 per night, room rate is valid two
days before and after the conference.
Call (508) 540-9400 or (800) 225-3110
and refer to our group code, 10K9W0

Address:
350 Quaker Road
Falmouth, MA 02556
Register Online at www.nehcc.com

Attendee Name:_____________________________________ Title:___________________________________

Email Address:_______________________________________ Phone: __________________________________

Organization: _________________________________________________________________________________

Address:_____________________________________________________________________________________

City:________________________________________________________State:____________Zip:____________

Please select the state associations to which your agency belongs: ☐ Connecticut ☐ Massachusetts ☐ Rhode Island
☐ Maine ☐ New Hampshire ☐ Vermont

PRE-CONFERENCE PROGRAM JUNE 5

Additional fee for members and non-members

☐ Pre Conference program for Conference Attendee $90
☐ Pre Conference program for those not attending conference $150

Select session: ☐ Workforce ☐ Care Continuum

CONFERENCE OPTIONS JUNE 6 & JUNE 7

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<thead>
<tr>
<th></th>
<th>Member</th>
<th>Non Member</th>
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<tbody>
<tr>
<td>Full Conference—Early Bird by April 26</td>
<td>$345</td>
<td>$700</td>
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<tr>
<td>Full Conference—Regular rate (4/27– 5/28)*</td>
<td>395</td>
<td>750</td>
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<tr>
<td>One day- Thursday, June 6 only*</td>
<td>245</td>
<td>400</td>
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<tr>
<td>One day– Friday, June 7 only*</td>
<td>195</td>
<td>350</td>
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New this year!

☐ Seas the Day, Thursday night seaside networking dinner $65 $65
☐ *After May 28 include $50 per registrant late fee $50 $50

PAYMENT METHOD

TOTAL DUE: $ _____________

☐ Enclose check made payable to Foundation for Home Health
☐ Submit credit card payment online at www.nehcc.com or by calling the Home Care Alliance of MA at 617-482-8830
☐ Mail completed form to:
   Home Care Alliance of MA., 75 Kneeland Street, Suite 709, Boston MA 02111
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