

THE 12TH ANNUAL



NEW ENGLAND HOME CARE & HOSPICE CONFERENCE AND TRADE SHOW

CONFERENCE GUIDE & REGISTRATION

MAY 11-13, 2022

GURNEY'S RESORT
NEWPORT, RHODE ISLAND

EARLY BIRD DEADLINE: MARCH 26, 2022

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CONFERENCE INFO



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. Credit & 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.

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

WEBSITE:

Checkout the conferences website at: www.nehcc.com:

- o Updated conference information
- o Speaker handouts & materials
- o Driving directions
- o Sponsor & exhibitor information
- o Online registration
- o Hotel information
- o Updated schedule and promotions
- o More!



FOR COMPLETE
CONFERENCE INFO

WEATHER:

It is our intent to hold the program as planned. However, if a state of emergency travel advisory is issued, please visit our website, www.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.

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NEW ENGLAND HOME CARE & HOSPICE CONFERENCE AND TRADE SHOW

Dear Home Care & Hospice leaders and friends,

We are excited to invite you to the 12th Annual New England Home Care & Hospice Conference and Trade Show! It has been a while since we have gathered and we are eager to host you in person. We hope you will join us in historic Newport, RI for this outstanding event.

Come hear national keynoters, participate in thought-provoking workshops, and visit with over 60 vendors who can help your agency maximize its potential. There's no other conference in New England designed specifically for home health, hospice, and private duty agencies. You'll garner great ideas and meet colleagues from around the region. If your team needs inspiration, they'll find it here! You can also be assured we will follow recommended protocols to keep participants safe.

This year's destination is the award-winning Gurney's Resort on Goat Island in Newport, Rhode Island. Surrounded by Narragansett Bay, Gurney's offers a spectacular seaside setting, luxury accommodations, and easy access to Newport's fabulous restaurants. It's a perfect place for respite from your daily routine.

Hope to see you there!

Sincerely,

Tracy Wodatch, RN, BSN, President and CEO,
Connecticut Association for Healthcare at Home

Jake Krilovich, Executive Director,
Home Care Alliance of Massachusetts

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

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

Nicholas Oliver, Executive Director,
Rhode Island Partnership for Home Care

Jill Olson, Director,
VNAs of Vermont



Tracy Wodatch



Jake Krilovich



Laurie Belden



Gina Balkus



Nicholas Oliver



Jill Olson

Curiosity & Connection

Cara Soloman

Even before the pandemic, American employers were raising alarm bells about a “soft skills deficit” in this country. We’ve forgotten how to listen to each other. We’ve forgotten how to communicate with each other. It’s affecting how well we do our work and how satisfied we are when we do it.

In fact, public health officials are describing a “loneliness epidemic” at work, with consequences for productivity, teamwork and job satisfaction. Add to that the health risks—weak social connections and loneliness are associated with a reduced life expectancy similar to smoking 15 cigarettes a day—and we’ve got a problem.

Everyday Boston’s Curiosity and Connection Training is designed to strengthen the listening and communication skills employees and job seekers need to succeed in the workplace and beyond.

Through a series of interactive, story-based activities, participants practice active listening, framing effective questions, and asking follow-up questions as a group. Then, in a community-building exercise, we will pair up to interview each other about our life experiences.



Cara Soloman

The two-hour training strengthens soft skills that are critical to surviving and thriving in today’s economy. Among them: curiosity, creativity, problem solving, empathy, persistence and collaborating across differences.

In this diverse economy, we think anyone who’s working, or wants to work, can use the extra training in listening, communicating, and using their curious mind. Maybe you do, too. Join us.



Workplace Training

Cara Solomon is the Founder and Executive Director of Everyday Boston, a nonprofit that brings people from all backgrounds together through the sharing of stories, strengthening communication and understanding across the city. A graduate of the University of Michigan and Columbia University Graduate School of Journalism, Cara is a former reporter for *The Seattle Times* and *The Hartford Courant*. She also continues to freelance as a journalist. Most recently, Cara worked as the Communications Manager for the Human Rights Program at Harvard Law School.

Why Attend a Pre-Conference Intensive Workshop?

This half-day course adds significant value to your conference experience by providing exclusive content not offered during the main conference. Managers and rising leaders are encouraged to attend this year’s session offered by Everyday Boston, a nonprofit that connects people through the sharing of stories. This Pre-Conference session is a unique opportunity to meet other attendees, and explore what unites us, before the main conference even starts!

KEYNOTES

PREPARING FOR THE EVOLVING HEALTHCARE ENVIRONMENT:

Findings from the National Healthcare at Home Best Practices and Future Insights Study

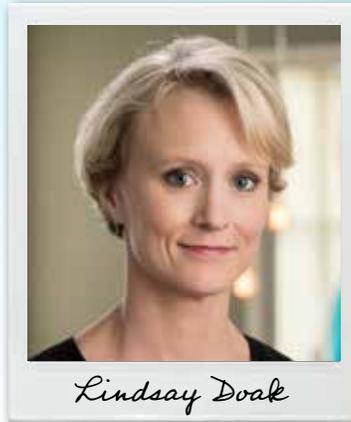
Lindsay Doak, Bill Dombi

We just experienced two of the biggest industry challenges in healthcare history—COVID-19 and a radically new payment system. Now we face yet another challenge with a significant expansion of value-based care. Agencies who are slow to respond or lack clarity on what to do may have their viability questioned. Agencies that have responded quickly and have tested an array of best practices in staffing, technology, clinical strategies, and operations will come out ahead. Which side will you be on?

Get ready to find out strategies that work! Join Bill Dombi, President of the National Association for Home Care & Hospice (NAHC), and Lindsay Doak, National Director of the largest national best practice study in our field, as they come together to answer two critical questions;

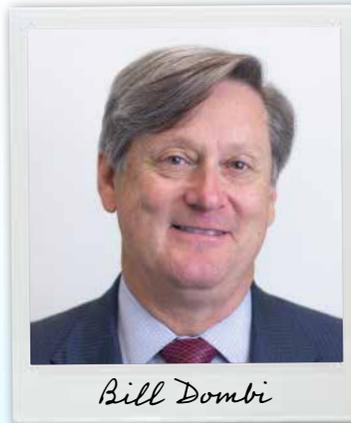
1. What are the legislative, regulatory, and legal forces driving the changes?
2. What are the best practices the most successful agencies have implemented to respond to these changes?

Through this dynamic presentation, you will find out what works, what doesn't, and what you can do to improve the overall success of your agency. Be the first to see best practice benchmarks for New England and learn which agencies were awarded the Center of Excellence distinction.



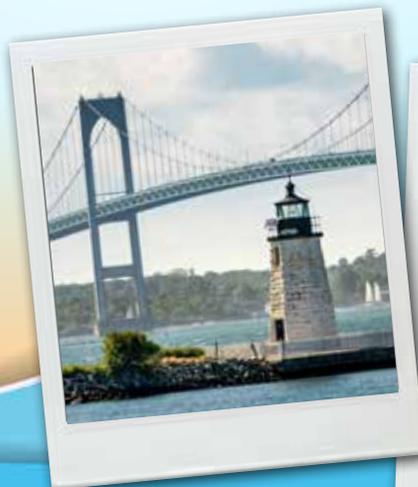
Lindsay Doak

Lindsay Doak is National Research Director at Berry Dunn. She has over 15 collective years of experience leading strategic direction and growth initiatives for healthcare education, business intelligence, and patient satisfaction markets and extensive experience working on national studies, including this 2021 national home care study and the Phillips National Telehealth Study.



Bill Dombi

Bill Dombi, JD is President and CEO of the National Association for Home Care & Hospice, (NAHC). Bill also serves as the Director, Center for Health Care Law and the Executive Director, Home Care and Hospice Financial Managers Association. Bill specializes in legal, legislative, and regulatory advocacy on behalf of patients and providers of home health and hospice care. With over 40 years of experience in health care law and policy. Bill is also a longstanding and active member of the ABA and American Health Lawyers Association.

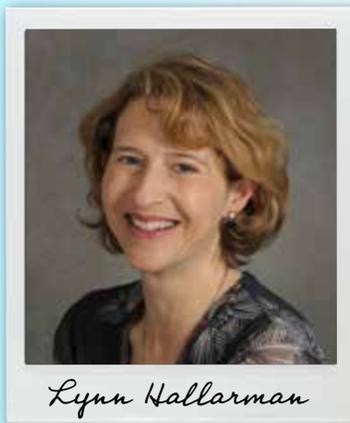


The Great Escape

A PHYSICIAN CONFRONTS FAMILY CAREGIVING DURING THE COVID-19 PANDEMIC

Lynn Hallarman, MD

“My mother died as the COVID-19 pandemic raced across the nation with wildfire ferocity,” shares Lynn Hallarman in her May 2021 JAMA article, “The Great Escape—A Physician Confronts Family Caregiving During the COVID-19 Pandemic.” Lynn’s experience moving her 92-year old mother with dementia from New York City to rural New Hampshire highlighted how essential and undervalued direct care workers are. During this presentation, Hallarman will draw on her own family’s experience, caregiver guilt, and how important it is to develop and support our rapidly growing, essential workforce.



Lynn Hallarman

Lynn Hallarman, MD, MM, is a board-certified palliative care physician and palliative care educational consultant. Dr. Hallarman served as the Director of the Palliative Care Services at Stony Brook University Medical Center from 2007 until 2019. She now works as a palliative care educational consultant and writer. She has been a residential congressional fellow on the Senate Committee on

Finance for Senator Ron Wyden (D-Oregon), worked with the Center to Advance Palliative Care and is the co-author of CAPC’s web-based pain & palliative care curriculum.

How to Thrive in Times of Crisis

Tyler Enslin

Beginning in March of 2020 the word “crisis” took on new meaning for billions of people. For many, a global pandemic meant unprecedented challenges in regards to their careers, personal life, and even mental and physical health. While, admittedly, these issues have often been a source of stress and frustration, they can also represent incredible opportunities. As John Adams famously said, “Every problem is an opportunity in disguise.” This program has been designed to equip participants with the tools necessary to both navigate challenges that they currently face, and to identify and work towards opportunities for the future. In order to do this successfully, this session is not designed to be a lecture, or a motivational speech. Rather it has been purposefully composed as a highly interactive, and self-reflective training. This allows each individual participant to create a personal action plan to implement the concepts, habits, and principles that are discussed.



Tyler Enslin

Tyler Enslin is a professional speaker with Tyler Enslin International. He focuses on providing engaging practical content to audiences around the world. He has presented at events and conferences for Fortune 500 companies including GSK, Johnson & Johnson, and Johns Hopkins University, as well as to hundreds of smaller groups and associations.

Closing the Workforce Gap by Transitioning New Nurses to Home-Based Care

Johanna Beliveau, Stacey Benham, Susan Hurley

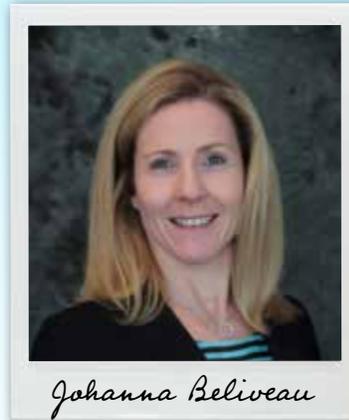
You've heard it before and have likely been practicing this mantra for years: "Only hire nurses for home care with acute care experience." The nursing shortage, combined with exponential growth in demand for care at home, has called for new ways to hire and support nurses as they transition to community-based practice. Our expert panelists will delve into creative preceptor and nurse residency programs for recent nursing graduates. Each panelist brings a different view to the discussion—from an extensive healthcare system in Connecticut to a small hospice program in Massachusetts and a network of VNAs serving New Hampshire and Vermont.

PANEL PRESENTATION:

Johanna Beliveau, DNP, MBA, RN is the President and Chief Executive Officer at Visiting Nurse and Hospice for Vermont and New Hampshire (VNH), based in White River Junction, VT.

Stacey Benham, OTD, OTR/L, is Director of Clinical Education at Hartford HealthCare at Home.

Susan Hurley, PhD, RN, is a nurse scientist and palliative care nurse practitioner. She currently serves as the Director of Research at Care Dimensions, Inc., the largest non-profit hospice care provider in Massachusetts.



Johanna Beliveau



Stacey Benham

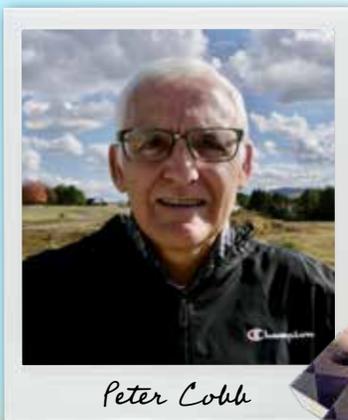


Susan Hurley

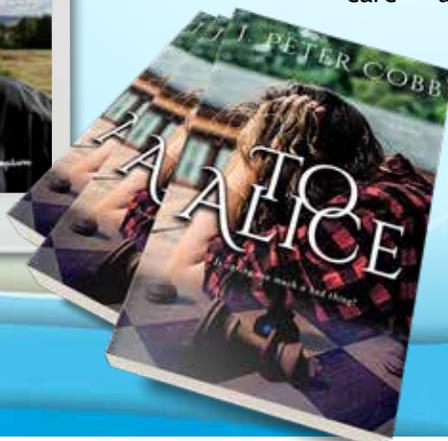
Breakfast Book Club

At what point does a caregiver cross the boundary between providing professional, compassionate care to getting too involved with her patients' lives? That question is at the heart of the new novel, **To Alice**. The novel is about the dignity and grace of simple care — a bed bath, companionship, meals preparation, wound dressing, house cleaning, toenail clipping. Join us for this informal book talk and discussion about the importance of direct caregivers with the author, Peter Cobb.

Peter Cobb was the executive director, for 33 years, of the VNAs of Vermont, the trade association of the State's Visiting Nurse Associations. Before that, he was a reporter, editor, grant administrator, mental health worker and soccer coach. *To Alice* is his first novel.



Peter Cobb



DAY-AT-A-GLANCE

MAY 11 PRE-CONFERENCE

- 1:00 – 5:00 Registration
- 2:00 Pre-Conference: Curiosity & Connection, *Cara Soloman*
- 5:30 Welcome Reception

MAY 12 OPENING DAY

- 7:30 – 5:00 Registration
- 7:30 Breakfast in Ballroom
- 8:30 Breakfast Book Club: To Alice, A Home Care and Hospice Novel, *Peter Cobb*
- 9:00 **KEYNOTE:** Preparing for the Evolving Healthcare Environment: Findings from the National Healthcare at Home Best Practices and Future Insights Study, *Lindsay Doak, Bill Dombi*

10:10 BREAKOUT SESSION 1

The Value of Legislative and Regulatory Advocacy and Engagement is Mission-Critical
Deb Hoyt
David Totato

OASIS E: Preparing Your Agency for What We Know So Far
Charlotte Steinger
Melissa Carbone

Strategies to Promote Independence in Your Clients with Dementia
Amy Craven
Katherine Vanderhorst

Buy, Hold or Sell? What's Right for You?
Kathy Trier
Bill Connors
Rich Corcoran

11:15 BREAKOUT SESSION 2

Home Health and Hospice in the Hot Seat: The Compliance Landscape in 2022
Kim Skehan
Rachel Hold-Weiss

Getting a “Clean OASIS:” Balancing Speed and Accuracy
Cindy Krafft

The Perfect Storm – Navigating QAPI, HHVBP, PDGM, and STARS
Jean Zaleski
Cheryl Pacella

Why Should You Provide Behavioral Health Now?
Amy Craven
Katherine Vanderhorst

12:15 Exhibits Open

1:15 **LUNCH**

2:50 BREAKOUT SESSION 3

End of Life Doulas and the Interdisciplinary Team: A Volunteer Program
Diane Santostefano
Susan Daniels

Regulations to Records: Compliant Charting
Joe Osentoski

Sustainable Hiring and Retention Strategies for Your Organization
Chris Romanello
Joe Desjardins

Leading in Times of Transition
Melynda Lee
Wayne Regan

3:55 **KEYNOTE:** The Great Escape—A Physician Confronts Family Caregiving During the COVID-19 Pandemic, *Lynn Hallarman*

5:00 Reception with Exhibitors

DAY-AT-A-GLANCE

MAY 13

CLOSING DAY

7:30 – 12:00

Registration

7:30

Breakfast with Exhibitors

8:30

KEYNOTE: Closing the Workforce Gap by Transitioning New Nurses to Home-Based Care
Johanna Beliveau, Stacey Benham, Susan Hurley

9:40

BREAKOUT SESSION 4

**A Wrinkle in Care:
Ironing out Ageism with
Age-Friendly Care**

Jennifer Kennedy

**CY 2023 Changes:
Transition to OASIS-E
and HHVBP Expansion**

*Chris Attaya
Sue Payne*

**Messaging a Merger:
Positioning Your
Organization for Success
Today and for the Future**

*Andy Morse
Beth Slepian*

**Six “Must-Pack”
Essentials to Survive &
Thrive the Wilderness
of Grief and Trauma of
COVID 19 and Beyond**
Deborah Pausig

10:40

Final Break with Exhibitors

11:45

BREAKOUT SESSION 5

**VBP: Connecting Finance
and Quality Management**

*Aaron Little
Angela Huff*

**Managing Through
the Great Resignation:
Recruitment, Retention,
and Redesigning for
Today’s Leaders**

Rob Osgood

**Goal-Concordant
Care: The Intersection
Between Drugs and
Disease for Those with
Serious Illness**

Wayne Grant

**Analytics as Your
Agency’s Nervous
System**

*J’non Griffin
Christine Lang*

1:00-2:30

LUNCH & CLOSING SESSION KEYNOTE: How to Thrive in Times of Crisis, Tyler Eslin



EXHIBIT HOURS

Thursday, May 12

12:15 pm – 1:15 pm Exhibits Open

5:00 pm – 6:30 pm Reception with Exhibitors

Friday, May 13

7:30 am – 8:30 am Breakfast with Exhibitors

10:40 am – 11:45 am Final Break with Exhibitors



Deb Hoyt



David Totaro



Charlotte Steinger



Melissa Carbone



Amy Craven

10:10-11:10 BREAK-OUT SESSIONS 1

With the Lion's Share of your Agency's Revenue Coming from Government Sources, the Value of Legislative and Regulatory Advocacy and Engagement is Mission-Critical

Deb Hoyt, David Totaro

Industries and organizations that approach advocacy in a disciplined way—win. With most of our reimbursement coming from government payors, why doesn't every home-based provider prioritize advocacy as a critical business function? Advocacy is not just the role of the state and national associations and the largest national agencies. Deb Hoyt and David Totaro will discuss how every agency can build internal capacity with existing staff and minimal resources to amplify state and federal advocacy messaging. They'll demonstrate the value of external engagement and how it can positively impact your bottom line.

Deborah Hoyt, Senior Vice President of Public Policy Initiatives, Axxess, leads Axxess' involvement in legislative and regulatory issues to elevate the entire home healthcare industry. She has been actively engaged in healthcare policy issues across the continuum of care and has served on state and national working committees. Previously, Hoyt served as President and Chief Executive Officer of the Connecticut Association for Healthcare at Home.

David Totaro, Chief Government Affairs Officer for BAYADA, spearheads the development of a far-reaching legislative advocacy program and currently serves as chairman of the Partnership for Medicaid Home-based Care (PMHC). He is chairman of the Hospice Action Network (HAN), an affiliate of the National Hospice and Palliative Care Organization (NHPCO). He is also a member of their Board of Directors. He is a board member of the Partnership for Quality Home Healthcare (PQHH), the Home Care Association of America (HCAOA), the Pennsylvania Homecare Association (PHA), and serves on the Public Policy committee of the National Home Care and Hospice Association (NAHC).

OASIS-E: Preparing Your Agency For What We Know So Far

Charlotte Steinger, Melissa Carbone

OASIS-E is around the corner, and it's critical that your staff is prepared. This presentation will review the revisions and additions as found in the published draft OASIS-E Item Set. Charlotte Steinger and Melissa Carbone will identify current resources to help understand the scope of the changes and examine the necessary components of an OASIS-E implementation plan.

Charlotte Steinger, RN, MSN, is a Home Health Care Consultant and certified OASIS Clinical Specialist with more than 20 years of professional experience in the home healthcare industry as a nurse case manager and clinical educator. She currently works for Econometrica, Inc., a research and management organization that provides services across multiple contracts with Federal agencies. Charlotte has also worked on the Centers for Medicare & Medicaid Services (CMS) Post-Acute Care (PAC) Training projects. She primarily develops cross-setting training for the home health, inpatient rehabilitation facility, long-term care facility, and skilled nursing facility settings under the CMS Quality Reporting Program.

Melissa Carbone, RN, MSN, has more than 15 years of experience in home healthcare with a focus on quality improvement and clinical staff education. She is an administrative supervisor for a home health agency in Connecticut, providing regulatory compliance and education oversight. She has spearheaded many OASIS process improvements and implementation projects throughout her years of practice.

Strategies to Promote Independence in Your Clients with Dementia

Amy Craven, Katherine Vanderhorst

Globally, the number of individuals with dementia will nearly triple by 2050. There is an impending need, and an opportunity, for Home Health agencies to assist people with dementia in maintaining their current level of function in the home setting. Behavioral and functional issues are often the precipitant to a higher level of care. What can your agency



Katherine Vanderhorst



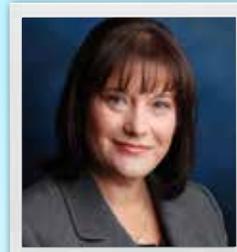
Kathy Trier



Bill Connors



Rich Corcoran



Kim Skehan

do to enhance your dementia care offerings and foster revenue growth? We will examine strategies to help clients with dementia live at the least restrictive level of care, improve quality of life, and delay placement.

Amy Craven, PT, MS, DPT, CCM, Vice President of C&V Senior Care Specialists, is a doctor of physical therapy, and a Certified Case Manager specializing in geriatric care. For more than 30 years, Dr. Craven has worked in healthcare clinical and leadership positions. Dr. Craven has co-published two books on Alzheimer's care and presented at conferences and events throughout the U.S.

Katherine Vanderhorst, RN-PH, PMH-BC, BSN, CCM, is the President and co-founder of C&V Senior Care Specialists. She is a board-certified psychiatric nurse with 30+ years of clinical experience in Behavioral Health Care and Alzheimer's Care and a Certified Care Manager. She is the co-developer of "The Road to Wholeness Behavioral Health Program" and "Becoming an Alzheimer's Whisperer Program" and authored three books on Alzheimer's care.

Bill Connors, Business & Financial Management Consultant, Corcoran Consulting Group, LLC, works with private, public, and not-for-profit organizations. Currently, Bill is consulting with business CEOs on mentoring, mergers and acquisitions, and developing marketing and business plans.

Rich Corcoran CPA, CHCE, CVA, CGMA is founder and CEO of Corcoran Consulting Group. His lengthy career in finance, operations and technology includes 16 years as Chief Business Officer and Chief Financial Officer at VNA Community Healthcare in Guilford, Conn., a \$32 million not-for-profit home health and home care agency. Corcoran offers operational and financial advisory consulting to Home Health, Home Care and Hospice organizations. Providing operational assessments, interim management, financial reviews, M&A, valuations, clinical and quality reviews, internal controls, fraud reviews, revenue cycle.

Buy, Hold or Sell? What's Right for You?

Kathy Trier, Bill Connors, Rich Corcoran

There are currently many mergers and acquisitions in home health, hospice and the private care sectors. This session will examine the landscape, and discuss ways to determine if the time is right for you to make a move. We will also look at various competitive and financial status indicators to determine the right opportunity for your company. Before you proceed, you'll need to have critical criteria buyers and sellers need to make a deal happen. What else do you need to prepare for timing, legal, and financial/ tax advice and managing the process, and what will help you approach this undertaking with confidence? Join us to find out.

Kathy Trier, Mergers/Acquisition & Leadership Consultant, Corcoran Consulting Group, LLC, has over 35 years of management experience in home-based care. She has a background in financial management, an advanced degree in business, and hands-on experience in executive management of home health, hospice, private care, and adult day care organization.

11:15-12:15 BREAK-OUT SESSIONS 2

Home Health and Hospice in the Hot Seat: The Compliance Landscape in 2022

Kim Skehan, Rachel Hold-Weiss

Home health and hospice care are in the government hot seat, and audit and enforcement activities are on the rise, along with new compliance requirements. Home health and hospice leaders and managers need to proactively understand this complex and changing landscape to minimize regulatory and compliance risk. Kim and Rachel will look at government contractors' and auditors' top areas of focus, OIG Work Plan priorities, and other CMS survey and audit activities. They will also discuss strategies to measure accountability, best practices, and compliance consistency.

Kimberly Skehan, RN, MSN, HCS-D, COS-C is the Director of Compliance, Regulatory & Quality at SimiTree Healthcare Consulting. Kim currently serves as a member of the Regulatory Committee of the National Hospice & Palliative Care Organization (NHPCO) and the Education Committee



Rachel Hold-Weiss



Cindy Krafft



Jean Zaleski



Cheryl Pacella



Amy Craven

for the National Association for Home Care and Hospice. She is also a certified Accreditation Commission for Health Care (ACHC) consultant for home health, hospice and private duty care. Kim provides state and federally mandated independent nurse consultant services (INC) and is an AHCC-accredited home care coding specialist and certified OASIS reviewer (COS-C). She has acted as a liaison to state and federal regulatory agencies and legislators to facilitate collaboration regarding issues affecting the home care and hospice industry.

Rachel Hold-Weiss, RPA-C, JD, Partner, Arent Fox, LLP represents a variety of nonprofit and for-profit health care providers, including hospices and palliative care programs, home health agencies, skilled nursing facilities, assisted living facilities, physicians, and physician practices. She focuses on advising clients undergoing federal and state audits and investigations.

Getting a “Clean OASIS”: Balancing Speed and Accuracy

Cindy Krafft

The ability to promptly get a “Clean OASIS” is an ongoing challenge to the home health industry. The resources consumed by the QA process can be a financial strain on the organization – and even more of an issue in the PDGM environment. Focusing almost exclusively on the QA process will produce limited results and drive up costs. This session will address the three pillars that impact the achievement of a “Clean OASIS”: 1) information collection by Intake; 2) data collection by clinicians; and 3) accountability of clinicians and QA.

Cindy Krafft, PT, MS, HCS-O, owner of Kornetti & Krafft Health Care Solutions, has more than 25 years of home health expertise in patient care, agency operations, and management, along with a passion for understanding regulations. Cindy is a nationally-recognized educator who serves on several CMS Technical Advisory Panels and NAHC committees. She has written three books on home health documentation.

The Perfect Storm – Navigating QAPI, HHVBP, PDGM, and STARS

Jean Zaleski, Cheryl Pacella

Clinical staff and managers carry an immense responsibility to manage patient care within a complicated regulatory environment and an organizational expectation for excellent STARS and patient engagement scores. Learn the most salient impacts on quality and engagement scores and revenue; and how to simplify and manage patient care within PDGM and HHVBP.

Jean Zaleski, PT, MEd, DPT, Clinical and Quality Consultant, Corcoran Consulting Group, has more than two decades of experience in home health as clinician and clinical leader. Her career focus includes provision of high-quality patient centered care and documentation, promotion of cross continuum care transitions, chronic disease management and prevention of injury and rehospitalization.

Cheryl Pacella DNP, HHCNS-BC, CPHQ, Quality Consultant, Corcoran Consulting Group, advises on several home health and hospice quality initiatives, including quality improvement, OASIS accuracy, Medicare billing, responding to denials, and appeals, ICD-10 coding, care transitions, and survey preparation.

Why Should You Provide Behavioral Health Now?

Amy Craven, Katherine Vanderhorst

The Covid-19 Pandemic has brought to light the explosive need for Mental Health Services. A June Report (reference) showed that 40% of people admitted they struggled with mental health and substance abuse issues. Quarantines and shutdowns due to COVID-19 have made it hard for people to access behavioral health services. Our home care clients suffer from increased isolation which causes depression and anxiety at unprecedented rates. Suicide death rates have surpassed COVID death rates in many states. You can provide behavioral health services to help your clients manage their mental health conditions that we know impact their medical co-morbidities. Learn why and how your agency can provide Behavioral Health services.



Katherine Vanderhorst



Diane Santostefano



Susan Daniels



Joe Osentoski

Amy Craven, PT, MS, DPT, CCM, Vice President of C&V Senior Care Specialists, is a doctor of physical therapy, and a Certified Case Manager specializing in geriatric care. For more than 30 years, Dr. Craven has worked in healthcare clinical and leadership positions. Dr. Craven has co-published two books on Alzheimer's care and presented at conferences and events throughout the U.S.

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2:50-3:50

BREAK-OUT SESSIONS 3

End of Life Doula and the Interdisciplinary Team: A Volunteer Program

Diane Santostefano, Susan Daniels

The End of Life Doula movement has gained momentum in the past few years. This presentation discusses how a hospice agency initiated a Volunteer End of Life Doula Program during the Covid 19 pandemic to improve the patient experience. The outcomes of this program showed collaboration with the interdisciplinary team, promoted volunteer retention, integrated the doula concept into the hospice program, and positively impacted patients and families.

Diane Santostefano is a Hospice Program Volunteer Coordinator and an End of Life Doula. She also serves on the steering committee for the Middlesex Health Center for Mindfulness and Compassion and is Vice President of the National End-of-Life Doula Alliance.

Susan Daniels, RN has a Master's of Science in Nursing from Sacred Heart University and has worked in Oncology, Telemetry, Dementia Special Care and Hospice and Palliative

Care, including eight years of home care case management. She has been with the Middlesex Health System for six years, working both in the hospital and with homecare to facilitate smooth transitions across the continuum of care.

Regulations to Records: Compliant Charting

Joe Osentoski

Despite the Public Health Emergency's stresses on home health agency operations, there are multiple Medicare, Medicare Advantage, and commercial insurance reviewers that are checking medical records for accurate claim payment. Compliant clinical record content is key to a successful outcome from a MAC TPE, UPIC, RAC, SMRC or CERT audit. The correct content should be included when the record is generated—not after. This presentation starts with CMS regulations and provides examples for how these should be reflected in the home health record. Linking requirements to known denial reasons will show how proper documentation can avoid a negative outcome. This provides the basis for staff education. The items covered also apply to Medicare Advantage medical reviews.

Joe Osentoski, BAS, RN-BC has over 25 years in home health and hospice with a specialty in clinical quality assurance and regulatory compliance. This includes experience with all types of Medicare contractors, Medicare Advantage plans, and commercial payers related to probes, audits, reviews, denials, and appeals.





Chris Romanello



Joe Desjardins



Melynda Lee



Wayne Regan

Sustainable Hiring and Retention Strategies for Your Organization

Chris Romanello, Joe Desjardins

Outsourcing and algorithms won't get you the people you need. Recent data revealed that most people who took a new job last year weren't even searching for one; someone came and got them. Join Chris from Trova Healthcare to take a critical look at how companies have revamped their processes for hiring and retention. We'll evaluate local data and how new trends in hiring drive higher engagement, staff, and retention by investing in employees from day one throughout their careers.

Chris Romanello, *Managing Partner at Trova Healthcare* has worked in the healthcare recruiting field for 15 years. His experience spans multiple healthcare recruiting areas, including physicians, nurses, and advanced practice providers. Chris has run some of the largest U.S.-based healthcare staffing divisions and also has extensive experience with permanent recruiting.

Joe Desjardins is a Senior Business Development Executive at Trova Healthcare. He is currently focused on providing innovative solutions and consulting expertise to elevate employers ability to attract and retain much-needed talent for their nursing positions.

Leading in Times of Transition

Melynda Lee, Wayne Regan

Leading teams in inter-professional collaboration and employee engagement during transformational experiences requires a unique approach. The folks at SimiTree specialize in guiding agencies through their best practice presentation geared to helping healthcare organizations overcome challenges and act on rewarding opportunities. Lee and Regan will leverage their wealth of experience, expertise, and passion for optimizing your leadership team's effectiveness to steer your organization using the True Colors® methodology to identify the unique contributions and communication styles of you and your team.

- Recognize the gaps and opportunities to recruit and retain the best.
- Apply the best practices for succession planning to ensure your organization is ready for the future.

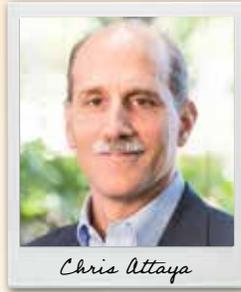
Melynda Lee, *MBA, Consulting Director, SimiTree Healthcare Consulting*, is a nationally recognized expert in-home care and hospice sales, marketing and referral management, communications, public relations, administration, and strategic planning. She is a co-founder of the Greater Atlanta Hospice-Veteran Partnership. She is an expert trainer of home care and hospice professionals and a frequent speaker at state and national association conferences.

Wayne Regan, *Director, Interim Management* SimiTree's interim management services assist post-acute organizations with leadership transitions that support strong business performance and strategic growth. Regan places a vast network of experienced leaders in all areas of clinical, financial, and administrative home care and hospice operations.





Jennifer Kennedy



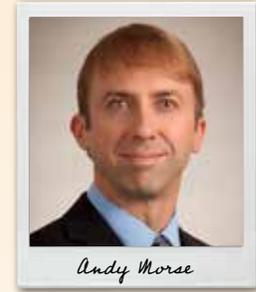
Chris Attaya



Sue Payne



Beth Slepian



Andy Morse

9:40-10:40 BREAK-OUT SESSIONS 4

A Wrinkle in Care: Ironing out Ageism with Age-Friendly Care

Jennifer Kennedy

Ageism is discrimination based on older age. It is pervasive and even permeates healthcare, especially during the COVID Pandemic. It has marginalized older adults into the fringes of social isolation and exposed careless attitudes towards COVID's disproportionate threat to older people. The 4Ms framework for developing Age-Friendly Care is a wrinkle or innovation in care that directly challenges ageism and promotes the well-being and quality of life for older adults.

Jennifer Kennedy, EdD, MA, BSN, RN, CHC is the Vice President for Quality and Standards at CHAP, Jennifer is the lead for the CHAP quality team and interacts with CMS and their contractors related to hospice regulatory and quality issues. She is also a member of the ANA's national palliative nursing task group and has been honored by the UK's St. Christopher's Hospice as a Nursing Pioneer for their Palliative Care Nursing Project.

Leading through CY 2023 Changes: Transition to OASIS-E and HHVBP Expansion

Chris Attaya, Sue Payne

CY2022 will be an essential year for organizations to prepare for two significant updates in-home health – the transition to OASIS-E and the national expansion of CMS's Home Health Value-based Purchasing initiative. Join the presenters as they take a deep dive into how home health leaders have been and should be preparing for these changes from clinical and financial management perspectives.

Chris Attaya, MBA, is VP of Product Strategy at Strategic Healthcare Programs (SHP.) He joined SHP in 2014 after spending 28 years in executive and consulting positions within the Home Health and Hospice industry. Before SHP, Chris was

the CFO at the VNA of Boston and served as CFO and CEO at Partners Health Care at Home.

Sue Payne, MBA, RN, CHCE, Home Care Strategies Advisor at Corridor, has 30 years of experience leading home care provider operations, including home health, skilled care, and non-skilled private duty. Sue was Chief Clinical Officer and Vice President at Corridor. She presents nationally on clinical and operational topics that support home care providers' success.

Messaging A Merger: Positioning Your Organization for Success Today and for the Future

Beth Slepian, Andy Morse

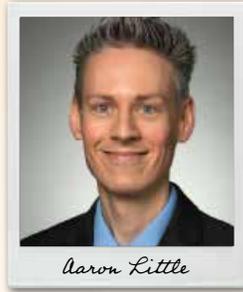
As the home care and hospice industry evolve, chances are you may experience a merger during your career. Messaging is critical for your expanded organization and increases long-term success. This session offers a road map and lessons learned on communicating to your internal and external audiences during a merger. Learn how Granite VNA (formerly Concord Regional VNA and Central New Hampshire VNA & Hospice) used a clear, consistent message to engage with its communities. Beth Slepian and Andy Morse will share how their agency pivoted from a brand awareness campaign to a recruitment campaign to fill vital job roles. Find out what went well and the challenges encountered along the journey.

Beth J. Slepian, MBA, PT, is President/CEO of Granite VNA, New Hampshire's largest home health and hospice organization. Previously, she held roles as Vice President of Education and Clinical Compliance at Concord Regional VNA in Concord, NH, and as Executive Director of Northeast Rehab Home Care in Salem, NH. Slepian also serves on the National Association for Home Care and Hospice (NAHC) Board of Directors, its Government Affairs Advisory Council, and the Strategic Healthcare Programs (SHP) Advisory Board.

Andy Morse, MS, Director of Communication at Granite VNA, is a seasoned healthcare communicator. Andy has been active in public relations groups regionally and nationally. He served as Past President of the Public Relations Society of America, Yankee Chapter.



Deborah Pausig



Aaron Little



Angela Huff

Six “Must Pack” Essentials to Survive & Thrive the Wilderness of Grief and Trauma of COVID-19

Deborah Pausig

The pandemic has led to a series of losses, great and small, from the loss of loved ones and our sense of safety to our social connections and financial security. The crisis isn't just shaking our faith in those systems; it's upending our understanding of the world around us. Learn how to heal. This interactive presentation will create a growing “Toolbox” of essentials. These must-pack essentials will help us continue to SURVIVE and THRIVE beyond COVID 19, which has us traversing this uncharted terrain in the wilderness of grief and trauma.

Deborah Pausig, LMFT, CT, VNA Community Healthcare & Hospice, is a Licensed Marriage and Family Therapist, a Certified Thanatologist, Hospice Bereavement Coordinator for VNA Community Healthcare & Hospice Guilford CT, and NHPCO Bereavement Professional Steering Committee Member. Debbie uses humor and compassion drawn from 25 years of experience in law enforcement and 17 years as a family caregiver into her profession as a therapist and presenter.

11:45-12:45 BREAK-OUT SESSIONS 5

VBP: Connecting Finance and Quality Management

Aaron Little, Angela Huff

The recent announcement by the Centers for Medicare & Medicaid Services to delay the national expansion of the Medicare Value Based Purchasing (VBP) model until 2023 offers home health agencies a year of “pre-implementation” preparation opportunities to align quality with finance management. This session will provide the latest information on the construct of the VBP model and implementation timelines and will provide a practical approach for incorporating the VBP performance measures into quality and financial management strategies. This session will also examine scenarios to measure the impact of specific performance improvements on resulting financial outcomes and will explore strategies for achieving optimal quality performance.

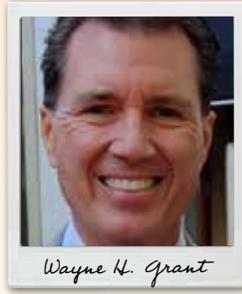
Aaron Little, CPA, Managing Director, BKD, oversees the operations of BKD Health Care Billing & Revenue Cycle Services and is nationally recognized for his expertise in home care and hospice billing and operations. He is also a member of the Board of Directors for the Indiana Association for Home & Hospice Care and the CGS Home Health and Hospice Provider Outreach and Education Advisory Group.

Angela Huff, RN is a member of BKD National Health Care Group and provides consulting services to home care and hospice clients. She has over 30 years of experience as a registered nurse, and has spent the last 17 years in executive leadership in home health, hospice operations, and software development in the post-acute space.





Rob Osgood



Wayne H. Grant



J'non Griffin



Christine Lang

Leading Through the Great Resignation: Recruitment, Retainment, and Redesigning for Today's Leaders

Rob Osgood

This session will explore the science behind positive culture and employee engagement with novel approaches to diversity, equity, and inclusion and what we can do as leaders to unlock the potential within your organization. Rob will draw from national best practices with his experiences in boosting retention rates and recruiting top candidates while enhancing a culture of growth utilizing action, appreciation, and accountability. This session will also include a presentation of original research.

***Rob Osgood**, MS, MBA, National Director, Accent Care, employs a successful and consistent record of results-driven collaborative accomplishments in high-reliability organizations through the infusion of pride and positivity, high-quality innovation, and operational excellence designed to maximize resources. He brings a progressive background in administrative, crisis management, and operational leadership and consultation for organizations ranging from municipalities to private industry, urban tertiary-care academic medical centers to rural critical-access hospitals.*

Goal-Concordant Care: The Intersection Between Drugs and Disease for Those with Serious Illness

Wayne H. Grant

Hospice and palliative care have long sought to establish the goals necessary to meet the needs of patients. Recently the National Academy of Medicine's proposed goal-concordant care has been used as a quality measure. This presentation explores how clinicians, administrators, and patients apply the concepts of goal-concordant care. By discussing advance care directives and exploring drug therapies, patients with serious illnesses can define what is important to them and their loved ones. Program participants will look at case studies to follow the path of drug change while understanding the complexity and controversies around various therapies. Develop your

understanding of the drug delivery process in goal-concordant care and identify the obstacles while also realizing the positive impact of listening to our patients' wishes.

***Wayne Grant**, PharmD, MBA is the National Clinical Innovation Officer for Delta Care Rx. He has prepared and delivered educational programs to physicians, nurses, and other healthcare professionals based on his extensive experience with multiple diseases. As an integral member of numerous pharmacy and therapeutics committees, Dr. Grant promotes evidence-based interventions while driving quality initiatives and building a highly collaborative consortium among healthcare professionals.*

Analytics as Your Agency's Nervous System

J'non Griffin, Christine Lang

Under the proper structure and with the right focus, data can become the nervous system of your organization—assessing situations and directing reactions, especially in a PDGM/VBP world. In this session, participants will review examples of common patient assessment problems and how those problems impact payment and outcomes. Learn to focus on benchmarks for measuring your agency's situation and use data to prioritize education and quality improvement activities based on the most needed and most significant impact areas.

***J'non Griffin**, RN, MHA, HCS-D, HCS-C, HCS-H, COS-C, Principal, Coding Division, SimiTree Healthcare Consultants, has served as a field nurse, director of staff development, and appeals, and executive with multiple home health and hospice agencies. She has published several manuals and assisted with the composition of several online modules for coding and OASIS instruction.*

***Christine Lang** Director, MBA, Director, Data Consulting, SimiTree Healthcare Consulting, works with providers, technology organizations, and other industry stakeholders to identify ways to use data to promote the value of home health, improve patient outcomes, and increase efficiency, leading to greater organizational and industry performance.*

ABOUT THE HOTEL

MAY 11–13, 2022
GURNEY'S RESORT
NEWPORT, RHODE ISLAND

IMPORTANT DEADLINES:

Early Bird Conference Registration: **3/26/2022**

Hotel Room Block: **4/13/2022**

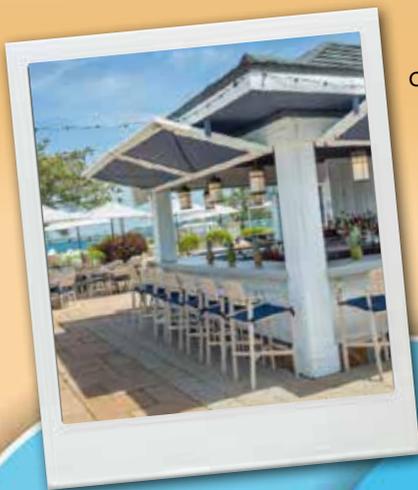
Conference Registration: **4/22/2022**

ROOM BLOCK INFORMATION:

\$209 per night room rate is valid for three days before and after the conference.

www.gurneysresorts.com/newport or call 401.849.2600 and refer to our group code,

Group Code: **220510NEH1**



REGISTRATION FORM Complete one registration form for each registrant.



NEW ENGLAND HOME CARE & HOSPICE CONFERENCE AND TRADE SHOW

MAY 11–13, 2022

GURNEY'S RESORT | NEWPORT, RI

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 MAY 11

Additional fee for members and non-members

- | | |
|--|-------|
| <input type="checkbox"/> Pre Conference program for Conference Attendee | \$90 |
| <input type="checkbox"/> Pre Conference program for those not attending conference | \$150 |

CONFERENCE OPTIONS MAY 12 & MAY 13

	Member	Non Member
<input type="checkbox"/> Full Conference—Early Bird by March 26	\$345	\$700
<input type="checkbox"/> Full Conference—Regular rate March 26 – April 22*	\$420	\$775
<input type="checkbox"/> *After April 22 add \$50 per person late fee	\$50	\$50
<input type="checkbox"/> Thursday, May 12 only	\$245	\$400
<input type="checkbox"/> Friday, May 13 only	\$195	\$350

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

The New England Home Care & Hospice Conference and Trade Show (NEHCC) is committed to providing a safe and welcoming venue for all attendees. Masking and social distancing will be optional, but NEHCC organizers reserve the right to make policy changes as appropriate. We will monitor public health guidance as well as abide by state, local, and conference facility rules. Attendees will be notified accordingly.



BE INSPIRED and connect with colleagues from around New England for the 12th Annual New England Home Care & Hospice Conference and Trade Show.

REGISTRATION FEE:

The early bird discounted rate is only available for attendees registering for the full conference by March 26, 2022. All registrations received after this date must pay the regular conference rate. Registrations received after 5:00 pm on April 22 are subject to a \$50 late fee, per registrant. Registrations may not be shared, however substitutions are allowed.

PAYMENT/ CANCELLATION POLICY

Payment must be made in advance of this conference. Cancellations received in writing by April 22 will be refunded, minus a \$50 cancellation fee. Cancellations received after April 22 will result in the forfeiture of the registration fee.

This is a paper-light conference. Handouts will be available online and provided to participants by email prior to the event.

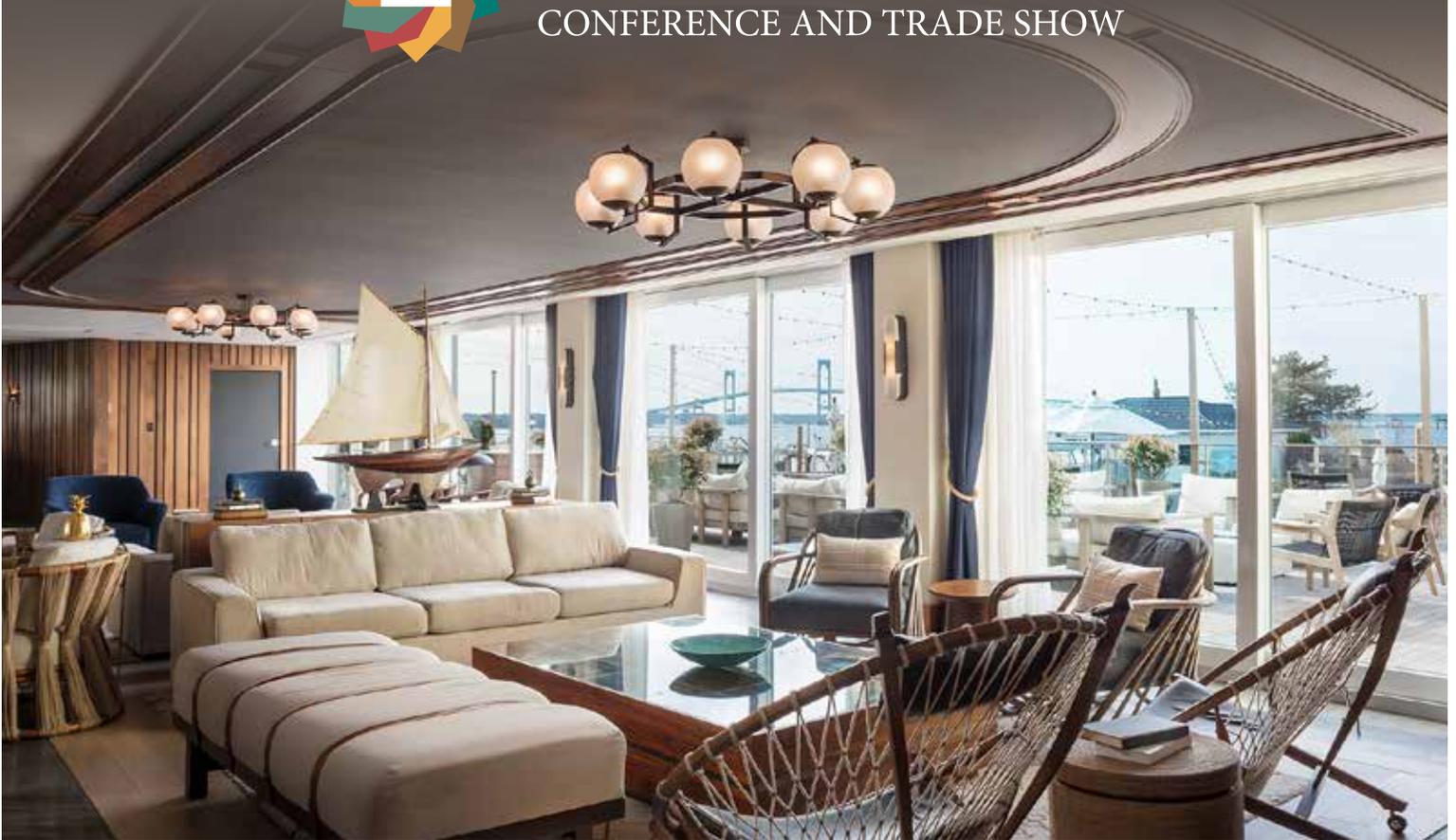
CONTACT US

Questions regarding registration?
Phone 617.482.8830
Fax 617.426.0509
registration@nehcc.com

THE 12TH ANNUAL



NEW ENGLAND HOME CARE & HOSPICE CONFERENCE AND TRADE SHOW



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