NAVIGATING the EVOLVING CHANGES in HEALTHCARE

2019 CONFERENCE New Orleans

HCLA
HOMECARE ASSOCIATION OF LOUISIANA
LOUISIANA~MISSISSIPPI
HOSPICE AND PALLIATIVE CARE ORGANIZATION

PRE-CONFERENCE
July 23, 2019

CONFERENCE
July 24 – 26, 2019

JW Marriott
614 Canal Street • New Orleans, LA
(Driveway Entrance on 611 Common Street)

GOLD CONFERENCE SPONSOR DME EXPRESS

PRE-CONFERENCE
Tuesday, July 23, 2019

1:00 pm – 5:15 pm

PC 1 — **Navigating the Challenges: Clinician to Administrator/Manager**

Ann Walker, RN, BSN, MBA
Martha McDurmond, BSW, NFA, IHEC
LMHPCO+ Consultants

Navigating the role as a new Hospice Administrator or Manager is a challenging endeavor. This presentation will help attendees to navigate through rough waters by equipping them with the knowledge and tools to conquer the challenges and achieve success.

PC 2 — **PDGM: Navigating Home Health Payment Reform and Regulatory Changes to Documentation Requirements**

M. Aaron Little, CPA
Managing Director, BKD, LLP
Raymond Belles, Jr.
Managing Consultant, BKD, LLP
Lisa Selman-Holman, JD, BSN, RN, HCS-D, HCS-H, HCS-O, COS-C
President, Selman-Holman & Associates, A Briggs Healthcare Company

This session will provide attendees with the most current available information regarding PDGM implementation and will focus on both its financial and operational impacts. This session will share the results of an agency specific financial impact analysis as a means of providing insights into the financial elements of the PDGM model, as well as related operational strategies and key performance indicators.

It seems every time we turn around there is a new documentation requirement. One moment an A1c is needed and a month later, it is not required. New CoPs, new Conditions of Payment and now a new payment system will all require an attention to detail in documentation. Lisa will discuss new requirements and ensure that older requirements are not taking your agency's time and effort.

PC 3 — **A Lesson in Leadership: The Power of 1**

Hildie Dunn, M.A.
Expert Coach, Handel Group
Angie Robertson, Esq.
Senior Coach, Handel Group

Coaches at Handel Group ® have discovered that a common roadblock to executing at the highest level is an "internal pecking order." This session will take you on a personal journey to help illuminate this pecking order with only two levels. Participants will learn to take stock of their performance to-date, so they can start to see where they might be doing the "two step" and will leave with an action plan to shift into this highest gear.

LEADERSHIP CONFERENCE
Wednesday, July 24, 2019

7:00 – 8:30 **Registration / Continental Breakfast**
Exhibit Hall Open

8:30-9:00 **Opening Ceremony & Welcome**

9:00 – 10:00 **Opening Keynote Session**
"The Power of Your Presence"

Sally-Ann Roberts, MA
Motivational Speaker
Former Anchor,
WWL-TV New Orleans CBS Affiliate
Join us as we welcome Sally-Ann Roberts as our keynote presenter. She has over 30 years' experience as a motivational public speaker at numerous health and leadership conferences. She is a bone marrow donor and has firsthand knowledge and advice for caregivers. Ms. Roberts will discuss Your Power is ON! This session will tap into your purpose to release your full potential and will include the 5 P's of self-care.

10:00 – 10:30 **BREAK**

10:30 – 12:00
"A" Concurrent Sessions

A1 **The Use of Medical Marijuana in Hospice and Palliative Care**
HS
Kiran Hamid, B. Sc. Pharmacy, R. Ph
Hospice Clinical Pharmacist
ProCare HospiceCare
Conner Reeves, J.D.
Attorney
McLaughlin PC
Cannabis (Marijuana) has recently garnered significant national attention as more states vote to legalize both medicinal and recreational forms of the substance. Cannabis use in end-of-life care is increasingly being sought by patients, and organizations are caught between strict federal regulations and waning state laws. The purpose of this presentation is to review the evidence-based indications for medical cannabis use as well as a discussion of where it fits into hospice and palliative care. Medical marijuana is a legal and viable treatment option in 33 states with more states in planning. State-run programs in Louisiana and (proposed) in Mississippi will impact hospice and home health professionals, facilities and patients. This presentation highlights how these programs operate, the legal implications hospice/home health will face and offers guidance from other similar state organizations where medical marijuana is legal.

A2 **Are You Ready for Alternative Therapy: Non-Pharmacological Pain Management**
Lisa Sigsworth, RN, CHPN, CHt, CHI
President
Cornerstone Paradigm, LLC
Is your organization ready for requests for alternative pain management? Do you know or understand what is being asked when a request comes in for alternative management? The baby boomers are demanding different healing, therapy and modalities for treatments. Don't let your agency be unprepared!

A3 **Saying Goodbye to a Parent or Loved One**
HS
Hildie Dunn, MA
Expert Coach
Handel Group
This session dives head-in to a conversation about saying goodbye to a parent or loved one and teaches The Handel Method ® to understand the process with new clarity and purpose. After personally having experienced the struggles and challenges of her parents' death, Hildie is now an innovator in the field, making a profound difference by giving caretakers a magical elixir of hope and relief as they care for loved ones.

A4 **4 Critical Ways to Prepare for PDGM**
HH
Lisa Selman-Holman, JD, BSN, RN, HCS-D, HCS-H, HCS-O, COS-C
President
Selman-Holman & Associates, A Briggs Healthcare Company
There will be no grace period or transition into the new payment system referred to as PDGM (Patient Driven Grouper Model) to be implemented January 1, 2020. Lisa will prioritize and navigate through the changes that need to be implemented clinically/operationally PRIOR to implementation of the new payment system. Attendees will learn about the components of the PDGM and how it differs from PPS.

A5 QAPI – A Regulatory Dance with the Stars

Sharon M. Litwin, RN, BSHS, MHA, HCS-D HH
Senior Managing Partner
5 Star Consultants, LLC

An effective QAPI (Quality Assessment Performance Improvement) Program will not only be in compliance to the new CoPs but will also ensure that you have a quality agency with less crises and risk. This session will show you how to set up a customized QAPI program for your agency using high risk, high volume and problem prone areas of your agency, utilizing CASPER outcome reports, and in doing a self-assessment (mock survey) of your agency. The presenter will review samples of Quality Indicators, audit tools and Performance Improvement Projects so that participants have a framework to develop or enhance their QAPI program. This session will also educate participants on how to involve ALL staff in order to have a successful QAPI program.

A6 Set Your Course at SOC

Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H HH
Senior Associate Consultant
Selman-Holman & Associates

This session pulls together the major changes in home health regulations and quality measurement from the 2018 CoPs, OASIS-D, IMPACT Act quality measures and the Home Health Compare Quality of Care Star rating. Connect all four of these areas to successfully provide the highest quality care to your patients. Start with the comprehensive assessment, compensate for the deleted OASIS-C2 items and use care planning to develop a focused home health Plan of Care to meet the patient's identified needs and reduce hospitalization risk. We will discuss strategies to implement care coordination including collaboration between agencies disciplines, the physician and patients/family to achieve goals. We will review the new quality measures in the IMPACT Act and discuss how to incorporate key best practices for these measures.

A7 Changing the Way We Care: How the Internet-of-Things is Transforming Healthcare

Kevin Childs
Practice Leader
Total Triage

Industries across the board are getting the internet-of-things (IoT) treatment, including healthcare. From smart homes to wearable fitness trackers to remote patient monitoring tools, IoT applications are changing the way we do things and market estimations spell colossal growth in the years to come. But what does that mean for your organization and why should you care? Home Health and Hospice organizations today are capitalizing on existing IoT technology to provide better care faster and more affordable than ever before. This discussion will show you what your organization can look like tomorrow with tested IoT applications at the fingertips of your patients, caregivers and nurses, and how everyone is happier because of it. Tell "Alexa, put this meeting on my calendar during the 2019 LMHPCO / HCLA Conference", and learn how the internet-of-things can help you change the way you do business for the better.

12:00 – 12:15 **BREAK**

12:15 – 1:15 **Networking Lunch (Provided)**

1:15 – 2:15 "B" Concurrent Sessions

B1 Communicating Diagnosis Conventions and Other Rules to Hospice Medical Directors and Others that Need to Know

Lisa Selman-Holman, JD, BSN, RN, HCS-D, HCS-H, HCS-O, COS-C HS
President
Selman-Holman & Associates, A Briggs Healthcare Company

For years hospices were able to code "one and done" and did not worry about coding guidelines. Over the past few years Medicare has made it clear that hospices are not only to follow coding guidelines, but to code all the diagnoses, not just the terminal diagnosis. In getting the diagnoses information needed, we sometimes run into roadblocks. Compliance with coding guidelines while complying with Medicare requirements requires communication in the IDT and often education of the staff and medical director.

B2 Optimizing Operations Through Data

Raymond Belles, Jr. HS
Managing Consultant, BKD, LLP
M. Aaron Little, CPA
Managing Director, BKD, LLP

Now more than ever the health care landscape is focused on lowering the cost of care across the continuum and to do so is dependent on the data that providers are using to make decisions. Hospice services are a cost-effective end of life option that provides high quality care at a lower cost. Through claims data hospice organizations can validate their market position and define opportunities to collaborate with other providers in advancing higher quality end of life care while leading the industry in lowering the overall cost in Medicare spending. This session will focus on the changing healthcare landscape

and the power data has in making decisions that drive quality end of life care while lowering the cost of Medicare spending.

B3 **Take a Pause for the Cause: Addressing Compassion Fatigue**

Maria L. Olivier, ADN, Certified Yoga Instructor HS
Care Manager II
Louisiana Healthcare Connections
This presentation will focus on prevention and management of compassion fatigue, explore self-care techniques, and provide a stress-reducing interactive exercise that can be used anywhere, anytime, by anyone.

B4 **OASIS D – 2019 Brings Challenges for Clinicians**

Sharon M. Litwin, RN, BSHS, MHA, HCS-D HH
Senior Managing Partner
5 Star Consultants, LLC
The challenge within any home health agency is ensuring that clinicians are answering the OASIS items in the same manner to create consistencies among the team. Ensuring accuracy and consistencies among clinicians within your home health agency not only will improve your patient outcomes, it also will improve your financial outcomes. OASIS D is particularly challenging because of the multiple assessment items added for functional goals and outcomes. It is so important for Agencies to educate clinicians how they must work as a care team, utilize up to 5 days for SOC assessment to ensure all items are done and scored accurately.

B5 **Where are We Headed? The Post-Acute Landscape in 5 Years**

Arnie Cisneros, PT HH
President
Home Health Strategic Management
Numerous reforms are slated for Home Health and Post-Acute Providers over the next 5 years. VBP Expansion, PCR, PDGM, Post-Acute PPS; all will change the care landscape we know today into a value-based platform that is quite different from our traditional models. This progressive presentation will outline the Post-Acute care programming of the future. Who wins, who loses, and how to determine what group you may fall into. This exciting session will help you develop long-term strategies for the care delivery of tomorrow.

B6 **Affecting Positive and Lasting Behavioral Change in Your Agency**

Jennifer Maxwell, M Ed
Co-founder, Co-CEO
Maxwell Healthcare Associates
With regulations, technology and research consistently evolving, how do you best manage change in your organization to ensure it's worthwhile, relevant and long lasting? Organizations that can adapt and evolve better and faster than the competition, win. While many healthcare providers have established processes for rolling out changes and training team members accordingly, oftentimes the process falls short. It's often because team members' behaviors were only superficially adjusted. Organizations will only realize lasting and positive change when they learn the secrets to transforming human behavior at its core.

B7 **Depression and It's Effects on Clients in Hospice and Home Health Care**

Georganna Leavesly, PhD.
Manager, Home Care Solutions
Depression affects one's capacity to participate in life and tolerate challenges. Recognizing and treating symptoms help patients and families cope and enhance hospice and home care.

2:15 - 2:45 **BREAK**

2:45 – 3:45 "C" Concurrent Sessions

C1 **MSDH Hospice and Home Health Update**

Pam Shell, RN
Surveyor IV, Nurse Manager Education
MS State Department of Health
This presentation will discuss problematic State and Federal deficiencies for Hospice and Home Health and methods for successful regulatory compliance. In addition, this presentation will include recent information on Home Health requirements.

C2 **Hospice Revenue Cycle: Navigating Compliance & Cash Flow**

M. Aaron Little, CPA HS
Managing Director, BKD, LLP
This session will focus on current known regulatory matters impacting the hospice revenue cycle, specifically on strategies to balance compliance while optimizing cash flow. Key discussion areas will include the latest on Medicare Targeted Probe & Educate (TPE) and recent OIG focus areas.

HS Hospice Sessions HH Home Health Sessions Both

C3 **Palliative Care of the Patient with COPD**

Ryan Krout, Pharm D HS
Clinical Manager
Enclara Pharmacia

End-stage lung disease is a common hospice primary diagnosis with a disease trajectory of multiple exacerbations and stabilizations. In order to minimize exacerbations, hospice clinicians require assessment skills including the proper inhaler technique demonstrated by patients and recognition of the most appropriate therapies, given standard and new products marketed. This presentation will review the optimal palliative management of dyspnea in end-stage lung disease while maintaining cost effectiveness.

C4 **ADR's, ZPIC's and RAC's: They Are Coming for You!**

Heather Calhoun, RN, BSN, COS-C, HCS-D, HCS-H HH
Director of Appeals and Special Projects
Home Health Solutions, LLC

Over the past few years the home health industry has been bombarded with the probe and educate project. For some, it has turned into a living nightmare in the form of targeted probe and educate in 2018 and 2019. There appears to be no end in sight for the constant scrutiny that home health is under recently. This educational session will focus on the various entities than can and will wreak havoc on your agency and how to fight them.

C5 **Rethinking Your Wound Care Program: 3 Ways to Prevent Pressure Ulcers**

Amy Cassata, RN, WCC HH
VP Clinical Operations
Swift Medical

Jennifer Maxwell, M Ed
Co-founder, Co-CEO
Maxwell Healthcare Associates

With Pressure Ulcer (PU) incidental rates at approximately 6.3%, it's no wonder why home care providers are looking for answers. This presentation will instruct participants on how to build a successful wound care program.

C6 **Design Your Life Workshop: Taking Care of YOU, the Caregiver**

Angie Robertson, Esq.
Senior Coach
Handel Group

Are you ready to take on something really important - YOU? Whether you want to take on your career, your health, your body and/or your family, join Senior Coach Angie Robertson for this no-holds barred, narrative-changing, Design Your Life workshop. In this session, Angie will teach you how to dream in every area of your life that matters to you, show you what's in the way of your dreams, and get you into the right actions to realize every last one of them. If you're ready to do the work, the Design Your Life workshop will help shatter the glass ceiling you possibly didn't even know existed between you and your highest vision for yourself.

C7 **How the Opioid Crisis Impacts Home Care and Hospice**

Ronald J. Crossno, MD, HMDC, FAAFP, FAAHPM
Chief Medical Officer
Kindred at Home / CURO

The opioid crisis is impacting all of America and all practice settings. How this impacts the home care and hospice settings will be discussed, with attention to how to screen, monitor, and respond to the crisis, including bereavement options for families losing a loved one to overdose.

3:45 – 4:00 **BREAK**

4:00 – 5:00 **WEDNESDAY AFTERNOON PLENARY SESSION**
From Helpless to Empowered

Diane Allen, Master of Music
Professional Violinist and Speaker
Eloquent Expression, LLC

When Diane Allen signed the papers to put her mother into hospice care, she felt lonely and helpless in the face of death. What she thought would be an agonizing waiting game until her mother passed, ended up becoming an enriching experience of tremendous personal growth. While Diane shares her heartwarming and humorous stories that tell her hospice story, this plenary session is designed for both home care and hospice. Diane will discuss the importance of personalized care and how agencies can help families experiencing loneliness to having partners in care. This session will help participants reconnect with the magnitude of their work while providing tips to prevent burnout and to refuel.

5:00 – 6:30 **Exhibitor Cocktail Reception**

HS Hospice Sessions HH Home Health Sessions Both

LEADERSHIP CONFERENCE
Thursday, July 25, 2019

7:30 – 8:30 **Registration/Continental Breakfast & Exhibit Hall Open**

9:00 – 10:00 **THURSDAY MORNING PLENARY SESSION**

How to Better Engage, Support and Empower Family Caregivers

Barry J. Jacobs, Psy.D.
Principal
Health Management Associates
Julia L. Mayer, Psy.D.
Private Practice
Psychologists Barry Jacobs and Julia Mayer will offer specific means of effectively engaging and counseling family caregivers to increase resilience and coping. This session will describe the burgeoning phenomenon of U.S. family caregiving. Attendees will learn seven components of a comprehensive family caregiver assessment. Join us for this educational session and leave knowing how to facilitate a positive family caregiving debrief.

10:00 – 10:30 **MORNING BREAK**

10:30 – 12:00 "D" Concurrent Sessions

D1 **Hospice Regulatory Compliance in Louisiana**

Marian Tate, RN, BSN HS
Medical Certification Program Manager
Louisiana Department of Health
This session will provide an update by the Louisiana Department of Health, Health Standards regarding Regulatory Compliance for hospice.

D2 **Managing Drug Diversion in Home Care and Hospice**

Janet P. McMillan, DSN, APRN, PMHNP-BC, ACHPN-BC
Psychiatric Nurse Practitioner for Home Health and Hospice
Forrest General Home Care & Hospice
Drug diversion has become a serious issue in the US today. Patients in both home care and hospice setting receive medications that may be popular among diverters. Diversion is a multi-victim crime with patients, staff, caregivers, and other individuals being adversely affected. This presentation will describe the issue of drug diversion and strategies to reduce the likelihood of drug diversion in home care and hospice patients.

D3 **Destigmatizing Death: The Growing Death Positive Movement**

Valerie Armand, LPN HS
Certified End of Life Doula
Founder, Exiting Gracefully. LLC
Natalie Bellott, LCSW
Psychotherapist
Private Practice
Marilyn Mendoza, PhD.
Psychologist, Writer
Self Employed Private Practice
Do you want to learn more about the growing "Death Positive Movement"? This session will assist you to gain valuable skills and tools to help you navigate difficult end-of-life conversations with patients and their loved ones.

D4 **Become a 5 Star – How to Improve Your Outcomes**

Sharon M. Litwin, RN, BSHS, MHA, HCS-D HH
Senior Managing Partner
5 Star Consultants, LLC
Improving patient outcomes are the core of what we do in home health – with the 5 Star Ratings and the Value Based Purchasing pilots - outcomes will determine reimbursement in the future, and already agencies are seeing referrals drop due to low Star Ratings! This class will focus on the outcomes reported in CASPER reports & HH Compare, so that you have an understanding of how to analyze the reports, to be able to impact your scores, leading to an increase in your 5 Star Rating! Coordination of Care and OASIS are key areas that will help you to increase your patient outcomes and therefore your Star ratings, so we will relate each outcome to the M items and discuss the intent and how the assessment needs to be done. This class shows you how to involve your staff in order to impact your outcomes and Star Ratings!

D5 **OASIS, Coding and Wounds**

Lisa Selman-Holman, JD, BSN, RN, HCS-D, HCS-H, HCS-O, COS-C
President
Selman-Holman & Associates, A Briggs Healthcare Company

The wound items are some of the most difficult to answer on OASIS. OASIS guidance rarely coincides with the coding guidance of those wounds leading to lots of confusion as well as inaccuracy in the OASIS, as well as the diagnosis codes. This presentation provides tools to take home.

D6 **Creating a Self-Care Routine**

Diane Allen, Master of Music
Professional Violinist and Speaker
Eloquent Expression, LLC

How do you keep a healthy body, mind and spirit as you perform emotionally significant work with a high number of patients? Diane shares specific techniques to be at your best and spend less time at home recuperating. People discover the source of their inspiration and how to use it to refuel themselves and lead.

D7 **Sustaining High Quality Client Service: From the C-Suite to Direct Care Givers**

Joseph S. Paul, PhD.
Full Potential Coach & Trainer/ Horne Business Advisors
Citizen Service Coordinator, City of Hattiesburg

This presentation will provide attendees with a clear understanding of what constitutes high quality, continually improving client service. A model for assessing and improving organization client service will be shared. Attendees will learn specific skills in having difficult conversations and dealing with conflict and hostility.

12:00 – 12:15 **BREAK**

12:15 – 1:30 **Lunch (Provided)**

PHOTOGRAPHY:

Photos will be taken throughout the entire conference. Registration implies consent to be photographed and permission for LMHPCO/HCLA/ERNO to use the photos in its printed materials.

HS Hospice Sessions HH Home Health Sessions Both

1:30 – 2:30 "E" Concurrent Sessions

E1 **Don't Sweat the Survey: Secrets to a Positive Survey Experience**

Heather Calhoun, RN, BSN, COS-C, HCS-D, HCS-H HS
Director of Appeals and Special Projects
Home Health Solutions, LLC

The survey process is often a source of increase stress for both the administrative and field staff. Navigating all the aspects of the survey can be very daunting. This presentation will describe ways to remain calm knowing that you are prepared for the survey process. It will show you techniques that will empower you and your staff and turn a stressful time into a positive experience.

E2 **Hospice and Palliative Care: Are Children Simply Little Adults?**

Alexis L. Morvant, MD, MA HS
Medical Director, Pediatric Palliative Care
Children's Hospital New Orleans

Utilizing an interdisciplinary approach, we will review the key elements of how pediatric patients are and are not similar to adults when it comes to navigating serious illness. We will also compare and contrast key features for pharmacological approaches for pediatric patients living with serious illness.

E3 **Home Health Regulatory Compliance in Louisiana**

Marian Tate, RN, BSN HH
Medical Certification Program Manager
Louisiana Department of Health

This session will provide an update by the Louisiana Department of Health, Health Standards regarding Regulatory Compliance for home health.

E4 **Change Management - How to Facilitate Change in Your Home Health Agency**

Kristi Bajer, BSN, RN HH
VP of Clinical Operations
OPERACARE

Most home health owners and administrators would say change is nothing new in our industry. However, few are prepared for the vast amount of changes being implemented due to the IMPACT ACT passed in 2014. In this season we will learn; Why organizational change is so hard? How to overcome change resistance. What type of leadership is needed for change to be successful? How personality type affects the response to change and a review of popular change models.

E5 **Setting Sail with Start of Care: Getting it Right from Intake Through Admission**

Apryl Swafford, RN, BSN, COS-C, HCS-D, HCS-H
Team Leader
Home Health Solutions LLC

There are so many factors to consider when taking on a new patient. From the intake process, MD certification, face to face documentation, staffing . . . all of the parts and pieces have to mesh in order to have a proper referral and admission. If one, or more, of the parts are missing or are incorrect, agencies set themselves up for complaints, denials, ADRs and a host of other things we'd all rather avoid. By understanding the factors and documentation necessary for a proper referral and admission, agencies can better manage their patients and revenue flow from intake through discharge.

E6 **Dealing with High-Conflict, Low-Praise Families**

Barry J. Jacobs, Psy.D.
Principal
Health Management Associates
Julia L. Mayer, Psy.D.
Private Practice

This session by two clinical psychologists will offer means of engaging and developing productive relationships with troubled, high-conflict families in the home health, hospice and palliative care setting.

Americans with Disabilities Act

If you need special assistance or accommodations identified in the ADA, please contact HCLA office in advance at **337-231-0080**

TARGET AUDIENCE

Physicians, Palliative Care Providers, Geriatricians, Nurses, Nurse Practitioners, Nursing Facility Administrators, Clinical Managers, Social Workers, Chaplains, Volunteer Managers/ Coordinators, Bereavement Coordinators, Administrators, Community Liaisons and all healthcare professionals dedicated to providing and improving health care across the continuum. This includes Home Health, Hospice and Palliative Care as well as related fields such as Corrections, Veterans Associations, Healthcare Futurists and End of Life Visionaries.

E7 **Medicare Advantage - The Good, The Bad, and The Ugly**

Duane Blackwell, MBA
CEO
National Home Health Analytics
Cordt T. Kassner, PhD
CEO
Hospice Analytics

In Louisiana, and nationally, more than one-third of Medicare beneficiaries are currently enrolled in a Medicare Advantage plan. And it's projected that by 2030, that share could rise to as high as 70%. CMS has recently announced plans to test a Hospice "carve in" for Medicare Advantage. The "Full Monty" is an inevitable reality. Home Health has been "living the dream" from MA's infancy, So what lies ahead? We'll take a deep dive into the world of all things Medicare Advantage – The Good, The Bad, and The Ugly. What are the opportunities? Where lies the risk? What can Louisiana and Mississippi Hospice providers learn from the experiences of the Home Health community: Hint – a lot! Can't we all just get along? Uh, let's talk about it.

2:30 – 3:00 **AFTERNOON BREAK**

3:00 – 4:00 **THURSDAY AFTERNOON PLENARY SESSION**

Navigating Your Goals to a More Successful You

Gary Golden, BS, MHA
Owner/Trainer
Golden Opportunities

In this entertaining and educational program we will explore the eight major areas of your life and focus on a proven system that will be instrumental in achieving success and enjoying living.

4:00 – 4:30 **Door Prizes Awarded**

Comfort:

Bring a jacket/light sweater for your comfort as the temperature of the rooms can vary.

LEADERSHIP CONFERENCE
Friday, July 26, 2019

7:00 -8:00 Continental Breakfast and Exhibit Hall Open

8:00 – 9:00 "F" Concurrent Sessions

F1 Managing Short LOS in Hospice

HS

Jennifer Kennedy, EdD, MA, BSN, RN, CHC
Sr. Director, Regulatory & Quality
National Hospice & Palliative Care Organization

Data from NHPCO's Facts and Figures indicated that short length of stay for patients receiving hospice care was on the rise in the United States. Data from the NHPCO (2016) showed that 55% of patients received hospice care for 30 days or less. Data from CMS's FY2019 Hospice Wage Index final rule showed that in FY2017, on any given day in the last 7 days of a Medicare life, 42% of patients received NO skilled registered nurse or social work visits. This data is concerning from a compliance and quality of care perspective. This session will present NHPCO's Imminent Death Protocol tool and show hospice providers how to improve the quality of patient and family care in the last 7 days of life.

F2 Clinical Ethics in an Age of Patient Choice, Medical Marijuana and End of Life Options

HS

Kathleen A. Hessler, RN, JD, CHC, CHPC
Director, Compliance & Risk
Simione Healthcare Consultants, LLC

Issues abound for organizations in dealing with today's ethical healthcare challenges. Additionally, state and federal laws conflict in issues of recreational and medical marijuana and end of life options creating confusion for healthcare providers. This presentation will provide a brief history of healthcare ethics and the legal issues that overlap bioethical principles, such as autonomy. Practical steps and some best practices will be offered to assist providers in dealing with these challenges. Time permitting, specific clinical guidelines will be discussed regarding medical marijuana.

F3 How Hospices Can Help Solve Organ & Tissue Donation Shortages

HS

Cordt T. Kassner, PhD
CEO
Hospice Analytics

Approximately half of Americans have indicated desire to be organ and tissue donors on driver's licenses, and about half of dying Americans die in hospice. However, generally speaking, hospices do not actively participate in organ and tissue donation discussions with patients. This session will review donor eligibility criteria and discuss ways hospices can honor patient wishes regarding organ and tissue donation.

F4 Audit Activity and Home Health Documentation

HH

Kristi Bajer, BSN, RN
VP of Clinical Operations
OPERACARE

Most agencies struggle to understand the role of the MAC, OIG, and program integrity in home health. For many, it feels like a persecution of agencies who are randomly targeted for audits. In this presentation attendees will learn who the ZPIC/UPIC investigators are and what triggers their audit activity. We provide real life examples of face to face documentation, home bound status, and medical necessity documentation. Attendees will also learn what makes home health services reasonable and necessary and how to document this for claim payment and audit activity. If there is a chance your agency may receive an ADR, TPE, ZPIC, UPIC – you need to attend this presentation.

F5 Current Trends in HHS-OIG Enforcement Efforts and Actions – Shifts, Strategies and Solutions

HH

Robert M. Castle, III, J.D.
Jamie R. Welton, J.D.
Capital Partners
Barnes and Thornburg, LLP

This presentation identifies current trends in HHS-OIG enforcement efforts with respect to home health providers, analyzes common areas of weakness, and provides strategies and solutions to strengthen compliance and favorably resolve enforcement actions.

F6 Falls: What Can One Do in a Gravity Storm?

L. Glen Mire, MD, FAAFP, HMDC
Clinical Associate Professor, Family Medicine, LSUHSC
Medical Director, Acadian Palliative Care
Medical Director, River Oaks Retirement Manor

Fall are an effect of the Earth's gravity. This presentation will review factors that increase the risk of falling and address some measures that may reduce the frequency of falls and may ameliorate the injurious effects of falls.

HS Hospice Sessions HH Home Health Sessions Both

F7 **Steering the Crew in the Right Direction**

Marquetta L. Trice, LPN, LBSW, MPH, MBA, Certified Life Coach
Director
Magnolia Regional Health Center Home Health and Hospice
Join us for a deep dive into team building and leadership skills. We will explore leadership styles and how to relate to team members.

9:00 – 9:15 **BREAK**

9:15 – 10:45 "G" Concurrent Sessions

G1 **2019 Palmetto GBA HOSPICE Workshop Series "Tools for Medicare Success" (PART 1 of 2)**

Charles Canaan, MPH, BSN, RN, CCA, CPC, APM HS
Senior Provider Education Consultant
Palmetto GBA
Dan George
Senior Provider Relations Representative
Palmetto GBA
This workshop is designed for HOSPICE providers and their staff to equip them with the tools to be successful with Medicare billing, coverage and documentation requirements. This session will provide insight for HOSPICE agency staff at all levels. Information will be provided related to the most common errors identified through a variety of data analysis and some hints and tips on the reasons why these errors occur.

G2 **Ethical Issues in Palliative Care Social Work**

Jamey Boudreaux, M.Div., MSW HS
Executive Director, Louisiana Mississippi Hospice & Palliative Care Organization (LMHPCO)
Marquetta L. Trice, LPN, LBSW, MPH, MBA, Certified Life Coach
Director
Magnolia Regional Health Center Home Health and Hospice
This session will discuss some of the key ethical issues and legal concerns in end of life/palliative care and resources to address these in practice.

G3 **Measurable Scales & Tools - Beyond a Number**

Karla Lykken, RN HS
Corporate Director of Medical Review
Kindred at Home
This presentation is not to review how to score the most common scales and tools, but to assist others to take a closer look at how scales and tools should drive more comprehensive assessments and more focused care planning and delivery of care.

G4 **2019 Palmetto GBA HOME HEALTH Workshop Series "Tools for Medicare Success" (PART 1 of 2)**

Charles Canaan, MPH, BSN, RN, CCA, CPC, APM HH
Senior Provider Education Consultant
Palmetto GBA
Dan George
Senior Provider Relations Representative
Palmetto GBA
This workshop is designed for HOME HEALTH providers and their staff to equip them with the tools to be successful with Medicare billing, coverage and documentation requirements. This session will provide insight for HOME HEALTH agency staff at all levels. Information will be provided related to the most common errors identified through a variety of data analysis and some hints and tips on the reasons why these errors occur.

G5 **Preparing for and Surviving PDGM, VBP and RCD: The New Framework for Success**

Kristi Bajer, BSN, RN HH
VP of Clinical Operations
OPERACARE
There have been tremendous changes in home health care in the last 5 years. Those who have made changes in their care models and processes are staying profitable. Those that continue the legacy practices of the last 15-20 years are struggling. With the passage of the IMPACT ACT in 2014, the home health industry started down a path a value-based reimbursement, joining the other providers in the health care continuum. In this session, we will learn about the top mistakes Home Health Agencies are making in this climate of change and understand how management's role is becoming more crucial in home health. We will also review the old metrics for success under PPS and crosswalk your HHA to the new measures of success for PDGM/ VPB. Come learn how to, not only survive, but grow and maintain profitability by embracing this new value-based payment model now.

G6 **Smooth Sailing: Understanding Home Health Regulatory Guidance**

Apryl Swafford, RN, BSN, COS-C, HCS-D, HCS-H HH
Team Leader
Home Health Solutions LLC
Home health agencies are bombarded on all sides by rules and regulations. From Federal regulations all the way down to agency policies and procedures, the list of "do this, don't do that" seems to grow daily. What does it all mean? Which one trumps the other? What do we do when nothing addresses our issue? By knowing and referencing the major home health governing regulations,

agencies can ensure compliance and "ride the wave" of agency success.

G7 **Emerging Leaders: Are You on the Healthcare Horizon?**

Monica Rougeau, Certified Leadership Coach/ Trainer/Speaker
Owner/President
Elevare, Intl.
As healthcare goes through another transformation, Servant Leaders will be key to a successful outcome. How are you measuring up?

10:45 – 11:00 **BREAK**

11:00 – 12:30 "H" Concurrent Sessions

H1 **2019 Palmetto GBA HOSPICE Workshop Series "Tools for Medicare Success" (PART 2 of 2)**

Charles Canaan, MPH, BSN, RN, CCA, CPC, APM HS
Senior Provider Education Consultant
Palmetto GBA
Dan George
Senior Provider Relations Representative
Palmetto GBA
This workshop is designed for HOSPICE providers and their staff to equip them with the tools to be successful with Medicare billing, coverage and documentation requirements. This session will provide insight for HOSPICE agency staff at all levels. Information will be provided related to the most common errors identified through a variety of data analysis and some hints and tips on the reasons why these errors occur.

H2 **Hospice Regulatory & Quality Reporting Update**

Jennifer Kennedy, EdD, MA, BSN, RN, CHC HS
Sr. Director, Regulatory & Quality
National Hospice & Palliative Care Organization
Hospice regulatory and quality reporting issues crop up in every provider's daily routine outside of updates to compliance and HQRP. This session will review current hospice regulatory and quality reporting issues, areas of federal scrutiny, and what is in the pipeline for the hospice industry in the future.

H3 **Everything You Want to Know About VA and Hospice Care**

Robin B. Rome, MSN, FNP-C, ACHPN HS
Palliative NP
Southeast Louisiana Veterans Health Care
This presentation will provide clarification of the hospice benefit for veterans and how it compares to traditional Medicare/Medicaid hospice benefit. Learners will have the opportunity to have a better understanding of the VA hospice benefit and other resources available to veterans on hospice care.

H4 **How to Advocate in State Legislatures and Legislative Update**

Elizabeth Duncan Harper, BA HS
Louisiana Director
Alliance for the Advancement of End of Life Care
John Morgan Hughes, MBA
Mississippi Director
Alliance for the Advancement of End of Life Care
Attendees will learn how to effectively contact and communicate with legislators and how to get involved in the legislative process. There will also be an update on the Mississippi and Louisiana 2019 Legislative Sessions.

H5 **2019 Palmetto GBA HOME HEALTH Workshop Series "Tools for Medicare Success" (PART 2 of 2)**

Charles Canaan, MPH, BSN, RN, CCA, CPC, APM HH
Senior Provider Education Consultant
Palmetto GBA
Dan George
Senior Provider Relations Representative
Palmetto GBA
This workshop is designed for HOME HEALTH providers and their staff to equip them with the tools to be successful with Medicare billing, coverage and documentation requirements. This session will provide insight for HOME HEALTH agency staff at all levels. Information will be provided related to the most common errors identified through a variety of data analysis and some hints and tips on the reasons why these errors occur.

H6 **Taking the Helm with PDGM: A Primer on Navigating PDGM for Agency Success**

Apryl Swafford, RN, BSN, COS-C, HCS-D, HCS-H HH
Team Leader
Home Health Solutions LLC

As agencies begin to look at the overhaul of the Medicare Home Health payment model in 2020, an understanding of its components and how those components play into the episodic payment rate can help shape policies and procedures related to referrals, physician queries, care coordination, documentation and education. This presentation will review the five basic components that determine reimbursement and look at various patient scenarios to study how changes in one or more of the components can impact payment.

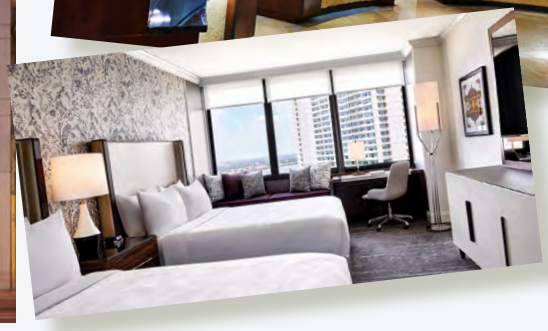
H7 **The ABCs of Compliance: Accountability, Best Practices and Consistency**

Kathleen A. Hessler, RN, JD, CHC, CHPC
Director, Compliance & Risk
Simione Healthcare Consultants, LLC

Identify the three buckets of compliance and how they overlap. Gain a better understanding of the government's focus in investigating and collecting alleged overpayments. Learn how to implement sound compliance practices through accountability, best practices and consistency.

THIS YEAR'S NEW HOTEL!

2019 CONFERENCE HOTEL



J W MARRIOTT

614 Canal Street • New Orleans, LA, 70130

(Driveway Entrance on 611 Common Street)

Registrants can book rooms on line or by calling (504) 525-6500.
The LMHPCO /HCLA Conference Rate of $141.00 per night is available through July 5, 2019.

https://book.passkey.com/go/LMHPCOJWNoLa

CONFERENCE OBJECTIVES

Participants attending this conference will be able to:

1. Strengthen executive leadership and management skills
2. Identify regulatory requirements that impact home health, hospice and palliative care
3. Identify changes in payment that impact home health, hospice and palliative care

CONTINUING EDUCATION

To receive continuing education credit, the person must be a duly registered attendee of the conference AND complete an electronic conference evaluation for each session attended. Certificates will be available on line to attendees requesting continuing education who sign the session attendance sheet, remain in attendance throughout the session and complete an on-line evaluation form. Persons who must leave early will receive credit proportional to their actual attendance.

Social Worker Continuing Education Credit
Application for up to 18.0 hours has been submitted and approval is pending NASW – LA Chapter.
This organization, LMHPCO, SW DP# 12003, has approved this conference for up to 18.0 hours continuing education clock hours (General Hours 18.0 to include Ethics 1.5 hours). LMHPCO is approved as a provider for continuing education by the Mississippi Board of Examiners for Social Workers. Approval period 5/1/2019.

Nursing Facility Administrators
Continuing Education for Nursing Facility Administrators (Nursing Homes) is approved for a total of up to 18 hours by the State of Louisiana Board of Examiners of Nursing Facility Administrators (LABENFA). LMHPCO CEU Provider # 115

Physician Continuing Medical Education
Application for up to 18.0 hours CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

Chaplaincy Education
A certificate will be awarded for each contact hour the chaplain is in attendance, up to 18.0 hours.

Nursing Continuing Education Credit
Up to 18.0 hours Nursing Continuing Education approved through Louisiana~Mississippi Hospice and Palliative Care Organization (LMHPCO), an approved provider of nursing continuing education by the Louisiana State Board of Nursing. CE Provider number 46.

CONFERENCE REGISTRATION INFORMATION

Mail conference registration and payment to:
LMHPCO
Attn: 2019 LMHPCO/HCLA Leadership Conference
717 Kerlerec
New Orleans, LA 70116

FAX Registration with credit card info to 337-231-0089

On Line Registration may be accessed at www.LMHPCO.org/education/events OR www.hclanet.org

For registration questions contact
Liz at 337-231-0080 or Liz@hclanet.org.

Registration/Cancellation Policy Information:

All cancellations must be submitted in writing.

A $50 processing fee will apply to all cancellations.
Cancellations made on or before **June 15, 2019** will receive a full refund, less a processing fee.
Cancellations between **June 16, 2019 and July 13, 2019** will receive a 50% refund.
No refunds will be made in registration cancellations postmarked after July 14, 2019.
Substitutions are welcomed and apply to this conference ONLY. Please submit your request in writing.
All refunds will be processed within 30 days after the 2019 Leadership Conference.

LMHPCO/HCLA 2019 CONFERENCE RATES

CONFERENCE RATE:	MEMBER EARLY BIRD (received by June 30, 2019)	MEMBER REGULAR (July 1, 2019 - July 19, 2019)	MEMBER LATE (July 20, 2019 - On-site)	NON-MEMBER EARLY BIRD (received by June 30, 2019)	NON-MEMBER REGULAR (July 1, 2019 - July 19, 2019)	NON-MEMBER LATE (July 20, 2019 - On-site)
Pre-Conference (Tuesday, July 23 ONLY)	____ $99	____ $149	____ $199	$299	____ $349	____ $399
Full Conference (Wednesday-Friday) Pre-conference NOT included	____ $399	____ $449	____ $499	____ $699	____ $749	____ $799
Wednesday, July 24 (Day 1 ONLY)	____ $199	____ $249	____ $299	____ $499	____ $549	____ $599
Thursday, July 25 (Day 2 ONLY)	$199	$249	____ $299	____ $499	____ $549	____ $599
Friday, July 26 (Day 3 ONLY)	____ $99	____ $149	____ $199	____ $299	____ $349	____ $399

Are you a Member of LMHPCO or HCLA? LMHPCO HCLA __Both Neither

Total: $_____

Dietary Restriction:
Check if Vegetarian Lunch required. ___

Registration rate includes all Handout Links, Exhibitor Reception, Continuing Education Credit (Physicians, Nurses, Social Workers & Chaplains), as well as Continental Breakfast and Lunch on Wednesday and Thursday, Continental Breakfast on Friday.

✔ Please check which ONE Concurrent Breakout session you plan to attend each day for each time slot:

Pre-Conference Session (Tuesday 1:00 - 5:15)	PC1			PC2			PC3
Wednesday Concurrent Session A (10:30 - 12:00)	A1	A2	A3	A4	A5	A6	A7
Wednesday Concurrent Session B (1:15 - 2:15)	B1	B2	B3	B4	B5	B6	B7
Wednesday Concurrent Session C (2:45 - 3:45)	C1	C2	C3	C4	C5	C6	C7
Thursday Concurrent Session D (10:30 - 12:00)	D1	D2	D3	D4	D5	D6	D7
Thursday Concurrent Session E (1:30 - 2:30)	E1	E2	E3	E4	E5	E6	E7
Friday Concurrent Session F (8:00 - 9:00)	F1	F2	F3	F4	F5	F6	F7
Friday Concurrent Session G (9:15 - 10:45)	G1	G2	G3	G4	G5	G6	G7
Friday Concurrent Session H (11:00 - 12:30)	H1	H2	H3	H4	H5	H6	H7

Nurse	RN/LPN
Nurse Home Administrator	NHA
Physician	MD
Social Worker	SW
Spiritual Caregiver	SPIR
General (Administrators, Executive Directors, Finance/Information Systems, etc. wishing a CEU certificate)	GEN

Registrant's Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ E-mail: _____

An individual e-mail address is REQUIRED for EACH attendee.

Agency Affiliation: _____

Discipline Code for Attendees Wishing to Apply for Continuing Education: _____

Payment by Check *(made payable to LMHPCO)* Check# _____ Amount: $ _____

Payment by Credit Card: VISA __ MasterCard American Express Discover Total Charge: $_____

Card # _____ Security Code _____ Exp. Date: _____
(located on back of credit card)

Name: (please print) _____

Signature: _____