

*Past performance... Future promise*  
**40<sup>th</sup> Anniversary**



*You are cordially invited to attend  
the Association for Home & Hospice Care  
of North Carolina's  
40<sup>th</sup> Annual Convention & Exposition  
Sheraton Imperial Hotel & Convention Center  
Raleigh - Durham, NC \* April 30<sup>th</sup> – May 2<sup>nd</sup>, 2012*





On behalf of the Association for Home & Hospice Care of North Carolina's Board of Directors and its Professional Development Committee, we would like to invite you to our 40<sup>th</sup> Annual Convention & Exposition!

The Association and its Board of Directors have worked diligently over the years to bring together providers from all auspices into one large, unified, caring community.

We are so blessed to have had our association and friendship with the home care and hospice community over these many years. We hold these providers in high regard and we are grateful for all they do for patients and families. Dear friends, we thank you!

## AHHC's 2012 Exposition

AHHC has brought together an impressive array of leading suppliers of home care and hospice goods, services, and technology companies to exhibit at this year's tradeshow. Numerous companies will display the latest developments in the various product and service categories. Find out what is new and how these products and services can help your agency succeed while making your job easier! **Plan to network with the representatives of the exhibitors while enjoying heavy hors d'oeuvres during the Grand Opening Exhibit Hall Reception on April 30<sup>th</sup> and breakfast and lunch on May 1st!**

**Please take a look - we have several new events and opportunities planned for you at the Convention this year!!** You will not want to miss this year's educational opportunities for home care, home health & hospice providers offering the practical, valuable, and timely information you need now; numerous **networking opportunities** with your peers; **new products and services highlighted at the largest tradeshow of its kind in the Southeast, a seated Awards Luncheon, wonderful General Sessions, a President's Gala & a leading Executive Summit!**

AHHC's conference fees are among the lowest in the Southeast - when you invest your educational dollars in this Convention, **100% of your investment is returned to you in your Association services!** Take a look at the educational content. **We think you will agree that this conference, in your backyard, is of national caliber!**

**HOTEL INFORMATION:** The Sheraton Imperial Hotel and Convention Center will serve as the host hotel and headquarters of AHHC's 40<sup>th</sup> Annual Convention & Exposition. The Association has secured a block of rooms for the nights of April 28<sup>th</sup> through May 2<sup>nd</sup> at the Sheraton at a special rate of \$112 single or double. Club Level rooms are \$162 single/double. **The cut-off date to receive the discounted rate is April 5, 2012.** Room reservations may be made by calling (919) 941-5050. Please be sure to mention that you are with the Association for Home & Hospice Care of North Carolina group at the time you make your reservations to receive the discounted rates.



**There are sessions for both nurse and physical therapy contact hours!**



***Make Plans  
to Attend the  
PRESIDENT'S  
GALA***

***April 30, 2012  
8:30 to 11:30 p.m.***

***The Band of Oz  
Carolina  
Beach Music***



At the 2011 AHHC Conference, Tim Rogers, CEO, excitedly announces that AHHC has reached its goal for the DMV of NC to produce the first official hospice and home care license plate in the United States!



**AHHC's 2011 Annual Award Recipients**

***An Invitation from  
AHHC President  
Tom Mylet  
& AHHC CEO  
Tim Rogers***

Please join us  
Monday, April 30, 2012  
Convention Keynote &  
Awards Luncheon

**Monday, April 30, 2012 \* Educational Activities 9:00 a.m. – 11:00 a.m.**

**A-1 Palmetto GBA 2012 Medicare Hospice Workshop Session**

**For: Hospice Directors, Supervisors, Finance & Billing Staff, Nurses, QI , IT, and Compliance Staff**

**Speaker: Provider Outreach & Education Staff – Palmetto GBA**

**Description:** The presenter of this morning hospice session will focus on the following: Medicare updates, top billing issues, hospice ABN, hospice discharge codes, PECOS revalidation, HIPAA 5010 and Electronic Data Interchange (EDI), billing changes as a result of 5010, Comprehensive Error Rate Testing (CERT). There will also be an opportunity for questions and answers.

**A-2 You Can Do It! Transitioning to Home Care & Hospice: The Continuum of Care of the Ventilator-Dependent Patient**

**For: All Clinical Staff, Educators, Intake and Community Liaison Staff, and Supervisors**

**Speakers: Lindsay Anthony, BSN; Pamela Koenig, RN; Darlene Rutledge, RN; and Pat Rice, RN, Duke HomeCare & Hospice**

**Description:** In an environment of ever-shrinking healthcare resources, **Transition Teams** are faced with developing creative solutions to discharging complex patients. Affecting a safe and high-quality transition for the ventilator-dependent patient requires collaboration among multidisciplinary teams both within the hospital setting and in the community. With this collaboration of resources, prior insurmountable goals are now obtainable. This presentation will highlight aspects of coordination, collaboration and education in the transition of ventilator-dependent patients from hospital to home care and hospice.



**A-3 “WOW’ing” the Customer: A Customer Service Program**

**For: Community Liaisons, Support Personnel, Clinicians and Supervisors for all services**

**Speakers: Liz Kolousek, OT and Kim Lasure, BSN, RN, CarePartners Home Health**

**Description:** Learn how one agency developed a customer service program to improve their patient HHCAHP scores. Start by asking your staff “How can you WOW your customers every day?” By engaging all staff, multi-discipline clinical staff and office staff, it is amazing what an impact it can have on how we treat patients and look at our everyday responsibilities. Through staff training, five areas of best practices were developed and implemented. **Likelihood to recommend went from 84% to 94% in just 3 months.** Join us to learn how to engage your staff in the development of best practices and successfully improve your patient satisfaction scores. Whether you are home care, home health or hospice, there is something to take away for everyone!

**A-4 An Approach to Refractory Suffering at End of Life: Palliative Sedation**

**For: Supervisors, QI, Education Staff and Clinicians**

**Speaker: Camille Eckerd Lambe, RN, PhD, AOCN, ACHPN, NP, Asst. Clinical Professor, Duke University School of Nursing**

**Description:** Many health care clinicians by now are familiar with palliative care and symptom management. They may be less familiar with the concept of palliative sedation and the clinical and ethical issues that surround this medical decision. This presentation will explore the key indications for palliative sedation; the various therapies to manage symptoms before sedation; education and support necessary for the patient and family; key policies and protocols to have in place; and the ethical considerations surrounding this decision.

**A-5 Round Two! How a \$6K Audit Finding Becomes a \$6M Recoupment! What Every Provider Should Still Know!**

**For: Administrators, Supervisors, CFOs, QI and Compliance Staff**

**Speakers: Renee Montgomery, Attorney and Matthew W. Wolfe, Attorney, Parker Poe Adams & Bernstein, LLP**

**Description:** At the 2011 *AHHC Leadership Conference*, faculty presented on various payor audits and extrapolation...how it works, who uses it and where. Real life examples were given and faculty explained how extrapolation and the underlying audit findings may be challenged. During this session, the presenters will provide an update on the various audits providers are experiencing and the steps that should be taken to avoid hefty recoupments fueled by extrapolation. The status of the latest Disability Rights Lawsuit will also be provided and what that means to agencies and patients receiving Medicaid PCS.

**A-6 Health Care Transitions & Partnerships**

**For: Home Care Presidents, CEOs, VPs, Administrators, Executive Directors, Clinical Directors, Clinical Managers, Marketing Staff, Business Development Staff, and QI Staff.**

**Speaker: Patty Upham, RN, Director, FirstHealth Home Care**

**Description:** Health care transitions are vulnerable times for patients and their caregivers. The probability of ineffective communication, medication errors, lack of physician follow-up and poor coordination of services have historically led to rehospitalizations and stress for patients and families. FirstHealth Home Care has launched a patient-focused initiative to address healthcare transitions and reduce hospitalization while improving quality of life for patients with chronic illnesses. Come hear about the agency’s dynamic approach to the management of chronic disease with the overarching goal of reducing hospitalizations and emergent care, improving self-management skills and improving the quality of life for their patients....and the community partnerships they have formed to reach these goals.

**Monday, April 30, 2012 \* Educational Activities 3:00 p.m. – 5:00 p.m.**



**C-1 Palmetto GBA 2012 Medicare Hospice Workshop Session**

**For: Hospice providers, Directors, Supervisors, QI staff, Compliance and Clinicians.**

**Speaker: Palmetto GBA Medical Review Staff**

**Description:** As part of Palmetto GBA's 2012 Hospice Workshop series, this afternoon session will focus on the following: admissions and election, NCLOS rates, General Assessment Scales, Liver LCD, cancer presentations and fraud and abuse. There will also be an opportunity for questions and answers.

**C-2 New Hope for End Stage Heart Failure: Safely Transitioning Patients Home Following Innovative Cardiac Therapies**

**For: Directors, Supervisors, Educators and Clinicians**

**Speakers: Laura Blue, RN, MSN, NP; Tammie Shepherd, RN, BSN, Asst. Director, Patient Resource Management; Duke University Medical Center; Jessica Crable Hartman, PharmD, Clinical Pharmacist; Kristen Kruszewski, PharmD, Clinical Pharmacist; & Deborah Little, RN, Duke HomeCare & Hospice, Duke University Health System**

**Description:** Treatment options have long been limited for the estimated 100,000 Americans with end-stage congestive heart failure (CHF). Therapies include continuous Inotropic infusions and cardiac transplantation, which is limited by availability of donor organs. Destination Left Ventricular Access Device (LVAD) therapy represents a new option for end-stage heart failure patients who are ineligible for transplant. However there are challenges once patients are ready for hospital discharge. This presentation will include an overview of Inotropic therapy and LVAD therapy and the discharge plans and best practices necessary to ensure patients transition safely from the hospital to home care. If your agency is caring for cardiac patients, you will not want to miss this presentation!

**C-3 Maintain Your Agency Retention Rates with Job Satisfaction**

**For: Directors, Supervisors, and HR Staff**

**Speaker: Wendy Dantzer, RN, BSN, COS-C, Home Health PCC, Homecare of The Regional Medical Center**

**Description:** The challenges faced by agencies in recruiting and retaining good quality employees have been increasing in recent years. Attend this session to see how management styles play a part in retention and job satisfaction. Hear about how one agency is maintaining retention rates and promoting job satisfaction. The speaker will bring innovative, affordable measures to reward key staff and encourage staff buy in. Attendees will have an opportunity to share what is also working in their own agencies.

**C-4 National Update \* 2012**

**For: All Attendees**

**Speaker: William A. Dombi, Vice President for Law, Director of the Center for Health Care Law, National Association for Home Care & Hospice**

**Description:** Bill Dombi, back by popular demand and one of the hardest working advocates in health care, will provide essential information regarding legislative, regulatory, and legal issues in the home care and hospice industry. Attendees will learn the status of current legislation and other matters affecting Medicare, Medicaid, and other items of vital importance to home health, home care and hospice today and in the future.

**C-5 Safety Committees – Involve Your Staff in Risk Management Activities and in Developing a Safety Conscious Culture**

**For: Directors, Supervisors, QI, HR & Compliance Staff**

**Speakers: Sonya C. Conner, RN, BSN, Vice President Health Care Risk Management Consultant, BB&T Insurance Services and Kathie Smith, RN, Director of Quality Initiatives and State Liaison, AHHC-NC**

**Description:** Do your employees know the direct and indirect costs of injuries resulting from safety neglect? Establishing Safety Committees in your agency will help ensure that all employees within the company are made aware of the value of safety within the company and the importance of accountability in this process. Safety committees regularly bring workers and management together in a cooperative effort to promote safety and health in the workplace. This session will describe the functions and goals of safety committees and how to begin to implement a safety committee in your agency.

**C-6 Start Preparing NOW for ICD-10 Coding**

**For: Directors, Supervisors, Billing Staff, Staff Coders**

**Speaker: Susan Carmichael, MS, RN, CHCQM, COS-C, EVP, Chief Compliance Officer, Select Data**

**Description:** ICD-10CM is approaching quickly. This is a new language; more refined than ICD-9 CM. It is more robust and requires more detailed documentation in order to generate the proper code at the highest level of specificity. This presentation will expose the attendee to the overall differences between ICD-9 CM and ICD-10 CM. Additionally, a sample educational plan for operational personnel, field personnel, as well as the coding team is included. ICD-10 CM is a beautiful new language that with proper planning can be transitioned into your organization efficiently.





*But if the while I think on thee,  
dear friend,  
All losses are restored and sorrows end.  
~William Shakespeare*

**Tuesday \* May 1, 2012\* 8:00 a.m. to 9:00 a.m.  
D-1: General Session**



***The Future Role  
Home Care & Hospice Nurses  
Must Play***



**Judy Lentz, RN, MSN, NHA, CEO, Hospice & Palliative Nurses Association/ Foundation**

**Mary St. Pierre, MGA, BSN, RN, Vice President, Regulatory Affairs, NAHC**

Overall, the nursing profession represents more than 3 million members of the nation's health care workforce. And, as we know, nurses are key providers of home health and hospice services.

The **National Institute of Medicine** and many state IOMs have prepared reports on the *Future of Nursing* and their recommendations addressing the barriers that prevent nurses from being able to respond effectively to what seems to be an ever changing health care system. The National IOM Report made four key recommendations that they believe will well position nurses to lead and advance our nation's health care goals:

- ♥ Nurses should practice to the full extent of their education and training.
- ♥ Nurses should achieve higher levels of education and training through an improved education system that promotes seamless academic progression.
- ♥ Nurses should be full partners, with physicians and other health care professionals, in redesigning health care in the United States.
- ♥ Effective workforce planning and policy making require better data collection and information infrastructure.

And while nurses cannot achieve these goals alone, this general session presentation will examine the role that home health and hospice nurses must play in achieving a health care system that provides seamless, affordable, and quality care to its patients and clients.

**Please join us for this General Session presented by two of  
the premier home care and hospice nurses in the nation  
as they share their vision for the future  
of Home Care & Hospice Nursing.**





**Tuesday \* May 1, 2012\* 8:00 a.m. to 9:00 a.m.**  
**D-2: General Session**



**I'll Take Avoiding Agency Risk for \$2,000 Please!**  
**For: Administrators, Directors, CFOs, & HR**  
**Richard Todd, CIC, CRM, BB&T Insurance**  
**Services, Healthcare Services Group**

Workers' Compensation insurance costs are directly affected by market conditions as well as your organization's Employee Safety culture and the injuries and losses that arise out of it. Understanding exactly how an individual injury by an employee will impact your cost of risk is both important and eye opening. There are numerous opportunities to reduce this expense in your business.

Attendees will leave this session with an understanding of:

- The connection between losses and ultimate cost of Workers' Compensation insurance and total cost of risk
- How your Experience Modification Factor is calculated and impacts your costs.
- Risk management processes that will help improve employee safety in the workplace.
- The total cost of risk associated with employee injuries



*But friendship is  
precious; not only in the  
shade, but in the  
sunshine of life, and  
thanks to a benevolent  
arrangement the greater  
part of life is sunshine.*

*~Thomas Jefferson*

Richard Todd has been a member of AHHC-NC since 1992 and currently oversees AHHC's association Risk Management & Insurance Program. Richard designs strategies for healthcare organizations to fund and protect themselves from various liabilities. A significant amount of his time is spent on Employee Safety and Workers Compensation programs.

When he is not coordinating the BB&T Insurance Services Healthcare Practice, Richard loves the mountains and can frequently be found hiking, boulder hopping, climbing or camping with his wife, two sons and their friends. He chairs a local school board, coaches soccer and is active with various youth programs.

**Tuesday, May 1, 2012 \* Educational Activities 9:30 a.m. – 11:30 a.m.**

**E-1 Palmetto GBA 2012 Medicare Home Health Workshop Session**

**For: Home Health Administrators, CFOs, Billers, Nurses, IT and Other Healthcare Professionals**

**Speaker: Provider Outreach & Education Staff – Palmetto GBA**

**Description:** The presenter of this morning Home Health session will focus on the following: Medicare updates, top billing issues, home health 2% reduction, PECOS revalidation, HIPAA 5010 and Electronic Data Interchange (EDI), billing changes as a result of 5010 and Comprehensive Error Rate Testing (CERT). There will also be an opportunity for questions and answers.

**E-2 Developing a Culture of Safety in Home Care and Hospice**

**For: Administrators, Directors, Supervisors, HR, QI and Clinical Staff**

**Speaker: LaVerne Mullin, MPA, RN, CPHQ, Director of Accreditation and Compliance, Patient Safety Officer, Duke Home Care & Hospice**

**Description:** This presentation will explore the importance of a culture of safety and why **High Reliability Organizations** are passionate about safety. The talk will include a description of organizational structures, processes, behaviors and expectations for building a culture of safety in Home Care and Hospice. The speaker will cover actions and behaviors that promote organizational learning and accountability in Home Care and Hospice.



**E-3 Converting Inquiries to Intake: Selling from the First Phone Contact**

**For: All Agencies**

**Speaker: Barbara Akst, President and CEO Training Unlimited of Virginia, LLC**

**Description:** You may be the best solution to your prospects' needs, but how do you communicate that to them during the initial inquiry call? How do you show every potential client that you CARE©? Learn to set your agency apart from others through a simple four-step process that you can share with your entire team to increase your revenue. Note: This presentation will be based on 'real' mystery shops of participants!

**E-4 Medication Reconciliation & Efforts in Preventing Hospitalization**

**For: All Staff**

**Speakers: Troy K. Trygstad, PharmD, MBA, PhD, Director of the Network Pharmacist Program for Community Care of North Carolina; Ginger Parrish, PhD., retired, Albemarle HomeCare & Albemarle Hospice, and Pam Tidwell, Executive Director, Home Health & Hospice, Community Care Partners, Inc.**

**Description:** Many studies cite that unintended medication discrepancies occur in 14% of patients at hospital discharge and point out that patients are especially vulnerable at any point of transition in care. Needed medications may be inadvertently omitted, contain incorrect dosages or drug therapies may be duplicated. In this session, Dr. Trygstad will share the efforts underway by Community Care of North Carolina to tackle this challenge and highlight how CCNC brings together medical practices, county health departments, hospital systems and community providers to integrate care delivery for Medicaid, Medicare and the uninsured - spotlighting the *CCNC Pharmacy Home Project*. Joining Dr. Trygstad will be Pam Tidwell and Ginger Parrish who will share initiatives undertaken by their agencies, partnering with CCNC, in medication reconciliation and in preventing hospitalization.

**E-5 Covering Your Legal Bases**

**For: Administrators, Directors, Supervisors, HR, and Compliance Officers**

**Speaker: John C. Gilliland, II, Attorney, The Gilliland Law Firm P.C.**

**Description:** John Gilliland is an attorney with a distinguished record in the areas of regulatory, employment/labor and administrative law. The Gilliland Law Firm, P.C. has a strong commitment to the clients it represents in some of the most important legal issues of today. In this session, Mr. Gilliland will explore recent legal developments that are of importance to home care including: honoring patient preference; avoiding sexual harassment of caregivers; Genetic Information Nondiscrimination Act, credit checks for new hires; Americans with Disability Act rules; HIPAA, the use of social media, fraud and abuse, labor law for nonunion agencies, and OSHA's texting while driving initiative.

**E-6 Modeling the Impact of Hospice Payment Reform**

**For: Administrators, CFO's, Financial/Billing Supervisors, Billing Staff and Compliance Officers**

**Speaker: David Berman, Principal, CPA, CVA, Simone Healthcare Consultants**

**Description:** This session will focus on anticipated reimbursement changes under the Medicare hospice benefit. Specifically, the session will discuss the "U-shaped" payment method and its anticipated impact. Also, the speaker will discuss hospice benchmarking and the meaning of the benchmarks. Lastly, sound financial management techniques will be discussed.

## **E-7 Rehab Roundtable: Hot Topics in Home Health Therapy Services**

**For: Therapists, Therapy Assistants, Supervisors of Therapy Services, Managers, Educators and QI Staff**

**Speaker: Cheryle Atwater, PT, MPH, COS-C**

**Description:** Medicare home health agencies are reeling under the impact of ongoing regulatory changes and PPS refinement. However, no services have experienced the scrutiny of regulatory review and reimbursement changes as those recently imposed on the rehabilitation disciplines. Agencies struggle to stay apprised of the updates and activities of the many industry stakeholders including CMS, MAC's, the OIG, ZPIC's and NC Medicaid. This session, in an interactive format, will review the most recent regulatory changes and audit activities relevant to home health rehabilitation services including industry trends and benchmarking.

## **E-8 \* The 2012 Leslie Carswell**

### **Nursing Leadership Lecture**



**For: Administrators, Directors, Supervisors, and Clinicians**

**Speaker: Elaine S. Scott, PhD, RN**

**Director, East Carolina Center for Nursing Leadership**

### **Clinical Leadership: Tapping the Collective Energy of Healthcare Organizations**

**Description:** “It is time for rethinking old definitions of leadership and for mobilizing the collective energy of healthcare organizations.” **Join us for the first annual Leslie Carswell Nursing Leadership Lecture!**

Healthcare delivery systems are complex entities that must merge the best of administrative and clinical practices into a new model of leadership. But, despite growing recognition that healthcare organizational leaders must partner with clinical leaders to address patient safety, evidence based practice, financial sustainability, and capacity, tensions between the groups remain. Healthcare is based in large, bureaucratic entities organized in administrative hierarchies with clinical or product line silos that thwart collaboration, limit inter-disciplinary engagement, and foster mistrust. Around the world healthcare accessibility, fragmentation and affordability issues challenge healthcare systems whether they are centralized, socialized systems or free market private and public enterprises. In response to these concerns, healthcare organizations are struggling to address the ‘how’ of integrating clinician competence in patient management with the financial imperatives of modern day delivery systems. To redesign healthcare services for effectiveness and efficiency and to improve patient safety and outcomes, organizations must redefine leadership using new paradigms that promote the development and diffusion of improvements and innovations. Current research evidence shows that there is a need for not just formal administrative leadership, but also a need to develop integrated leadership processes throughout healthcare delivery systems. **Participants will be able to: define clinical leadership and its role in improving healthcare; describe critical barriers and healthcare system changes essential for mobilizing clinical leadership; and, identify new models of leadership that support clinical and administrative partnerships**



**Tuesday, May 1, 2012 \* Educational Activities 1:45 p.m. – 3:45 p.m.**



**F-1 Palmetto GBA 2012 Medicare Home Health Workshop Session**

**For: Home Health Providers, Directors, Supervisors, QI Staff, Compliance and Clinicians.**

**Speaker: Palmetto GBA Medical Review Staff**

**Description:** As part of Palmetto GBA's 2012 Home Health Workshop series, this afternoon session will focus on the following: aggregate length of stay data, wound documentation, home health denials (homebound, plan of care, medical necessity, orders, non-response to a request for records, therapy) and fraud and abuse. There will also be an opportunity for questions and answers.

**F-2 Delirium Prevention, Recognition and Management: A Team Effort in Home Care & Hospice!**

**For: All Clinical Staff, Supervisors, QI & Education**

**Speakers: Loretta Matters, MSN, RN, Associate Director, Center of Excellence in Geriatric Nursing, Duke University School of Nursing and Cornelia Poer, MSW, Clinical Social Worker, Duke Geriatric Evaluation Clinic**

**Description:** Do you think of Delirium as a medical emergency? If not, think again. Delirium is a complex geriatric syndrome that is much more common than most health care providers think. Delirium is often unrecognized or misdiagnosed across care settings. Delirium can dramatically impact patient outcomes related to increased incidence of falls, persistent cognitive deficits, prolonged recovery time and the need for re-hospitalization and possible institutionalization. Come learn how you and your health care team can make a difference in the prevention, recognition and management of delirium and ultimately in the quality of life of your patients.

**F-3 Focused Networking as an Art Form That Drives Sales**

**For: Community Liaisons, Marketing/Sales Staff**

**Speaker: Barbara Akst, President and CEO, Training Unlimited of Virginia, LLC**

**Description:** Networking remains one of the best ways to generate new referral sources. Networking is not just meeting and greeting; it requires strategic and targeted planning along with focused follow-up after the event. This presentation will discuss three different types of networking and participants will learn the skills needed to perfect the art of networking in every situation.....Barbara Akst is an expert in sales training, mentoring, coaching and motivating. With more than 20 years in the sales and marketing training industry, Barbara has a thorough understanding of what it takes to achieve success for clients.



**F-4 "Have You Heard About NC Tracks?"**

**For: All Providers, Office Administrators, Managers, IT, Medicaid Billing and Compliance Staff**

**Speakers: Computer Sciences Corporation (CSC) Staff**

**Description:** Have you heard about NCTracks? CSC, the new Fiscal Agent for the Replacement MMIS will provide a high level overview of function capabilities within the NCTracks Provider Portal. The Provider Portal will be a web based application within the NCTracks multi-payer system that puts you in charge of your provider information, allows you to view real time claim status, provides access to an electronic mailbox for various communications, provides access to training information and much more! The target audience is all providers who will submit claims through the new NC DHHS multi-payer system, NCTracks. We will also provide information about the current provider enrollment process. You do not want to miss this presentation by CSC.



**F-5 Wage & Hour – Avoiding the Pitfalls**

**For: Administrators, Directors, Supervisors, HR, and Compliance Officers**

**Speaker: John Gilliland, Attorney, The Gilliland Law Firm P.C.**

**Description:** Finding answers to your tough wage and hour questions is hard. Navigating what seems to be a maze of contradictions results in the most conscientious and hardworking HR people becoming more confused. In this session, Mr. Gilliland will explore actions taken by the Department of Labor to increase minimum wage and overtime pay enforcement and why it is so meaningful for home care. Also covered will be litigation concerning per visit pay as well as the status of the companionship services exemption. Common wage and hour mistakes will be identified and explained.

**F-6 Striving for Excellence: 10 Top Strategies for Home Care, Home Health & Hospice Aides**

**Speaker: Cindy Morgan, RN, MSN, CHC, AHHC's Associate VP of Innovations & Professional Development**

**Description:** This presentation will explain 10 strategies to help the Nursing Assistant reach that peak of excellence that every employer is looking for. Some of the strategies we will discuss include: safety; accountability; professional boundaries; and clinical knowledge. Not only will this presentation provide the suggestions for reaching excellence, but tips for maintaining that excellent performance to promote patient satisfaction, employer satisfaction and, last but certainly not least, self-satisfaction for the Nursing Assistant!

**F-7 A Multidisciplinary Approach to Decreasing Hospital Admissions: Managing Chronic Conditions**

**For: Clinical Staff; Directors, Supervisors**

**Speakers: Maggie Philips, RN, BSN, MA; Molly Maguire, PT, PhD; and Dave Tushar, PT, MBA, Rex Home Services**

**Description:** Come participate in seeing how one agency has worked to establish clinical pathways to help reduce readmission rates for patients who suffer from falls and chronic diseases such as heart failure and COPD. This interactive approach will increase your understanding of how home health can impact a patient's quality of life and improve outcomes while avoiding re-hospitalizations. Bring your staff together to help develop similar programs to establish best practice for your patients.

**F-8 From Any Perspective - It's All about Compliance**

**For: Administrators, Directors, Supervisors, QI, CFOs & Compliance Officers – Home Care, Home Health & Hospice**

**Speaker: Ken Burgess, JD, Partner, Poyner Spruill**

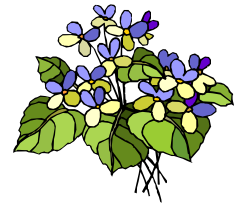
**Description:** For many providers, compliance programs become a mandatory condition of Medicare participation as of January 1, 2013. Each day that passes without a comprehensive (and implemented) compliance plan means greater risk of staggering penalties and recoupments. All agency staff play a crucial role in maintaining agency compliance whether in home care; home health or hospice. Your agency's good name, the agency's financial viability and ultimately the care of your patients are at stake. The best way to avoid compliance problems is prevention! **This session will highlight the Centers for Medicare and Medicaid Service's 7 Step Compliance Program** as it relates to necessary processes and policies all agencies should take; discuss compliance scenarios; and, provide information on the proactive steps your agency can take now.

## **AHHC Executive Summit - May 1-2, 2012**

**Social Networking & Dinner \* Tuesday, May 1<sup>st</sup> \* 6:00 p.m.**



### **G-1: Keynote Transforming and Rethinking Home Care**



**Speaker: Barbara McCann, Chief Industry Officer, Interim Healthcare**

**In this keynote session, challenge or validate your agency's strategic priorities to be sure they are aligning with health care reform initiatives. Build a shared understanding of home care and post-acute services as they exist today vs. the changes they need to make. Additionally, discover key models and concepts that align with health "system" reform and identify key internal and external challenges of transforming and rethinking home care.**

Barbara McCann, Vice President of Professional Services and Chief Clinical Officer, oversees the company's clinical operations department, including outcomes management quality improvement, Medicare operations and national patient databases. In addition, she is responsible for the continued development of Interim HealthCare's disease state management programs and clinical business services. Before joining Interim HealthCare, Ms. McCann was executive director of accreditation, plan performance and clinical management alliances at Blue Cross Blue Shield Association in Chicago. Responsible for the development of system-wide strategies for managed care accreditation and health plan performance, she successfully designed and implemented the association's first national medical management alliance with the American Geriatrics Society. In addition, she created the first Blue Cross Blue Shield national performance measurement database, including HEDIS, and produced the first HMO Medicare and commercial HMO network "report cards" for national accounts. Ms. McCann has also been the director of home care and hospice accreditation programs with the Joint Commission on the Accreditation of Health Care Organizations.

**Wednesday, May 2, 2012 \* 8:30 a.m. - 10:00 a.m.**

**You asked for a "Double Feature" last year & we heard you! Faculty will repeat their sessions so that you have additional learning opportunities!**

**H-1 State of the State**

**Speaker: Tracy Colvard, Director of Government Relations & Public Policy & Richard Todd, CIC, CRM, BB&T Insurance Services, Healthcare Services Group**

**Description:** This session will provide an update from current activities of the North Carolina General Assembly and State Government that have the potential to impact home care, home health and hospice. A 2012 election primer will also be given to attendees. There will be time allotted for questions and answers. **Richard Todd will join Tracy Colvard in the State of the State** and present a *State of the Insurance Market* including the latest updates on liability and worker's compensation insurance and recent actions of the North Carolina Industrial Commission. He will also provide information on agency emerging agency exposures related to privacy issues.

**H-2 Industry Prospectus: A Review of the Financial Health of Home Care and Hospice**

**Speaker: Rob Simone, CPA, Vice President of Simone Financial Monitor and David Berman, Principal, CPA, CVA, Simone Healthcare Consultants**

**Description:** This session will include a review of financial reporting and benchmarking for the Home Health and Hospice industry. It will include information regarding what key financial metrics an agency should be analyzing and how they should be using industry comparisons to measure their performance. Simone will also share some financial benchmarks from the Simone Financial Monitor.

**H-3 Home Health Quality Improvement Update**

**Speaker: Heather Jones MPH, CHES, COS-C Director of Quality Initiatives & State Liaison, SCHCA**  
**For: Home Health QI and Compliance Staff; Home Health Supervisors**

**Description:** The landscape for your agency's quality improvement efforts continues to change. The publicly reported quality measures have evolved to include patient experience and satisfaction. Physicians and hospitals are asking about how you can help them facilitate appropriate care transitions and prevent hospital readmissions. Pay-for-performance is on the horizon but may now be a cross-setting endeavor. This is an intermediate to advanced class that will help your agency to understand and navigate the current climate.



**H-4 RECHARGE! Managing Stress and Avoiding Burnout**

**Speaker: David Rendall, Rendall & Associates**

**Description:** Are you burned out? Do you feel overwhelmed by personal and professional stress? If you want to recharge yourself and reclaim control of your physical, emotional and mental well-being, this seminar can help. We will explore the causes and symptoms of burnout as well as six proven stress management strategies.

**Wednesday, May 2, 2012 \* 10:30 a.m. - 12:00 a.m.**

**These are Repeated Sessions – Descriptions Are Above!**



**I-1: State of the State**

**Speaker: Tracy Colvard, Director of Government Relations & Public Policy & Richard Todd, CIC, CRM, BB&T Insurance Services, Healthcare Services Group**

**I-2: Industry Prospectus: A Review of the Financial Health of Home Care and Hospice**

**Speaker: Rob Simone, CPA, Vice President of Simone Financial Monitor and David Berman, Principal, CPA, CVA,**

**I-3: Home Health Quality Improvement Update**

**Speaker: Heather Jones MPH, CHES, COS-C Director of Quality Initiatives & State Liaison, SCHCA**

**I-4 RECHARGE! Managing Stress and Avoiding Burnout**

**Speaker: David Rendall, Rendall & Associates**

**Save the Date \* AHHC Leadership Conference  
October 1-2, 2012 \* Atlantic Beach, NC**



# *Schedule of Fees*

<b>Schedule of Fees * Members of AHHC or SCHCA (Invite Your Sister Agencies in other States to enjoy our Member Pricing!)</b>	<b>Early Bird Before March 18th</b>	<b>After March 18th</b>	<b>On Site</b>
<b>April 30 – May 2 * Convention &amp; Tradeshow with Home Health &amp; Hospice Executive Summit</b> (a great value for only \$130 over the Convention pricing) (includes 9 food events, President Gala admission and your choice to attend any sessions) * <b>Early Bird- Same price since 2010!</b>	\$419	\$469	\$499
<b>April 30 – May 1 * Convention &amp; Tradeshow Only</b> (includes 6 food events and your choice to attend any sessions) * <b>Early Bird - Same price since 2010!</b>	\$289	\$339	\$369
<b>Monday or Tuesday Convention &amp; Trade Show Only * Day Rate</b> (Includes a one day pass to the sessions and trade show – includes food events – does not include Executive Summit)	\$249	\$279	\$299
<b>Home Health &amp; Hospice Executive Summit Begins May 2nd at 6:00 p.m. and concludes on May 3rd</b> (includes 3 meals – does not include trade show) * <b>EB Same price since 2010!</b>	\$319	\$369	\$399
<b>*IN-HOME AIDE MINI-TRACK ONLY</b> Session F-6 (Available to AHHC or SCHCA Members only) <b>*Same price for 21 years!</b>	\$25*	\$25*	\$25*

\*When your agency registers for at least one full conference registration, then one in-home aide from your agency will be given a **FREE** registration to the special In-Home Aide Program, Educational Session **F-6**. Please include the aide's name on the registration form. For every full registration from your agency, an aide gets to attend **F-6** free. So if you have 6 full registrations, 6 aides can attend Session **F-6** for free. If you need to register additional aides, they may attend session F-6 at the low price of \$25 per aide)

<b>Schedule of Fees * Non Members *All Others</b>	<b>Early Bird Before March 18th</b>	<b>After March 18th</b>	<b>On Site</b>
<b>April 30 – May 2 * Convention &amp; Tradeshow with Home Health &amp; Hospice Executive Summit</b> ( includes 9 food events, President Gala admission and your choice to attend any sessions)	\$549	\$549	\$549
<b>April 30 – May 1 * Convention &amp; Tradeshow Only</b> (includes 6 food events and your choice to attend any sessions)	\$449	\$449	\$449
<b>Monday or Tuesday Convention &amp; Trade Show Only * Day Rate</b> (Includes a one day pass to the sessions and trade show – includes food events – does not include Executive Summit)	\$299	\$299	\$299

**Cancellation Policy:** Please note that due to hotel obligations having to be made far in advance, fees will be refunded, or invoices will be adjusted, only if **written** notice of cancellation is received by March 21<sup>st</sup>. In the event of cancellation, AHHC will retain, or charge, \$85 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, an AHHC staff member will review for approval. If your cancellation is approved, we will email back a signed and dated copy of the cancellation that your agency should retain on file in case of questions. While it is not permissible for several individuals to share a registration, AHHC will be happy to accept substitutions if notified of the change in writing.

**Confirmation:** A confirmation notice, with directions to the Sheraton Imperial Hotel & Convention Center and information on nurse contact hour and therapy hour requirements, will be sent via email prior to the convention. Should you have any questions or need additional information about registration, please don't hesitate to contact Richard Fowlkes at (919) 848-3450 or (800) 999-2357 [NC] or via email at richardfowlkes@homeandhospicecare.org

**Auxiliary Aids, Services, & Special Diet Requests:** AHHC is committed to ensuring that no individual with a disability is excluded, denied service, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services identified in the Americans with Disabilities Act. If you need any auxiliary aids or services or have a special diet request, please indicate that on your registration form or call us. We will do our best to accommodate your needs.

# AHHC's 40<sup>th</sup> Annual Convention & Exposition

**Early Bird Ends  
After  
March 18<sup>th</sup>!**

**Please duplicate this form for multiple registrations! Please print!!**

**Attendee Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

Please mark if you are a nurse!

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

E Mail Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Point of Contact: \_\_\_\_\_

*(This email address will be used to send the confirmation notice so please print clearly)*

**It is important that you pre-register your workshop selections.** Please take a moment to review the program descriptions and then mark your sessions in the spaces provided below. **Without your information, we will not have a correct count for seating or food and will have to call you! Please do not leave sessions blank and please print clearly! Thanks!**

**\*Please note the sessions that will offer Physical Therapy Hours: E7 and F7**

**Each registrant should choose only one workshop per session (for example, choose either A-1 or A-2, etc.)**

<b>Session A</b> <b>Mon. a.m.</b> Choose one	<b>Session B</b> <b>Keynote &amp; Award's Lunch</b> <b>Monday</b>	<b>Session C</b> <b>Mon. p.m.</b> Choose one	<b>Tues. 8:00 to 9:00 a.m.</b> o D-1 General Session <u>Or choose</u> o D-2 General Session	<b>Thanks for coming!</b>	<b>Home Health &amp; Hospice Executive Summit</b>  o G1 Tuesday evening Lecture & Dinner		
o A1	<b>Please indicate if you are planning to attend this – otherwise we will have to call you.</b>  o - yes    o - no  Do you need a special meal? If so, please let Richard Fowlkes know.	o C1	<b>Session E Tues. a.m.</b> Choose one below	<b>Session F Tues p.m.</b> Choose one below	<b>1<sup>st</sup> Set Wed. morning</b> Choose one	<b>2<sup>nd</sup> Set Wed. morning</b> Choose one	
o A2		o C2	o E1	o F1	o H1	o I-1	
o A3		o C3	o E2	o F2	o F2	o H2	o I-2
o A4		o C4	o E3	o F3	o F3	o H3	o I-3
o A5		o C5	o E4	o F4	o F4	o H4	o I-4
o A6		o C6	o E5	o F5	o F5	<b>We Appreciate Your Support!</b>	
<b>Can't Wait to See You All!</b>	<b>Travel Safe!</b>	o E6	o F6 aide session	o F6			
		o E7	o F7	o F7			
			o E8	o F8			

**In-Home Aide Special Session # F 6/Aide Name:** \_\_\_\_\_

**Payment Information -**  Enclosed is a check for the total amount of the registration(s) in the amount of \$ \_\_\_\_\_

Please charge my credit card for the total amount of the registration (s) in the amount of \$ \_\_\_\_\_

MasterCard     
  Visa     
  American Express     
  Discover

Account Number \_\_\_\_\_ Security Code: \_\_\_\_\_ Exp. date \_\_\_\_\_

Name (as it appears on card) \_\_\_\_\_

Address of Cardholder \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature (required) \_\_\_\_\_ Date \_\_\_\_\_

Please call Richard Fowlkes at 919-848-3450 if you have questions. **You may fax this form to AHHC at 919-848-2355 or mail it to AHHC, 3101 Industrial Drive, Suite 204, Raleigh, NC 27609. (Don't forget the Suite Number!)**