

## Thursday May 16, 2013-Hospice Track

### Endorsed by Alabama Hospice and Palliative Care Organization

Registration 8-9AM

9-9:15-Welcome announcements

9:15-10:30AM- Dr. Paul Moon

#### **Title: Anticipatory Grief: For Everyone?**

**Brief presentation description:** This session concerns a discussion of the concept of anticipatory grief (AG) and related components, including AG dynamics in practice and potential salutary aspects of AG.

**BIO:** Paul J. Moon, PhD, is Bereavement Coordinator with Alacare Home Health & Hospice. His publications (American Journal of Hospice & Palliative Medicine, European Journal of Palliative Care, Grief Digest, etc.) pertain to human grief and issues encountered in hospice care. His current role involves bereavement program development, along with curriculum construction for healthcare professional staff development and supportive education for lay persons on topics related to end-of-life, loss, grief, and enduring.



10:30-10:45-Break and Vendors

10:45-12:15-Julianne Haydel, RN BSN

#### **Title: Palliative Care Transitions**

**Brief Description:** This session will provide the the tools and knowledge to partner with home health agencies to bridge the palliative care gap and capture patients early enough to have the full benefit of hospice services.

**BIO:** Haydel Consulting Services is a small boutique consulting firm located in South Louisiana, the heart of Dixie and the center of anti-fraud activities. Julianne founded the company in 2000 and has worked with numerous home health agencies and hospices throughout the years crafting services to meet the needs of an elite group of clients. Services include startups, changes of ownership, appeals work with RACs, ZPICs and MACs and quality assurance. She is also a Partner in The Coders, a company devoted to coding for home health agencies.

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12:15-1:15- Lunch and Vendors

1:15-2:30- Michelle Crocker, RN, CWOCN-

**Title: Palliative Wound Care**

**Brief Description:**

Participants will be able to:

- Identify normal skin characteristics and impact of chronic health/disease and skin failure on normal function.
- Describe skin/wound changes at life's end.
- Define Kennedy Terminal Ulcer.
- Define palliative care and palliative wound care.

**BIO:** Graduate of Emory University CWOCN program 1982. Worked Carraway Methodist Medical/Trauma Center as CWOCN nurse. 1982-1993. CWOCN Alalcare Home Health 1993 till present. Lectured at CWOCN workshops in Birmingham area, served Birmingham Area CWOCN council of nurses 2001-2006



2:30-2:45-Break and vendors

2:45-3:30-Heather Calhoun, RN BSN, HCS-D, COS-C-Hospice ICD-9 Coding

**Title: Why is Coding Important for Hospice?**

**Brief Description:** CMS recently commented that they intend to develop a case mix system for hospice much like the PPS developed for home health. What you are doing, or not doing now, may cost you in the years to come.

**BIO:** Heather has been in the home care industry for the past 20 years. She received her BS in nursing from the University of Alabama in Birmingham in 1992. She has extensive field and case management experience in both home health and hospice. Heather has held various positions in home health and hospice agencies such as, supervisor, performance improvement coordinator, staff development director and appeals auditor. She has extensive knowledge of state and federal regulatory guidelines. Heather has also written many policies and procedures to include standardized nursing procedures for submission to the nursing board. Performance improvement activities, auditing and development of state actions plans are also an area of expertise for Heather. She has taken the lead role in preparation of home health agencies for accreditation by the state and also CHAP. Although, education remains Heather's passion in this rapidly changing home health industry. Heather holds certifications in OASIS competency, COS-C and as a Homecare Coding Specialist-Diagnosis, HCS-D. She currently serves as Director of Education for Home Health Solutions,



LLC. She enjoys spending time with family, is an avid football fan and enjoys playing and coaching softball.

3:30-4:30- Linda Segrest- President of AHPCO

**Title: Hot Hospice Topics - What you need to know to survive the future?**

**Brief Description-** an overview of the expected challenges and changes we expect and how to make process changes within your agency to survive the future. This presentation will give the participant and over all view of Medicare / Medicaid future demands on hospice agencies and give practical advise on how to adjust so a hospice agency can meets these demands.

**BIO:** Linda is a RN with over 13 years of hospice experience. She has practiced as a lead case manager, assisted clinical director, and worked her way up to Director. As director she had consistent growth with record volumes over expectations. She was director during 3 successful state surveys with zero deficiencies and successful Joint Commission Surveys. She received her certification in hospice and palliative care in 2007. She has been active with the Alabama Hospice and Palliative Care Organization and is currently the President of the organization

Wrap up and survey completion

**Thursday May 16, 2013-Home Health Track**

**ICD-9 Beyond the Basics and Introduction to ICD-10** (this will be advertised and ONLY be offered with 15 paid participants)

**Brief Description:** This class will provide plenty of opportunity to try out your skills in coding common home care scenarios, along with more complex advanced scenarios. Application of the official guidance is the name of the game. We start with a quick overview of fundamental coding sequencing skills and, then, progress to coding in PPS, with special attention to coding the case mix diagnoses appropriately. Recent changes to M1024 will impact your HHRGs but you can minimize the impact. BRING YOUR CODING BOOK!

**Bio:** J'non is a 25 year veteran of home care as an RN. She received her Master's Degree in Health Care Administration in 2005. She has experience as a field nurse, director and executive with home health and hospice agencies, both large and small. She has served as Director of Staff Development and Appeals for home health and hospice agencies. She has taken part in mock surveys for agencies, and prepared agencies for accreditation. She has been directly involved in accreditation surveys, acquisitions and many regulatory crises with state survey agencies and the intermediary. As Regional Director of Operations for a home care company, J'non was ultimately responsible for the operations of several branch agencies. She completed billing audits, supervised personnel, handled employment issues and trained managers. Part of her responsibilities have included risk management, acting as Compliance Officer, development of policies and forms, survey compliance,



appeals of Medicare denials, writing Corrective Action Plans, start-ups of parent and branch agencies, consulting with agencies on a variety of subjects and education of staff. J'non currently is the Principal with Home Health Solutions, LLC, a consulting company for home health and hospice. J'non is certified as a Homecare Coding Specialist-Diagnosis (HCS-D), Board Certified Home Health-Coding (BCHH-C), certified in OASIS competency, COS-C, and is an AHIMA approved ICD-10 trainer/ambassador. She is also a wound care certified (WCC) practitioner through WCEI. J'non is also on the board of Home Care Directions, and is a frequent contributor, along with an expert on Beacon's Ask an Expert Panel. J'non has also been a contributor to the Decision Health Publication, The Diagnosis Coding Pro, and been asked to present at the Coding Summit.

Registration 8AM-9AM

Break and Vendors 10:30-10:45

Lunch and Vendors 12:15-1:15

Break and Vendors 2:30-2:45

Ends 4:30

### Friday, May 17, 2013- Home Health Track

#### Joint Venture with The Home Care Association of Alabama

Registration 8-8:45AM

8:45-9:00 Welcome and announcements

9:00-10:15AM- Dr. Michael Blackstone

#### **Title:** Partnering with Physicians-The New Model

**Brief Description:** Too often agency-physician relations deteriorate into burdensome exchanges that must be endured, rather than fruitful alliances to provide optimal patient care. Understand why this happens and what you can do to promote partnerships with your referral sources. Understand how ACOs and bundled payments are creating market incentives to promote such partnerships, and what you need to do to ensure you have a seat at the table.

**BIO:** Dr. Michael Blackstone earned his medical degree at the Louisiana State University Health Sciences Center in New Orleans, LA and subsequently trained at the University of Alabama at Birmingham in the combined Internal Medicine and Pediatrics program. Dissatisfied with the growing paperwork burden placed upon healthcare providers, he started SutureSign – an electronic document delivery network designed to reduce that burden and help physicians capture lost signature-related revenue, ultimately making electronic signature work for all parties. Due to SutureSign's success,



he rarely has time for clinical work, but he still enjoys caring for both adults and children when he can. He lives in Birmingham, AL with his wife and four children.

<http://www.youtube.com/watch?v=ExvcY0gsSL0&feature=plcp>

10:15-10:30-Break and vendors

10:30-11:45-Thelma Bowen, RN MSN

**Title:** “The Super Nurse: How to Ensure your RN’s comply with the Medicare Duties and Responsibilities of the Registered Nurse”

**Brief Description:** Take the guesswork out of trying to figure out what Medicare expects from the Registered Nurse. Learn the duties and responsibilities of the Registered Nurse as defined by Medicare and establish a plan for getting it done in a simple, easy to follow-format. This fast paced presentation includes the top duties and responsibilities of the RN including those that place the agency at highest risk for payment denial. Learn how to avoid problems and meet the requirements. The participant will receive valuable handouts including a one reference for the RN to carry, tips for annual evaluation, examples of documentation that supports the patient eligibility and establishes that skilled care is reasonable and necessary throughout the episode, a list of skilled nursing interventions that are covered by Medicare and more!

**BIO:** Thelma Bowen is a Registered Nurse with a Master’s Degree from the University of Texas Health Science Center at San Antonio. She has been a hospital nurse with specialties in maternal and child nursing and nursing administration. For the last 27 years her focus has been on home health with experience as a Director, Administrator, Director of Business Development and full-time visit nurse. She is the owner and CEO of HealthCare Compliance Services, a consulting firm with a focus that includes Medicare regulatory compliance, Medicare billing compliance, mentoring, and auditing. Thelma was a conference speaker for Texas Association of Home Care & Hospice TAHC in 2011, has published two books in the last two years related to Medicare compliance, has contributed to over 40 articles and provides webinars. She is currently contracted with AACOG (Alamo Area Council of Governments, Bexar Area Agency on Agency) where she has developed a new program and provides caregiver coaching for family caregivers who are providing care for sick and disabled loved ones in the home.



11:45-12:30- Lunch and vendors

12:30-1:45- Kathy Bellard

**Title:** In-Sight Into Low Vision: Transform Care thru Knowledge

**Brief Description:** 1 in 3 Americans over the age of 75 lives with sight loss, it is listed as one of the top 4 reasons people fall, and is a leading cause of a person needing to be admitted to long term care.

Low vision exacerbates *every other disease process*- is responsible for not only falls but also medication errors, cuts, bruises, decreased orientation, depression, and could be the underlying reason for frequent hospitalizations.

Many of your current patients suffer with visual impairment and their functional deficits are directly associated with decreased visual acuity.

**Bio:** Kathy Bellard obtained her BSN from McNeese State University in Lake Charles, Louisiana May of 1990. Her career has spanned 23 years and has included critical care, management, home health care, sales, marketing, and program development. She has worked for several national publicly traded companies both in healthcare and product sales. Kathy possesses a natural ability to combine innovation, creativity, clinical, and business skills in developing specialty programs specifically designed for the needs of those delivering care in the home. During her tenure at HomeSight she discovered a passion for the visually impaired patient and a desire to educate and train her peers and colleagues to identify, assess, document, and seek ways to improve patient's quality of life while improving outcomes for the agency! Kathy currently resides in Birmingham, Alabama- is a Hospice Care Consultant and most recently fulfilled a long time dream of starting her own Healthcare Consulting Business



1:45-2:00- Break and Vendors

2:00-3:15-Julianne Haydel

**Title:** Top Medicare Claim Denials for Home Care...And How to Avoid Them

**Brief Description:** Not since the 1990's has the home health industry been under such scrutiny. Between RAC audits and ZPICs, there has never been a better time to proactively manage your business. Increasing denials can affect your payments, often leaving you strapped for cash.

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3:15-4:30-Donna Naugher, RN, HCS-D, COS-C, HCS-O

Home Health, Private Duty and Behavioral Health Surveyor with the Accreditation Commission for Healthcare (ACHC).

**Title:** Survey the Expert: Top Deficiencies and how to correct prior to a survey.

**Brief Description:** Learn the top survey deficiencies that is noted across the country and what an agency should do to prepare for an upcoming survey.

**BIO:** Donna has worked in the medical field for 22 years as an RN. Her hospital nursing experience consists of Surgical ICU, Neuro ICU, Psychiatry (Adult, Adolescent, Geri, Private Practice, Emergency Room RN Consultant and Dual Diagnosis), Cardiac ICU and PACU. She started working in the Home Health field approximately 12 years ago as an Admission RN. Since transitioning into the Home Health arena, Donna has been a QA Director over 4 offices with one being primary Behavioral Health patients. During that time she performed internal audits and mock state audits for each site. She has worked with the state of Alabama Home Health Quality Initiative Campaign on the Prevention of Pressure Ulcers and was chosen as the OASIS specialist to represent Alabama at the Fazzi/Delta OASIS-C Best Practice Forum to assist in creating the OASIS-C Best Practice Manual used by all Home Health care agencies. She is an OASIS and Coding specialist and was a speaker at the 2010 Home Health Coding Summit for Decision Health. She assisted in Beta testing the new Home Care Specialist – OASIS certification for the Board of Medical Specialty Coding. She has worked as a consultant for Fazzi Associates with the OASIS Plus II Improvement Project and in the coding area. In the past few years she has worked with a large home health corporation as a Clinical Manager, Performance Improvement Clinical Specialist and then was placed in the role of a Regional Preceptor in education to new clinicians starting in the Home Health field. She has traveled all over the United States teaching clinicians and Administrators about Conditions of Participation, Medical Necessity and Documentation. She has worked as a consultant to assist agencies with Pre-RAC audits. Donna currently works with ACHC as a Home Health, Private Duty and a Behavioral Health Surveyor.



Wrap up and surveys