



April 19-21 | Sheraton Imperial Hotel  
2026 | Raleigh-Durham, NC

Association for Home & Hospice Care of NC

# 54<sup>th</sup> Annual Convention & Expo



UNLOCKING  
THE FUTURE OF CARE AT HOME

# *Message from Barbara Knott & Tim Rogers*



**Barbara Knott**

Board Chair, AHHC of NC

Vice President Continuing Care Services  
UNC Health

On behalf of the Association for Home & Hospice Care of North Carolina (AHHC), we are proud to welcome you to the 2026 AHHC Annual Convention & Expo. This year's gathering comes at a pivotal moment for care at home, as providers across home care, home health, and hospice continue to adapt, innovate, and lead in an ever-changing healthcare environment.

Guided by our theme, Unlocking the Future of Care at Home, the 2026 Convention is designed to equip you with the insight, tools, and connections needed to thrive. From timely education and regulatory updates to innovative solutions on the Expo floor, this event reflects AHHC's ongoing commitment to advocacy, excellence, and collaboration across our industry.



**Tim Rogers**

President & CEO

Association for Home & Hospice Care of NC

Perhaps most importantly, this Convention is about community. It is an opportunity to learn from one another, share challenges and successes, and strengthen the collective voice of providers dedicated to serving patients and families where they want to be most—at home. We are grateful for your engagement, your leadership, and your dedication to advancing care across North Carolina.

Thank you for being part of AHHC and for joining us in shaping the future of care at home. We look forward to learning, connecting, and moving forward together at the 2026 AHHC Annual Convention & Expo.



## Why attend the 54th Annual AHHC Convention & Expo?

### Industry-Focused Education & Insights

Attending gives you access to educational sessions and programming tailored to home and hospice care professionals, offering insights into the latest trends, regulations, operational challenges, and best practices in the field. This can help you stay current and improve how you run or support your agency.

### Professional Networking

It's a prime opportunity to connect with peers, leaders, decision-makers, and exhibitors from across the industry. Building these relationships can lead to collaborations, mentorship, and valuable professional support.

### Practical Solutions for Real-World Challenges

Education sessions focus on practical strategies for issues like staffing, quality outcomes, regulatory compliance, and patient-centered care — challenges that most home and hospice care organizations face daily.

### Discover New Tools & Innovations

The Expo portion highlights products, services, and technologies that can help your organization operate more efficiently, improve patient care, and stay ahead of industry change.

### Continuing Education

Our convention & expo includes sessions that count for continuing education credits, helping professionals meet licensure or certification requirements while advancing their skills.

## Hotel

The Sheraton Imperial Hotel is conveniently located only four miles from the Raleigh-Durham International Airport and has free shuttle service and free parking.

The association has secured a block of rooms at the Sheraton for \$213/night.

Be sure to reserve your room by Wednesday, March 25th at 4:00 PM to secure the discounted rate.

Reserve your room by calling 1-888-236-2427 and let them know you are with the 2026 AHHC Convention & Expo or by clicking the link below.



[Book Now](#)



# 2026 Professional Development Committee

**Devin Griffith, MPA, MSW**

Chief Operating Officer  
AuthoraCare Collective  
AHHC Professional Development Committee  
Co-Chair

**Jackie Sinicrope**

Community Engagement Program Manager  
Transitions LifeCare

**Jacqueline Williams**

Regional Director of Operations  
Addus Homecare

**Jennifer Bauguss, PhD**

VP of Compliance & Quality  
Trellis Supportive Care

**Kimberly T Sulc, RN**

Market Executive of Operations  
North Carolina-Coastal Plains  
CenterWell Home Health

**Julie West, MSN, RN, CHPCA**

Assistant Vice President  
VIA Health Partners

**Megan Cook**

Owner  
Accommodating Home Care

**Lorie Floyd Daniel, RN, BSN**

VP of Home Health Clinical Operations and Director of  
Staff Development & Special Projects  
Liberty HomeCare & Hospice

**Sherrie Lee, DNP, MSN, NPD-BC**

Director of Education  
Hospice & Palliative Care of Iredell County

**Shetima Carr-Stephens**

Administrator  
Vital Home Care

**Joan M Williams, MBA**

Senior Director of Information Systems Technology  
3HC  
AHHC Professional Development Committee  
Co-Chair

**Jennifer Matthews, MBA, BSN, RN**

Patient Service Manager  
UNC Hospice

**Sandy Pate, RN, BSN, CRNI**

Education Manager  
3HC

**Kendra R. Barnhill, RN**

Executive Director  
CenterWell Home Health

**Melanie Lofland**

Director of The Center for Leadership & Learning  
Carolina Caring

**Julie O'Neal, MSN, RN, NPD-BC, CEN, FAAN**

Director Learning and Education  
AuthoraCare Collective

**Jeanine Falcon, Ed.S., SPHR, SCP**

VP of Human Resources  
AuthoraCare Collective

**Nicole Roberts Staten**

Regional Director of Operations  
Gentiva Hospice

**Angela Huff, RN**

Senior Manager - Home Care & Hospice  
Forviz Mazars

## 2026 AHHC EDUCATION TEAM

**Shannon Pointer, DNP, RN, CHPN**

AHHC Senior Vice President, Hospice & Home  
Health Services, AHHC Primary Nurse Planner &  
Professional Development Director  
\*Professional Development Committee Facilitator

**Kathie Smith, BSN, RN**

AHHC Home Care Services Consultant & AHHC Nurse Planner

**Susan Franklin, BS, CDMP**

AHHC Director of Marketing and Communications

**Ellen E. Anderson, B.S.**

AHHC Accounting & Special Projects Coordinator

**Kerri L. Ogburn**

AHHC Office Manager, Executive Assistant to Tim Rogers, President & CEO

# 19 Sunday

- 3:00pm - 7:00pm Conference & Exhibitor Registration
- 7:00pm - 10:00pm Exhibitor Registration & Set Up
- 7:30pm - 9:00pm Welcome Party & Friendly Feud Game

# 20 Monday

- 6:30am - 9:00am Exhibitor Registration and Set Up
- 7:30am - 8:30am Conference Registration
- 7:30am - 8:30am Coffee & Continental Breakfast with Exhibitors
- 9:00am - 10:15am AHHC Board Chair and President/CEO Welcome and Opening Keynote Speaker
- 10:15am - 11:00am Break with Exhibitors
- 11:00am - 12:00pm Education Sessions (A)
- 12:00pm - 2:00pm AHHC H.O.M.E. Awards Ceremony and Luncheon
- 2:00pm - 2:30pm Break with Exhibitors
- 2:30pm - 3:30pm 2026 National & State Advocacy Updates General Session
- 3:30pm - 4:00pm Break with Exhibitors
- 4:00pm - 5:00pm General Session: Richie Redding
- 5:00pm - 6:30pm Attendee and Exhibitor Networking Reception

# 21 Tuesday


- 7:30am - 9:00am Conference Registration
- 7:30am - 9:00am Coffee & Buffet Breakfast with Exhibitors
- 9:00am - 10:00am Opening General Session
- 10:00am - 10:45am Break with Exhibitors
- 10:45am - 11:45am Education Sessions (B)
- 11:45am - 1:15pm Buffet Lunch and Door Prize Drawing
- 1:15pm - 2:15pm Education Sessions (C)
- 2:15pm - 2:30pm Break
- 2:30pm - 3:30pm Education Sessions (D)
- 3:30pm Last Chance Drawing



## Attendee & Exhibitor Networking Reception

Join us for an exclusive networking event where industry leaders, innovators, and professionals connect to share ideas, build relationships, and explore new opportunities—all while enjoying complimentary drinks and appetizers.



 April 20, 2026  
5:00 - 6:30pm

 Imperial Ballroom

# 20 Monday

## Opening General Session | 8:30am - 10:15am

Unlocking Your Evolution: Leading with Vision, Choice, and Purpose

## Education Sessions A | 11:00am - 12:00pm

A1 - AI, Cybersecurity, and the Law - What You Need to Know

A2 - Lead the Charge: Guiding Your Team to VBP Excellence in 2026 - 2026 is the year that home health gets a new HHVBP playbook. Are you ready?

A3 - Reducing Risk, Improving Revenue: Navigating VA & Medicaid Billing Challenges in North Carolina Home Care

A4 - "We're All In This Together"

A5 - Productivity/KPI for Home Health and Hospice

## General Session | 2:30pm - 3:30pm

2026 National & State Advocacy Updates General Session

## Closing General Session | 4:00pm - 5:00pm

Laughing Matters

# 21 Tuesday

## Opening General Session | 9:00am - 10:00am

Locks to Links - Caregiver Power as the Key to Outcomes in Home based Care

## Education Sessions B | 10:45am - 11:45am

B1 - Value-Based Care: Are You Ready for TEAM?

B2 - Emergency Preparedness Standards – Home Health and Hospice

B3 - Staying Survey Ready: Preventing the Top Ten Home Care Deficiencies

B4 - Advance Care Directives – Unlocking the Myths, Insights OR Caring for Patients with Opioid Use Disorder at the End of Life: Risk Mitigation and Harm Reduction Strategies

B5 - Strategies for Growth and Profitability

B6 - Enhancing the Quality Culture of Your Organization

## Education Sessions C | 1:15pm - 2:15pm

C1 - Long Length of Stay & the IDG team: How to Navigate and Ensure Compliance When an Audit is Around the Corner

C2 - Documentation Under Pressure: Navigating Compliance Amid the Final Rule

C3 - How to Use the 4Ms Framework to Impact Care Delivery and Drive Outcomes

C4 - Hospice Regulatory Update

C5 - Get More Done Without Burning Out: A Facilitated Breakout on Delegation, Roles, and Focus Improve Care Coordination for Patients and Families

C6 - Maximizing Your Tech Stack: From Optimization to EMR Transformation in Care at Home

## Breakout Sessions D | 2:30pm - 3:30pm

D1 - Building Bulletproof Clinical Narratives to Support Terminal Decline: Audit Focus

D2 - HOPE is really here....Don't lose out on your HOPE!!!

D3 - Solo-Agers at Home: Strategy for Home Care Agency Leaders

D4 - Home Health Regulatory Update

D5: The Carolinas Foundation for Hospice and Home Care's pilot project to develop a recommended standardized training curriculum for in-home aides who provide limited assistance with personal care

D6 - Impact Over Noise – The Playbook for High Performing Teams



# Opening Keynote Speaker Judson Laipply M. Ed, CSP Monday, April 20, 2026 | 8:30am - 10:15am



Judson Laipply M. Ed, CSP is an enigma wrapped in an anomaly contained inside a quandary. Combining comedy and content, laughter and learning, energy and engagement Judson gives his audiences both immediate joy and lasting impact. He helps audiences understand the difference between change and evolution while teaching them to embrace struggle, engage choice, and ultimately - evolve. He's been featured on the Today Show, Ellen, Oprah, GMA, and more. He is the world's first YouTube Celebrity and his finale "The Evolution of Dance" has over a billion impressions and was the first video ever to hit 100 million views. He's been speaking and performing for over 20 years and has been all around the globe. He is also an Ironman Triathlete, terrible singer, and reformed Kool-Aid eater.

## Unlocking Your Evolution: Leading with Vision, Choice, and Purpose

In the realm of organizational leadership, one truth reigns supreme: while change is inevitable, true evolution is a deliberate choice.

In a world where chaos and uncertainty abound, leaders must possess the vision and resilience to guide their organizations through the evolving landscape. Evolving isn't merely adapting to change; it's about actively pursuing growth and improvement in every facet of our existence.

By embracing challenges as opportunities for growth and development, leaders can foster a culture of continuous evolution within their organizations. In today's fast-paced world, complacency is not an option. Leaders must constantly strive to push boundaries, learn from past experiences, and chart a course towards a brighter future.

Through captivating storytelling and the iconic "Evolution of Dance," this keynote delivers a powerful message: while everything may change, true evolution requires intentionality and action. It's time to embrace the journey of evolution and lead with purpose and determination.

Key concepts and learning point:

- Explain and understand the difference between change and evolution.
- Gain insight into the effect of choice on letting go and influencing your life.
- Learn how to discern between that which you have control over and that which you don't.
- Laugh, learn, and Evolve.



# 2026 National & State Advocacy Updates

## General Session

Monday, April 20, 2026 | 2:30pm - 3:30pm



**Tim Rogers**

President and CEO  
Association for Home & Hospice Care of NC



**Scott Levy, JD**

Chief Government Affairs Officer  
National Alliance for Care at Home



**Matthew W. Wolfe, JD/MPP**

Shareholder  
Baker, Donelson, Bearman, Caldwell  
& Berkowitz, PC



**William Glenn**

Vice President of Government Relations  
& Public Policy  
Association for Home & Hospice Care of NC



**Ken Melton**

Principle Owner  
Ken Melton & Associates

The National and State Advocacy Updates panel is a must-attend session for anyone invested in the future of care at home. Attendees will gain insight into key advocacy initiatives happening at both the national and state levels, as well as efforts led by the Association on behalf of its members.

We're pleased to welcome Scott Levy, JD, Chief Government Affairs Officer at the National Alliance for Care at Home, who will provide the latest updates on national-level advocacy efforts for home care, home health, hospice, and palliative care.

The session will wrap up with important details and next steps for the 2026 Home Care & Hospice Advocacy Day at the North Carolina General Assembly.

*Audience: All*



## Closing Keynote Speaker Richie Redding

Monday, April 20, 2026 | 4:00pm - 5:00pm



He's an award-winning comedian and consultant who combines 25 years of standup comedy experience with his Ivy League degree to help medical professionals build trust with their patients.

His family was deeply impacted by great caregivers during the COVID-19 pandemic, when both of his in-laws were placed on ventilators. Laughing Matters is a way to give back to the community and ensure that more nurses develop the people skills that can change patients' lives.

Thousands of nurses and caregivers have attended his workshops, with one goal in mind: to reverse-engineer a five-star review by showing patients and their family members that you are truly listening to them.

His concepts apply to both in-clinic and at-home caregivers, which is why his conference schedule includes the Northeast Home Health Leadership Summit,

as well as ONL and American Hospital Association conferences.

Never one to sit around, he's still on stage five nights a week at NYC's top comedy venues, such as the Comedy Cellar and Gotham Comedy Club. Richie's comedy has appeared on HBO, NBC, Fox, AXS TV, Kevin Hart's LOL Network, and Food TV.

In his past life, he was a two-time national champion rower at the University of Pennsylvania and represented the United States twice in the junior world championships.

### Laughing Matters

Laughing Matters aims to fix a serious problem with a touch of levity. The highest indicator of a 5 star hospital review comes down to one question: "Did your nurse listen to you?"

This interactive session aims to help attendees learn the listening skills that comedians use, to get a five-star listening score. This helps drive up patient satisfaction scores, as well as nurse satisfaction.

Participants walk away with a system for likability that helps make deeper connections with both patients and staff. Using simple tools, they will be able to de-escalate conflicts and build trust by showing people that they are listening to them. Attendees will also learn more about the formula for a perfect patient handoff, which can be used to confer trust in any clinical setting.

*Audience: All*



AHHC of NC

# Education Sessions A

Monday, April 20, 2026 | 11:00am - 12:00pm

## A1: AI, Cybersecurity, and the Law – What You Need to Know

**John DiMaggio**

CEO & Co-Founder  
BlueOrange Compliance

**Alisa Chestler, CIPP/US, QTE**

Shareholder  
Baker Donelson

Artificial Intelligence is transforming healthcare, creating opportunities for efficiency and innovation. However, these advancements introduce new cybersecurity risks and complex legal challenges. This session will equip healthcare leaders and IT professionals with practical insights into how AI intersects with cybersecurity and regulatory compliance, helping organizations adopt technology responsibly while protecting sensitive data.

This session aims to address the following topics:

1. Understand AI's role within home care, home health and hospice and its potential benefits.
2. Identify emerging cybersecurity threats linked to AI adoption and strategies to mitigate them.
3. Navigate key legal and regulatory considerations, including HIPAA, data privacy, and liability issues.
4. Develop a roadmap for responsible AI implementation aligned with compliance and security best practices.

*Audience: All*

## A2: Lead the Charge: Guiding Your Team to VBP Excellence in 2026 - 2026 is the year that home health gets a new HHVBP playbook. Are you ready?

**Melinda A. Gaboury, COS-C**

Chief Executive Officer  
Healthcare Provider Solutions, Inc.

CMS is rolling out sweeping Home Health VBP and payment changes effective January 1, 2026, bringing the biggest shift in years to how quality, cost, and functional outcomes shape agency reimbursement. With payment cuts, new performance measures, and higher expectations for data accuracy, agencies that fail to prepare early will feel the impact fast.

In this session, Melinda Gaboury will decode the 2026 rules and translate them into practical strategies your agency can implement immediately. You'll discover how these changes affect clinical operations, therapy utilization, financial stability, and your agency's standing in the Value-Based Purchasing model. Most importantly, you'll leave with a clear action plan to strengthen outcomes, safeguard revenue, and outperform competitors in the new environment.

If you oversee compliance, quality, operations, or financial performance, this is a session you cannot afford to miss.

*Audience: Home Health*

## A3: Reducing Risk, Improving Revenue: Navigating VA & Medicaid Billing Challenges in North Carolina Home Care

**Jacob Taitel**

Senior Director of Growth Strategy  
Paradigm Senior Services

This session will examine the most common VA and Medicaid billing challenges facing North Carolina home care providers and outline practical strategies agencies can implement to strengthen internal controls, boost operational efficiency, and reduce compliance risk without sacrificing growth or patient access.

Drawing from Paradigm's experience supporting thousands of home care agencies nationwide, attendees will leave with actionable insights to help protect revenue, improve compliance confidence, and prepare for continued shifts toward value-based care.

Learning outcomes include:

- Identify the most common VA and Medicaid billing risk areas for North Carolina home care agencies
- Understand how weak internal controls contribute to compliance and False Claims Act exposure
- Best practices to improve documentation accuracy and payer alignment
- Operational strategies that reduce administrative burden and improve efficiency
- Review of significant payer changes on the horizon

*Audience: Home Care*



# Education Sessions A (continued)

Monday, April 20, 2026 | 11:00am - 12:00pm

## A4: "We're All In This Together"

**Rev. Walt Windley, IV, MDiv., MHA., CISM**

Sr. Director of Spiritual Care & Grief Services  
VIA Health Partners

**Jessica Twaddle, LCSW, LISW-CP, APHSW-C**

Social Work Preceptor  
VIA Health Partners

**Rebecca Tucker, MA, LCMHC, NCC**

Lead Grief Counselor  
VIA Health Partners

This presentation will take a two-fold approach, seeking to provide both education regarding supportive services and a business development focus on utilizing the totality of the hospice care team to nurture and impact referral sources, community partnerships, and utilization of free resources. Participants will examine the scope and practice of social work, spiritual care, and grief support, learning the clinical boundaries of each discipline while considering the creative use of clinicians in supporting eligibility and holistic care. This will include greater integration of supportive services into the IDT model, methods to provide education both internally and externally for value-based care using metrics related to spiritual care/social work/grief support, language development in charting for supportive services and ways to lean into these clinicians for team support. From a business development focus, this presentation will seek to challenge the ways we understand and form community partnerships, especially with referral sources, communities of faith, and civic/social groups. How can we strengthen partnerships further upstream and creatively engage with a diverse community?

*Audience: Hospice*

*\*This session is eligible for 1.0 nurse contact hour.*

## A5: Key Trends in Margins and Metrics in Home Health and Hospice

**Nick Seabrook**

EVP  
SimiTree

**Adam Rice**

Manager of Operations Finance - Home Health & Hospice  
Liberty Healthcare Management

Margins in home health and hospice are under increasing pressure from evolving reimbursement models, rising labor costs, regulatory changes, and shifting patient acuity. At the same time, performance expectations from referral partners, payers, and investors continue to grow. Understanding the key financial and operational metrics that drive sustainable performance has never been more critical. This session will explore the most important trends shaping margins across home health and hospice, including reimbursement rate dynamics, labor costs, productivity benchmarks, case mix shifts, and the impact of a shifting payor landscape.

*Audience: Home Health and Hospice*



# Opening General Session

Tuesday, April 21, 2026 | 9:00am - 10:00am

## Locks to Links - Caregiver Power as the Key to Outcomes in Home based Care



**Cooper Linton**  
Associate Vice-President  
Duke HomeCare and Hospice



**Nicole M. Clagett, AA, BSW, Dr. h.c.**  
Director of Community Development &  
Caregiver Support  
Duke HomeCare and Hospice



**Rita B. Choula, MA**  
Senior Director, Caregiving  
AARP Public Policy Institute



**Jason Resendez**  
President & CEO  
National Alliance for Caregiving

Home-based care must unlock the untapped power of the family caregiver to achieve better clinical, operational, and financial outcomes. As providers face increasing costs of care coupled with reduced payments, family caregivers and their patient support should not be overlooked, but rather harnessed to enhance care. Home-based care providers must become experts in family caregiver engagement, education, and empowerment. Attendees will gain insight into current caregiver data, policy alignment, and strategic investment in caregiver resources to unlock measurable improvements in quality, cost, and community-based care delivery.

*Audience: All*

## Calling for H.O.M.E. Award Nominations

Nominate a special individual for a H.O.M.E. Award (Honoring Outstanding Merit and Excellence). An individual who excels in their field, puts their patients first, and shows a strong commitment to helping team members succeed.

**We are looking for nominations in the following categories:**

- Sherry Leigh Thomas Nurse of the Year
- Physician of the Year
- (New) Kathie C. Smith Career Advancement Award
- Nurse Aide of the Year
- Family Caregiver of the Year
- Volunteer of the Year



**Make a Nomination**

**Nominations are due by March 27, 2026.**



AHC of NC

# Education Sessions B

Tuesday, April 21, 2026 | 10:45am - 11:45am

## **B1: Value-Based Care: Are You Ready for TEAM?**

### **M. Aaron Little, CPA**

Managing Director - Home Care & Hospice  
Forvis Mazars

### **Angela Huff, RN**

Senior Manager - Home Care & Hospice  
Forvis Mazars

Value-based care payment models continue to gain relevance in the care at home industry. One of the most significant models impacting the industry is the mandatory hospital Transforming Episode Accountability Model (TEAM) bundled payment. Effective January 1, 2026, this model is mandatory for 16 hospitals in North Carolina and 12 hospitals in South Carolina. Home health agencies are uniquely positioned to offer hospitals a cost-effective solution for managing patients subject to TEAM, but only those actively managing Medicare spending while optimizing patient outcomes. This session will explore the details of hospital accountability in the TEAM bundled payment and how that extends to post-acute care, including home health, and present strategies for how to position your agency as a preferred partner by optimizing patient outcomes while managing Medicare spending.

*Audience: Home Health & Hospice*

## **B2 - Emergency Preparedness Standards – Home Health and Hospice**

### **Kathy Valencia, RN, MSN**

Field Director, Home Care Program  
The Joint Commission

This session will provide an overview of key components of emergency preparedness standards for home health and hospice, along with a review of top deficiencies and best practice approaches as it relates to emergency preparedness.

*Audience: Home Health & Hospice*

## **B3: Staying Survey Ready: Preventing the Top Ten Home Care Deficiencies**

### **Lisa S. Meadows, MSW**

Senior Manager, Survey Operations  
Accreditation Commission for Health Care (ACHC)

Staying Survey Ready: Preventing the Top Ten Home Care Deficiencies equips home care providers with practical strategies to proactively identify, prevent, and correct the most frequently cited survey deficiencies. This session focuses on strengthening compliance processes, improving documentation and care delivery, and embedding survey readiness into daily operations—helping agencies reduce risk, improve outcomes, and maintain continuous readiness for regulatory review.

*Audience: Home Care*



# Education Sessions B (continued)

Tuesday, April 21, 2026 | 10:45am - 11:45am

## **B4: Unlocking Insights and Innovative Approaches to Advance Care Planning and Advance Care Directives in North Carolina**

### **Ben Thompson, MD**

National Medical Director, Workforce Development and Strategy  
Gentiva

### **Matthew W. Wolfe**

Raleigh Office Managing Shareholder  
Co-Chair, Home Health and Hospice Initiative  
Co-Chair, Behavioral Health Initiative  
Baker, Donelson, Bearman, Caldwell & Berkowitz, PC

### **Betsy Barton, MPH, CT**

Director of Special Projects  
Community Engagement Dept.  
Transitions LifeCare

### **Shannon Pointer, DNP, RN, CHPN**

Senior Vice President of Hospice & Home Health Services  
Professional Development Director  
Association for Home & Hospice Care of North Carolina

In this thought-provoking session, panelists will discuss the current landscape in North Carolina related to advance directives including best practices, policies and procedures. They will apply these principles in case examples that often occur in our organizations. Panelists will provide insight into innovative projects happening to help unlock the potential for all within our communities to improve awareness about this important topic.

*Audience: All*

## **B5: Strategies for Growth and Profitability**

### **Shane LuQuire**

Senior Growth Consultant  
Community Health Accreditation Partner (CHAP)

Uncover a powerful formula for growth that can be implemented immediately and at no additional cost. This session reveals how to leverage internal strengths, establish accountability, and define unique agency differentiators to achieve measurable success.

Objectives:

- Identify and leverage agency differentiators for competitive advantage.
- Implement accountability structures that align teams with growth goals.
- Develop actionable, cost-effective strategies for enhanced profitability and sustainability.
- Break down strategic plans into achievable goals with actionable timelines.
- Apply the Four Disciplines of Execution (4DX) to create a cadence of accountability.
- Develop a system for tracking progress and making real-time adjustments to stay aligned with growth targets.

*Audience: Home Health & Hospice*

## **B6: Enhancing the Quality Culture of Your Organization**

### **Melinda A. Gaboury, COS-C**

Chief Executive Officer  
Healthcare Provider Solutions, Inc.

This interactive session provides a guide to developing a sustainable culture of quality. Participants will discover moving beyond mere compliance to a state where excellence is a shared value and a natural part of everyone's day to day. We will explore the critical elements of a strong quality culture, including bought-in leadership, transparent communication, and continuous improvement.

Through practical hands-on exercises, attendees will gain actionable insights for assessing their current culture and creating a strategic action plan.

*Audience: All*



AHC of NC

# Education Session C

Tuesday, April 21, 2026 | 1:15pm - 2:15pm

## C1: Innovative Strategies and Approaches to Help Drive Results & Organizational Best Practices: A Heart Failure System of Care Example

**Bridget I. Hiller MD, HMDC, FAAHPM**

Chief Medical Officer  
VIA Health Partners

**Nicole Wolfe, RN**

Regional AVP NC East Clinical Operations - NC  
VIA Health Partners

Join this informative session to learn about innovative approaches to care delivery, and how VIA Health Partners, through achieving the American Heart Association Palliative and Hospice Heart Failure Certification, has helped to drive results & best practice in their organization.

*Audience: Hospice*

## C2: Documentation Under Pressure: Navigating Compliance Amid the Final Rule

**Lisa Selman-Holman, JD, BSN, RN, HCS-D**

VP of Clinical Services  
McBee, part of Netsmart

**Arrica Canty, MSN, RN, LNC, CQC-HH**

Clinical Consulting Senior Manager  
McBee, part of Netsmart

The CY 2025 Home Health Final Rule introduces recalibrated PDGM case-mix weights, updated LUPA thresholds, and changes to functional impairment scoring, placing documentation under intense scrutiny. Agencies face growing challenges such as Face-to-Face compliance, inconsistent OASIS scoring, vague clinical narratives, and misalignment between OASIS, Plan of Care, and visit notes. This session will explore the impact of these updates on documentation practices and provide actionable strategies to standardize scoring, strengthen medical necessity narratives, and implement cross-check processes for audit-ready records.

*Audience: Home Health*

## C3: How to Use the 4Ms Framework to Impact Care Delivery and Drive Outcomes

**Teresa Harbour, RN, MBA, MHA**

Chief Operating Officer  
Community Health Accreditation Partner (CHAP)

**Keosha Smith, JM, MBA, BSN, RN, CMSRN, CPPS, COQS, CDP**

Quality Director  
Amivie

This presentation will define the 4Ms framework (what matters, medication, mentation, and mobility) and best practices for providing Age-Friendly Care at home, while also describing how minor modifications to your approach to individualized care can improve outcomes.

Learning outcomes:

1. Define Age-Friendly Care at Home
2. Identify best practices for providing Age-Friendly Care at Home
3. Describe the 4Ms framework to individualize care delivery.

*Audience: All*



## C4: Hospice Regulatory & Policy Updates

### Katie Wehri

Vice President, Regulatory Affairs, Quality & Compliance  
National Alliance for Care at Home

This session will provide an overview of the federal policy and regulatory landscape impacting hospice providers. It is anticipated that this session will include discussion on hospice program integrity priorities and the current audit and survey landscape. Updates on the Hospice Quality Reporting Program, HOPE post-implementation, as well as telehealth, AI and Medicare Advantage impacts on hospice.

*Audience: Hospice*

## C5: Get More Done Without Burning Out: A Facilitated Breakout on Delegation, Roles, and Focus

### Sandi McCann

EOS Implementer®, EOS Worldwide  
EOS Worldwide/Indigo Coaching, LLC

Leaders in home health, hospice, and community-based services carry significant responsibility and are often balancing far more than one role. Over time, that can mean holding onto work that limits clarity, capacity, and growth—for both themselves and their teams. This facilitated breakout blends focused teaching with guided application using a proven delegation framework to help leaders clarify roles, redistribute work appropriately, and lead at a higher level.

Participants will be taught a structured, five-step delegation framework (the EOS® Delegate and Elevate™ tool) and guided through applying key components during the session. Rather than focusing on theory alone, this session emphasizes learning the framework, practicing it in real time, and identifying concrete next steps participants can continue working on after the conference.

Participants will learn how to:

- Understand why intentional delegation is essential for effective leadership and organizational growth
- Define their personal “100%” and clarify core responsibilities and major roles
- Learn and apply a four-quadrant delegation exercise through guided instruction
- Identify which work to keep, delegate, share, or let go of based on role alignment and strengths
- Begin creating a practical delegation action plan with clear next steps to complete back at work

*Audience: All*

## C6: Maximizing Your Tech Stack: From Optimization to EMR Transformation in Care at Home

### Chris Taylor

Founder & CEO  
Taylor'd Growth

Care at Home organizations have invested millions of dollars into EMRs, point-of-care systems, RCM tools, scheduling platforms, compliance software, and emerging technologies. Yet many agencies are only utilizing a fraction of their capabilities.

This session will guide leaders through a practical framework to optimize the technologies they already own, evaluate emerging innovations strategically, and confidently navigate the complex decision of replacing their EMR when necessary.

Attendees will leave with actionable tools to ensure their technology investments drive clinical excellence, operational efficiency, compliance integrity, and financial performance.

*Audience: All*



AHC of NC

# Education Sessions D

Tuesday, April 21, 2026 | 2:30pm - 3:30pm

## D1: Building Bulletproof Clinical Narratives to Support Terminal Decline: Audit Focus

**Dawn Cheek, RN, BSN, CQC-H**

Director, Clinical Consulting  
McBee Associates, Inc.

This session equips hospice clinicians with practical strategies to document clear, compliant, and defensible notes, including quality review of physician narratives, that accurately reflect terminal decline. With increasing audit scrutiny from Medicare and other payers, documentation must go beyond generic statements and demonstrate measurable, progressive decline supported by clinical evidence.

Participants will learn:

- Key elements auditors look for in clinical notes and physician narratives
  - How to link clinical findings, functional status, and prognosis into a cohesive story
  - Common pitfalls that lead to denials and how to avoid them
  - Real-world examples of strong vs. weak narratives
  - Best practices for aligning narratives with LCD requirements and interdisciplinary documentation
- By the end of this session, clinicians will have actionable tools to strengthen documentation, reduce audit risk, and ensure compliance while honoring the patient's story of decline.

*Audience: Hospice*

## D2: HOPE is really here...Don't lose out on your HOPE!!!

**Angela Huff, RN**

Senior Managing Consultant  
Forvis Mazars

**Kim Banker, RN, BSN**

Home Health/Hospice SHP Clinical Leader  
Strategic Healthcare Programs (SHP)

HOPE has been out for 6 months now, and the results are coming in but what are we learning and where do we stand now? Join this session to look at the initial data coming in from HOPE, talk through current updates and challenges of implementation and cover strategies to improve submission and data outcomes. HOPE is a key collection instrument of the Hospice Quality Reporting Program that CMS has stated they will be using now and in the future in the hospice program with one of the stated goals written as "May inform Future Payment" for hospice patients. It's vital that hospices are correctly completing and submitting this tool completely and correctly because future implications will be coming from the data collected from this tool. A 4% payment penalty is already currently in place for providers not meeting the HOPE tool timely submission thresholds and with Value Based Care a stated goal for all care settings, the HOPE tool likely will have payment now and payment later implications in the future. Join this session to get a full understanding of the results coming in and key strategies to consider for your agency as you continue to administer this still newly required key data tool. Don't be HOPELESS and miss out on HOPE for your agency!

*Audience: Hospice*

## D3: Solo-Agers at Home: Strategy for Home Care Agency Leaders

**Patti Williams, RN**

Business Consultant  
Home Care Resources Now

This session examines the unique risks and responsibilities associated with serving solo-agers—older adults aging alone—and explores how agency leadership decisions directly influence safety, outcomes, and organizational risk.

*Audience: All*



# Education Sessions D (Continued)

Tuesday, April 21, 2026 | 2:30pm - 3:30pm

## D4: Home Health Regulatory & Policy Updates

### Katie Wehri

Vice President, Regulatory Affairs, Quality & Compliance  
National Alliance for Care at Home

This session will provide an overview of the federal policy and regulatory landscape impacting home health providers. It is anticipated this session will include discussion on the impact of the final CY2026 home health rule, rising concerns about home health program integrity and the current audit and survey landscape. Updates on the HH Quality Reporting Program, HH VBP, RCD, telehealth, AI, Medicare Advantage and more will be provided.

*Audience: Home Health*

## D5: The Carolinas Foundation for Hospice and Home Care's pilot project to develop a recommended standardized training curriculum for in-home aides who provide limited assistance with personal care

### Susan Harmuth, MS, BS

Project Director  
The Carolinas Foundation for Hospice and Home Care

### Michelle White, DNP, RN, CNL

Director of Home and Transitional Care  
Cone Health, Home Care Providers

### Kathie Smith, BSN, RN

Home Care Services Consultant  
Association for Home & Hospice Care of North Carolina

This session will provide an overview of The Carolinas Foundation for Hospice and Home Care's grant funded pilot project to develop a recommended standardized training curriculum for newly hired in-home aides that provide limited personal care assistance in the home environment. In addition to overviewing the training curriculum being piloted, the session will also include early feedback from pilot sites, an overview of the associated train-the-trainer program, knowledge and skills-based competency testing requirements, and the process for awarding AHC issued certificates to in-home aides who successfully complete training and competency.

*Audience: Home Care*

## D6: Impact Over Noise – The Playbook for High Performing Teams

### Christina Andrews

AVP of Professional Services Partnerships  
Axxess

In today's dynamic workplace, effective leadership and communication are more critical than ever. This session equips participants with tools to inspire teams, navigate challenges, and foster a culture of trust and collaboration. Through real-world examples, interactive discussions, and practical frameworks, attendees will explore how to lead with emotional intelligence, communicate with clarity, and hold others accountable in a constructive way. Participants will leave with actionable strategies to enhance team performance, manage conflict, and drive results—whether they're leading a small team or a large organization.

*Audience: All*



AHC of NC

# Registration Information

**Register!** Online Registration visit: <https://www.ahhcconferences.com>. You must log in with your user account before registering

**By email:** Scan and email a copy of the registration form with the appropriate credit card information and signature to [kerri@ahhcnc.org](mailto:kerri@ahhcnc.org).

**By mail:** Mail registration form with payment to: AHC of NC, 1511 Sunday Drive, Suite 318, Raleigh, NC 27607 (Be sure to include the suite number). Mailed and emailed registration forms will not be processed without payment.

**Agency Rate:** If you are an AHC member and are interested in registering 5 or more attendees at an agency rate, please contact Kerri Ogburn, Office Manager, AHC, at [kerri@ahhcnc.org](mailto:kerri@ahhcnc.org) to get \$15 off each registration.

**Mobile Event App Access:** Registrants will be provided with instructions on how to access and use the mobile event app in advance of the conference. Access is granted to approved email addresses. Registrations may not be shared between agencies - the agency's registration covers the access of only one email address (except when the agency rate has been selected). Materials, including handouts, will be made available in the conference app.

**Auxiliary Aids, Services, & Special Diet Requests:** AHC is committed to ensuring that no individual with disabilities 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 Disabilities Act. If you need any auxiliary aids or services or have a special diet request, please contact Susan Franklin at [sue@ahhcnc.org](mailto:sue@ahhcnc.org).

**Cancellation Policy:** Please note that fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by March 20, 2026. In the event of cancellation, AHC will retain, or charge, \$100 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, an AHC 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, AHC will be happy to accept substitutions if notified of the change in writing.

# Conference Registration

Select	Event	Early-Before 3/20/26	Regular - After 3/20/26	Non-Member Rate
<input type="checkbox"/>	Pre-Conference Rate (4/19, Sunday)	\$189	\$225	\$300
<input type="checkbox"/>	Full Conference Rate (4/20 - 4/21, Monday & Tuesday)	\$645	\$705	\$1025
<input type="checkbox"/>	Monday day Rate (4/20, Monday)	\$520	\$580	\$700
<input type="checkbox"/>	Tuesday day Rate (4/21, Tuesday)	\$520	\$580	\$700

Amount Due \$ \_\_\_\_\_

**Early Registration Deadline:  
March 20, 2026**

## Billing Information:

- I agree to the payment & cancellation policy
- Check (payable to AHHC of NC)
- American Express       Discover
- MasterCard                 VISA

If you are an AHHC member and are interested in registering 5 or more attendees, and be able to take \$15.00 off each registration, please contact Kerri Ogburn, Office Manager, AHHC, at [kerri@ahhcnc.org](mailto:kerri@ahhcnc.org).

Full Name

Organization Name

Street Address

City, State, Zip Code

Email

Phone

Job Title

Name on Credit Card

Email Address (for receipt)

Credit Card Number

Exp. Date

Security Code

Billing Address

City, State, Zip Code

Signature of Credit Card Holder (required)

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