

The Association for Home & Hospice Care of NC presents...

The 52nd Annual Convention & Expo

April 7-9, 2024

Raleigh Convention Center | Raleigh, NC



AHHCoNC





Message from Michael Lalor & Tim Rogers

On behalf of the Association for Home & Hospice Care of North Carolina's Board of Directors and the Professional Development Committee, we would like to invite you to AHHC's 52nd Annual Convention and Expo in Raleigh, NC.

We are excited to share with you the educational sessions offered, as well as the networking opportunities available as part of this two-day event. We also anticipate 75 vendors will be available to share with attendees' information about products and services of interest to home care, home health, hospice, and palliative care organizations.

We understand that for each attendee, being a part of this convention and expo is a significant financial and time commitment. We are dedicated to providing high quality educational offerings and events, and we applaud all attendees for making the commitment to ensuring you are staying aware of the latest updates in regulations, legislation, technology, advocacy and more.

One addition we have included this year is more continuing education credit options for attendees. The options for credit (when applicable) include: *AMA PRA Category 1 Credit(s)*[™], Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program Social Work Credits, and Certificate of Participation for Non-physician Healthcare Professionals, Nursing Continuing Professional Development Contact Hours and pending Continuing Education for Physical Therapists in North Carolina.

We look forward to seeing you at the Convention & Expo and thank you for your support and trust of our Association, in providing excellent resources, education, advocacy and leadership for those working within home care, home health, hospice and palliative care across North Carolina.



**Michael Lalor, MD, MBA, CPE,
FACHE, HMDC, FAAHPM, FAAPL**
Chief Medical Officer
Trellis Supportive Care
Chair, AHHC Board of Directors



Tim Rogers
President & CEO
Association for Home & Hospice Care of NC

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



AHHC 2024 Professional Development Committee

Devin Griffith, MPA, MSW

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

Joan M Williams, MBA

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

Brandy Basso

Education Coordinator
Liberty Homecare and Hospice

Meghan Cook

Manager
Accommodating Home Care

Lorie Floyd Daniel

Director of Staff Development & Special Projects
Liberty HomeCare & Hospice

Jeanine Falcon, Ed.S., SPHR, SCP

VP of Human Resources
AuthoraCare Collective

Katherine Gibson, MSW, LCSW, APHSW-C

Vice President of Clinical Services
Hospice of the Piedmont, Inc.

LaRhonda Hoey

Location Director
Thrive SPC

Christi Jarrett, RN, BSN

Accreditation Coordinator
Advocate/Atrium Health

Michael Lalor, MD, MBA, CPE, FACHE, HMDC, FAAHPM, FAAPL

Chief Medical Officer
Trellis Supportive Care

Sherrie Lee

Director of Education
Hospice and Palliative Care of Iredell County

Melanie Lofland

Director of The Center for Leadership & Learning
Carolina Caring

Crissy Moore, MSN, RN

Executive Director
Home Health of Wilson

Sandy Pate RN, BSN, CRNI

Education Manager
3HC

Kimberly T Sulc, RN

Area Director of Operations
CenterWell Home Health

Julie West, MSN, RN, CHPCA

Assistant Vice President
VIA Health Partners

2024 AHHC EDUCATION TEAM

Shannon Pointer, DNP, RN, CHPN

Senior Vice President of Hospice & Palliative Care
Association for Home & Hospice Care of North Carolina
AHHC Nurse Planner and Professional Development Committee Facilitator

Kathie Smith, BSN, RN

Senior Vice President of Home Care and State Relations
Association for Home & Hospice Care of North Carolina
AHHC Primary Nurse Planner

Shannon Mintz, RN, MBA, COS-C

Vice President of Home Health and Regulatory Affairs
Association for Home & Hospice Care of North Carolina
AHHC Nurse Planner

Susan Franklin, B.S., CDMP

Director of Marketing and Communications
Association for Home and Hospice Care of North Carolina

Kerri L. Ogburn

Office Manager
Executive Assistant to Tim Rogers, President & CEO
Association for Home & Hospice Care of North Carolina

Ellen E. Anderson, B.S.

Accounting & Special Projects Coordinator
Association for Home & Hospice Care of North Carolina

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



Schedule at a Glance

Sunday, April 7, 2024

- 3:00pm-7:00pm Conference Registration
- 3:00pm-7:00pm Exhibitor Registration & Set Up

Monday, April 8, 2024

- 7:30am-9:00am Conference Registration/Continental Breakfast with Exhibitors
- 9:00am-10:15am Welcome & Opening Keynote Speaker
- 10:15am-10:45am Break & Network with Exhibitors
- 10:45am-11:45am Breakout Sessions
- 11:45am-12:00pm Break
- 12:00pm-1:30pm AHHC Awards Luncheon and Ceremony
- 1:30pm-1:45pm Break
- 1:45pm-2:45pm Intensive Sessions
- 2:45pm-3:45pm Break & Network with Exhibitors
- 3:45pm-4:45pm Breakout Sessions
- 5:00pm-6:30pm Networking Reception
- 5:30pm-6:00pm AHHC Hospice-Veteran Partnership Open House

Tuesday, April 9, 2024

- 7:30am-9:00am Conference Registration
- 8:00am-9:00am Buffet Breakfast
- 9:00am-10:00am Federal Updates with Bill Dombi
- 10:00am-10:30am Break & Network with Exhibitors
- 10:30am-11:30am General Session: 2024 AHHC State Advocacy Updates
- 11:30am-12:30pm Buffet Lunch and Network with Exhibitors
- 12:30pm-1:30pm Breakout Sessions
- 1:30pm-1:45pm Break
- 1:45pm-2:45pm Breakout Sessions
- 2:45pm-3:00pm Snack/Break
- 3:00pm-4:00pm Closing General Session
- 4:00pm Door Prize Drawing

HOTEL INFORMATION

The Sheraton Raleigh Hotel will serve as the host hotel for our event. The hotel puts you in walking distance of restaurants, breweries, and the Raleigh Convention Center, where all convention activities will be held.

The association has secured a block of rooms at the Sheraton for \$185/night. The cut-off date to receive the discount rate is March 7, 2024.

HOTEL BLOCKS ARE SOLD OUT! For hotel accommodations contact Judy Penn at judy@ahhcnc.org.





AHHC FUN & NETWORKING

During our conference we like to have some fun and create ways for you to network and interact with individuals in your field. We have several events throughout the conference to meet like-minded constituents and exhibitors. We also celebrate those who go above and beyond in our industry with the 2024 H.O.M.E. (Honoring Outstanding Merit and Excellence) Awards Ceremony & Luncheon.



NETWORKING RECEPTION

MONDAY 4/8 - 5:00pm - 6:30pm

Join us on Monday evening for our Networking Reception. Learn about our exhibitors products and services while enjoying hors d'oeuvre, beer & wine.



AWARDS LUNCHEON & CEREMONY

MONDAY 4/8 - 12:00PM - 2:00PM

Celebrate the achievements of those in the industry who go above and beyond.

Awards to be recognized:

- Sherry Leigh Thomas Nurse of the Year
- Physician of the Year
- Nurse Aide of the Year
- Family Caregiver of the Year
- Volunteer of the Year

AHHC HOSPICE-VETERAN PARTNERSHIP

OPEN HOUSE

MONDAY 4/8 - 5:30pm - 6:00pm

AHHC is recognized as Hospice-Veteran Partnership (HVP) with the National

Hospice and Palliative Care Organization (NHPCO) We Honor Veterans (WHV) Program.

HVPs are coalitions of hospices, Veteran Affairs representatives and other community organizations serving Veterans.



AHHC HOSPICE-
VETERAN
PARTNERSHIP

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



2024 Annual Conference Sessions

Monday, April 8, 2024

9:00am -10:15am

Opening Keynote: Justin Jones-Fosu

Breakout Sessions A | 10:45am-11:45am

A1 - HIPAA: A Refresher on HIPAA: It's still here and compliance is as important as ever.

A2 - Winning the VBP Championship!

A3 - A Quality Based Approach for Success in Value-Based Care

A4 - Palmetto GBA Home Health Workshop Series

A5 - Palmetto GBA Hospice Workshop Series

Intensive Sessions | 2:00pm - 3:00pm Session 1

- National Hospice Update

Session 2 - Medicare Advantage: Digging in the Details

Session 3 - ~~Little's 2024 Employment Law Updates - Top Legal Developments Impacting Home Care and 5 Ways You Can Position Your Agency For Compliance~~

Breakout Sessions B | 3:45pm - 4:45pm

B1 - Managing the Maze of Accreditation

B2 - Understanding Professional Grief

B3 - For Those Who Have Born the Battle:
Caring for Military Veterans at the End of Life

B4 - Palmetto GBA Home Health Workshop Series

B5 - Palmetto GBA Hospice Workshop Series

Tuesday, April 9, 2024

9:00am - 10:00am

General Session: Federal Updates with Bill Dombi

10:30am - 11:30am

General Session: 2024 AHHC State Advocacy Updates

Breakout Sessions C | 12:30pm - 1:30pm

C1 - Manning the Crow's Nest - Using Relevant Metrics and KPI's to Drive Achievement of Agency Objectives

C2 - Home Health EW Update: April 2024

C3 - The Link Between Autonomy and Dignity

C4 - Palmetto GBA Home Health Workshop Series

C5 - Palmetto GBA Hospice Workshop Series

C6 - Moving Palliative Care Upstream

Breakout Sessions D | 1:45pm - 2:45pm

D1 - Palliative Care Isn't a Field of Dreams – But It Can Be!

D2 - OASIS Impact on PDGM, HHVBP, and QoPC Star Rating

D3 - Hospice Surveys in 2024: Updates and Strategies for Success

D4 - Palmetto GBA Home Health Workshop Series

D5 - Palmetto GBA Hospice Workshop Series

D6 - Medication Deprescribing

3:00pm - 4:00pm

Closing General Session: Community Partnerships Panel



Keynote Speaker

Monday, April 8, 2024 | 9:00am - 10:15am



Justin Jones-Fosu is a full-time daddy of 2 high-energy kids and he also recently summited one of the 7 Summits (the tallest mountain on each continent). He also happens to be a highly sought-after business speaker, social entrepreneur, and meaningful work researcher. He is the founder and CEO of Work. Meaningful. where he speaks 50-60 times per year to companies, organizations, and associations in the US and Internationally on meaningful work and diversity/inclusion. He is passionate about helping organizations and individuals take ownership of their mindset, purpose, and performance to achieve amazing results. His latest book "The Inclusive Mindset: How to cultivate diversity in your everyday life" challenges the reader to see diversity and inclusion as someone they choose to be rather than something they have to do. He is passionate about turning events into memorable experiences with his humorous and engaging delivery as well as his research-based content!

WORK TO A DIFFERENT BEAT

Own your mindset, meaning, and performance at work and home.

An inside-out approach powered by practical research that empowers you to bring your best self to work every-day. Using the African drum as a metaphor of bringing meaning, Justin creates a customized and unforgettable experience that will inspire you to take immediate action in how you show up.

You will leave this experience with:

- An instantly applicable and personalized plan to take ownership of your work life.
- An actionable understanding of the 4 Work Meaningful Quadrants and how to maximize productivity and positively impact your work life.
- A deeper commitment to self-development and practical skill to shift your mental rhythms at work and at home with the 3 Rhythm Model.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit
Physical Therapy Continuing Competence Credit*

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



General Session: Federal Updates

Tuesday, April 9, 2024 | 9:00am - 10:00am

Please join us for an informative session focused on federal updates with William “Bill” Dombi, President of the National Association for Home Care & Hospice (NAHC). Bill will provide a detailed overview of many areas of interest at the federal level that NAHC is following, and some of the work that is happening to advocate on behalf of those working in home care, home health, hospice, and palliative care.



William A. Dombi, Esq.
President and CEO

National Association for
Home Care and Hospice

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit
Physical Therapy Continuing Competence Credit*



General Session:

2024 AHHC State Advocacy Updates

Tuesday, April 9, 2024 | 10:30am - 11:30am



Tim Rogers
President & CEO

Association for Home & Hospice Care of NC
Moderator



Matthew W. Wolfe, JD/MPP
Shareholder

Baker, Donelson, Bearman, Caldwell &
Berkowitz, PC



Ken Melton
Principal/Owner

Ken Melton & Associates



Shannon McCarson
Regional Director

BAYADA Home Health Care

AHHC is excited to bring to the conference a dedicated session focused on updating attendees on all the advocacy efforts that have occurred in 2023 and the priority advocacy areas identified in 2024 for home care, home health, hospice, and palliative care organizations. This interactive session will include time for questions from the audience. Please make plans to attend this important session led by Tim Rogers, AHHC President and CEO, Matthew W. Wolfe, JD/MPP, Shareholder, Baker, Donelson, Bearman, Caldwell & Berkowitz, PC, and Ken Melton, Lobbyist, AHHC of NC. AHHC member and special guest, Shannon McCarson, Regional Director, BAYADA Home Health Care, will join us to share perspectives on the importance of advocacy, as well as provide updates on AHHC’s 2024 Advocacy Day at the North Carolina General Assembly and how you can be involved in this very important advocacy event.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit
Physical Therapy Continuing Competence Credit*

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



Breakout Session Highlights

Palmetto GBA's 2024 Workshop Series

2024 Jurisdiction M (JM) Medicare Home Health Workshop

Palmetto GBA is pleased to announce our 2024 Home Health Workshop series, titled "Medicare Home Health: Back with More in 2024." This workshop is designed to equip home health providers with the tools they need to be successful with Medicare billing, coverage and documentation requirements.

This workshop will provide insight for home health agency staff at all levels. However, we do suggest that providers who are new to Medicare, or have new staff, attend our online learning courses for beginners at www.PalmettoGBA.com/hhh.

Basic billing and other online educational resources can be found by accessing the **Events and Education** topic at the top of the page.

Errors in billing and responding to additional documentation requests can be costly. During this workshop series, Palmetto GBA will provide information related to the most common errors and why these errors occur. We will also provide tips to avoid these errors. Palmetto GBA's goal is to educate providers on the most up-to-date information and apply skillful techniques to their documentation and billing practices.

Workshop Topics Covered



Charles Canaan, MPH,BSN,RN,CCA,CPC,
CPB,CPMA, APM
Senior Provider Education Consultant,
Provider Outreach and Education
Palmetto GBA



Marlene Frierson
Senior Provider Education Representative
Provider Outreach & Education
Palmetto GBA



Elizabeth Brogdon
Senior Provider Relations Consultant
Provider Outreach & Education
Palmetto GBA



Elizabeth Brogdon
Senior Provider Relations Consultant
Provider Outreach & Education
Palmetto GBA

C4- Palmetto GBA Home Health Workshop Series

D4- Palmetto GBA Home Health Workshop Series

- Home Health Compliance Program
- Home Health Utilization
 - PEPPER
 - Disbursement
 - Length of Stay
- Improper Payments
 - Medical review
 - Comprehensive Error Rate Testing (CERT)
 - Unified Program Integrity Contractor (UPLIC)
- Care Planning

A4- Palmetto GBA Home Health Workshop Series

B4- Palmetto GBA Home Health Workshop Series

- 2024 Final Rule Summary
 - Prospective Payment System (HH PPS) Rate Update
 - Expanded Home Health Value-Based Purchasing (HHVBP) Model
 - Safeguarding Taxpayer Dollars
- Home Health Updates
 - Separate Payment for Disposable Negative Pressure Wound Therapy Devices on Home Health Claims
- Home Health Review Choice Demonstration: Hot Topics, Top Non affirmations, Top Denials, and HH RCD Cycles.
- Palmetto GBA's eServices Portal
 - How to Use the eServices' Eligibility Tabs
 - Using eServices' Newest Self-Service Tools
- Overview of the Targeted Probe and Educate (TPE) Process
- CERT Overview
- Educational Resources for Providers



Breakout Session Highlights

Palmetto GBA's 2024 Workshop Series 2024 Jurisdiction M (JM) Medicare Hospice Workshop

Palmetto GBA is pleased to announce our 2024 Hospice Workshop series, titled "Medicare Hospice: Back with More in 2024." This workshop is designed to equip hospice providers with the tools they need to be successful with Medicare billing, coverage and documentation requirements.

This workshop will provide insight for hospice agency staff at all levels. However, we do suggest that providers who are new to Medicare, or have new staff, attend our online learning courses for beginners at www.PalmettoGBA.com/hhh. Basic billing and other online educational resources can be found by accessing the **Events and Education** topic at the top of the page.

Errors in billing and responding to additional documentation requests can be costly. During this workshop series, Palmetto GBA will provide information related to the most common errors and why these errors occur. We will also provide tips to avoid these errors. Palmetto GBA's goal is to educate providers on the most up-to-date information and apply skillful techniques to their documentation and billing practices.

Workshop Topics Covered



Charles Canaan, MPH,BSN,RN,CCA,CPC,
CPB,CPMA, APM
Senior Provider Education Consultant,
Provider Outreach and Education
Palmetto GBA

A5- Palmetto GBA Hospice Workshop
B5- Palmetto GBA Hospice Workshop

- Hospice Utilization
 - Length of Stay
 - Disbursement
 - Part B Spending
- Continuous Care
- Improper Payments
 - Comprehensive Error Rate Testing (CERT)
 - Medical Review
 - Appeals



Marlene Frierson
Senior Provider Education Representative
Provider Outreach & Education
Palmetto GBA

C5- Palmetto GBA Hospice Workshop Series
D5- Palmetto GBA Hospice Workshop Series

- 2024 Final Rule Summary
 - FY 2024 Routine Annual Rate Setting Changes
- Hospice Updates
 - Implement Edits on Hospice Claims (Certifying Physician Edit)
 - Billing Manual Updates
 - Top Billing Errors
 - 2024 Hospice Benefit Component, Value-Based Insurance Design (VBID) Model
- Palmetto GBA's eServices Portal
 - How to Use the eServices' Eligibility Tabs
 - Using eServices' Newest Self-Service Tools
- Overview of the Targeted Probe and Educate (TPE) Process
- CERT Overview
- Educational Resources for Providers

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



Breakout Session A

Monday, April 8, 2024 | 10:45am - 11:45am

A1- HIPAA: A Refresher on HIPAA: It's still here and compliance is as important as ever.

Robert Markette, Jr., JD, CHC, HCS-C
Of Counsel

Hall, Render, Killian, Heath & Lyman, PC

This session will provide a refresher on the requirements of HIPAA. We will review the key definitions, including protected health information, treatment, payment, health care operations and business associates. We will also review the requirement to maintain confidentiality and security of PHI. This session will continue with discussion on the most common exceptions that allow for the use and disclosure of PHI and the requirements for complying with them. We will also review who are your business associates and the requirements for a business associate agreement. We will then review patient rights under HIPAA. Finally, we will review the requirements of the HIPAA Security Rule.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

A3- A Quality Based Approach for Success in Value-Based Care

Michael Lator, MD, MBA, CPE, FACHE, HMDC, FAAHPM, FAAPL
Chief Medical Officer

Trellis Supportive Care

The role of a hospice medical director is rapidly evolving, with increasing responsibilities in areas such as regulatory compliance and quality improvement. This session will highlight the changing nature of quality measures in hospice, the impact of the hospice medical director in quality improvement, and the relationship between quality and value-based payment methods.

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

A5- Palmetto GBA Hospice Workshop Series

Charles Canaan, MPH,BSN,RN,CCA,CPC,CPB,CPMA, APM
Senior Provider Education Consultant, Provider Outreach and Education
Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip hospice providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for hospice agency staff at all levels.
(See page 9 in the conference brochure for more details.)

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

A2- Winning the VBP Championship!

M. Aaron Little, CPA, Managing Director/Healthcare
Angela Huff, RN, Senior Managing Consultant
FORVIS

By the time of this event, year one of the VBP national expansion will be completed and year two will be approaching mid-year. The stakes are high with a potential 5% payment adjustment beginning in 2025. Agencies will have limited time to apply strategies to impact performance and allow for a strong finish to year two.

This session will:

- Review key elements that make up and impact the VBP TPS and explore practical strategies for improving specific performance measures.
- Explore strategies specific to each of the three scoring areas, with particular focus on those measures that are most heavily weighted.
- Discuss known changes to the VBP performance measures planned for 2025.
- Assess various scoring examples and measure the impact of how improving the score on specific measures can impact the total TPS and estimated payment adjustment.

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour*

Physical Therapy Continuing Competence Credit

A4- Palmetto GBA Home Health Workshop Series

Marlene Frierson
Senior Provider Education Representative
Provider Outreach & Education
Elizabeth Brogdon
Senior Provider Relations Consultant
Provider Outreach & Education
Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip home health providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for home health agency staff at all levels.

(See page 8 in the conference brochure for more details.)

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour*



AHHC of NC

Intensive Sessions

Monday, April 8, 2024 | 1:45pm - 2:45pm



Intensive Session 1 - National Hospice Update

Katie Wehri

Director of Home Health & Hospice Regulatory Affairs
National Association for Home Care & Hospice

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

2024 will prove to be a pivotal year for hospices. This session will address the regulatory and policy changes proposed in the hospice rule (usually posted April) as well as a review of regulatory provisions to be implemented in 2024. Topics will include certifying physician enrollment/opt-out; MFT/MHC in hospice; Special Focus Program; hospice audits and program integrity initiatives as well as quality of care concerns and possible remedies. This session will also include a discussion about updates on the Medicare Advantage (MA) Value Based Insurance Design (VBID) demonstration and implications for the future.



Intensive Session 2 - Medicare Advantage: Digging in the Details

Melinda A. Gaboury, COS-C

Chief Executive Officer
Healthcare Provider Solutions, Inc.

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour*

Home Health providers are grappling with the shift in the Medicare eligible population into Medicare Advantage Plans (MA Plans). Providers are asking: What are the implications of current demographic trends? What operational and financial issues should providers expect as their payer mix shifts to mostly Managed Care? Being successful in this environment of these payer mix changes requires agencies to understand their costs of treating these patients and other impacts on their operations on an individual contract basis.



Intensive Session 3 - Littler's 2024 Employment Law Updates - Top Legal Developments Impacting Home Care and 5 Ways You Can Position Your Agency For Compliance

Joshua C. Vaughn

Shareholder
Littler

No Credits available for this session.

Join Littler Shareholder Joshua Vaughn for a high level overview of the latest employment law developments impacting Home Health Care employers in the Carolinas. Josh will discuss:

- The U.S. Department of Labor's Home Care Enforcement Initiative and common wage and hour mistakes home care employers can fix now.
- Status of the U.S. Department of Labor's Independent Contractor Rule and how it would increase the risk of worker misclassification.
- Status of the U.S. DOL's White Collar Exemption Rule that proposes to change the salary threshold for exempt employees.
- How the NLRB's McLaren decision is likely to drive increased scrutiny of Employee Handbook policies.
- The NLRB's Final Joint Employment Rule and how it changes (again) the standard for determining if two entities are the joint employer of a worker.
- The importance of Employee Onboarding Documents – including Applications, Offer Letters, Arbitration Agreements, and Handbooks – and how they can be critical for employee recruitment and legal risk mitigation.

Josh will lead an engaging conversation that walks through industry specific employment practices most likely to result in lawsuits or financial exposure as well as proactive and concrete action item steps employers in the Carolinas can take now to confidently respond to and mitigate their legal risks despite the changing legal landscape.

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



Breakout Session B

Monday, April 8, 2024 | 3:45pm - 4:45pm

B1- Managing the Maze of Accreditation

Lisa S. Meadows, MSW

Manager, Clinical Compliance Education

Accreditation Commission for Health Care (ACHC)

This session will review the accreditation process as it relates to home care agencies. This session will also include a review of top deficiencies in home care and discussion of case scenarios and best practices to avoid common top deficiencies. This session will conclude with time for questions from the audience.

Audience: Home Care

**This session is eligible for 1.0 Nurse Contact Hour*

B3- For Those Who Have Borne the Battle: Caring for Military Veterans at the End of Life

Joshua Briscoe, MD

Medical Director

Hospice and Palliative Medicine

Durham VA Health Care System

Jamie Grant, MSW, LCSW

Hospice & Palliative Care Coordinator

LST Coordinator

Durham VA Health Care System

Description: All working within home care, home health, hospice and palliative care may provide care to Veterans. This session will focus on helping attendees to better understand important dynamics regarding caring for Veterans, especially at end of life. This session will also include a time for review on basic important concepts regarding Veteran benefits and appropriate resources to learn more and help others when they have questions about Veteran benefits, caregiver support and more.

Audience: All Member

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

Physical Therapy Continuing Competence Credit

B5- Palmetto GBA Hospice Workshop Series

Charles Canaan, RN

Senior Provider Education Consultant, Provider Outreach and Education

Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip hospice providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for hospice agency staff at all levels.

(See page 9 in the conference brochure for more details.)

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

B2- Understanding Professional Grief

Katherine Gibson, MSW, LCSW, Vice President of Clinical Services

Kelly Olmeda, MHA, BSW, Director of Quality, Compliance, and Education
Hospice of the Piedmont, Inc.

Have you ever found yourself in a place where you felt unprepared or unsupported to acknowledge feelings of grief in your professional life? We may find it more natural to identify, normalize, and address the psychosocial aspects of grief within the population we serve, but we often neglect our own responses to loss. Employees who feel supported in the workplace, adequately prepared to cope with the stresses of their work, and empowered to share their experiences with loss are less likely to be negatively impacted by disenfranchised grief and compassion fatigue. Front-line workers who are well-equipped physically as well as mentally and emotionally can be more confident in their ability to meet the needs of their patients and families, and positively impact the quality of care. Join us for an in-depth discussion about the effects of grief on the professional healthcare worker and how to effectively navigate the significant challenges we face.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

B4- Palmetto GBA Home Health Workshop Series

Marlene Frierson

Senior Provider Education Representative

Provider Outreach & Education

Elizabeth Brogdon

Senior Provider Relations Consultant

Provider Outreach & Education

Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip home health providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for home health agency staff at all levels.

(See page 8 in the conference brochure for more details.)

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour*



RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



AHHC of NC

Breakout Session C

Tuesday, April 9, 2024 | 12:30pm - 1:30pm

C1- Manning the Crow's Nest - Using Relevant Metrics and KPI's to Drive Achievement of Agency Objectives

Phil Feldman

National Director of Revenue Cycle Management

Sandata Technologies

Achieving agency success, or even just survival, is more complex than ever. The main goals - providing excellent client care, achieving growth, and optimizing financial results, are inescapably intertwined. However, it is inordinately inefficient to review and react to reams of data to determine which areas require attention to accomplish agency objectives. This presentation discusses how to identify relevant metrics and KPI's (Key Performance Indicators), based on agency objectives and environment, that can be used to impact behaviors needed to achieve those goals.

Audience: Home Care and Home Health

**This session is eligible for 1.0 Nurse Contact Hour*

C3- The Link Between Autonomy and Dignity

Risa Hanau, LCSW, Clinical & Community Educator

AuthoraCare Collective

Autonomy is a basic ethical principle; it is also core to person hood. Unfortunately, being sick or dependent for care often strips people of their autonomy even when the person still has capacity. The loss of autonomy is linked to loss of dignity and decreased quality of life. This session will explore autonomy from the lens of the patient and consider how health care providers and organizations can be proactive in preservation of autonomy for each patient for as long as possible.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

C5- Palmetto GBA Hospice Workshop Series

Marlene Frierson

Senior Provider Education Representative

Provider Outreach & Education

Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip hospice providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for hospice agency staff at all levels.

(See page 9 in the conference brochure for more details.)

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

C2- Home Health EVV Update: April 2024

Steven Smith OTR/L, MBA, Director of Home Health Services

Wake Med Home Health

Deidre Scott, Director, Patient Financial Services

Atrium Health

Joan M Williams, MBA, Senior Director of Information Systems Technology
3HC

Matthew W. Wolfe, JD/MPP, Shareholder

Baker, Donelson, Bearman, Caldwell & Berkowitz, PC

The EVV Panel will provide the latest updates for NC EVV. The panel will include a home health director, a billing and IT expert, and a health care & public policy attorney. We want to hear your questions in an open forum format.

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour*

Physical Therapy Continuing Competence Credit

C4- Palmetto GBA Home Health Workshop Series

Charles Canaan, RN

Senior Provider Education Consultant, Provider Outreach and Education

Elizabeth Brogdon

Senior Provider Relations Consultant

Provider Outreach & Education

Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip home health providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for home health agency staff at all levels.

(See page 8 in the conference brochure for more details.)

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour*

C6- Moving Palliative Care Upstream

Rachel Lipner, DO, HMDC, FAAHPM

Executive Medical Director

Medical Director of Inpatient Palliative Medicine

Transitions LifeCare

This session will share a review of palliative care, including insight into the future. We will cover some strategies to move palliative care conversations and involvement upstream, including sharing some examples of success with community and specialty clinic partnerships to improve palliative care awareness and access. This session will conclude with a vision for the future of palliative care and time for questions from the audience.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*



Breakout Session D

Tuesday, April 9, 2024 | 1:45pm - 2:45pm

D1- Palliative Care Isn't a Field of Dreams – But It Can Be!

Christina Andrews

Sr. Director of Professional Services

Axxess

It can be difficult to assess if starting a palliative care program is the right thing to do for your organization and maintaining a financially viable palliative care program can be difficult for many operators. For a palliative program to flourish, it requires that all aspects of the business, including operations, clinical, quality, and sales are interconnected. This session will take a deep dive into how to start a palliative program, operations, quality, and compliance, as well as how to sell your palliative care program to achieve optimal outcomes for both patients and the providers.

Learning Outcomes:

1. Learn how to leverage innovation and technology, to create partnerships and encourage earlier referrals and maximize length of stay, scaling operations.
2. Explain how to conduct a community assessment for palliative care needs, budgeting to start a program.
3. Apply concepts of palliative care operations, clinical and sales management.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

D2- OASIS Impact on PDGM, HHVBP, and QoPC Star Rating

Lisa McClammy, BSN, RN, COS-C, HCS-D, HCS-O

Senior Education Clinical Consultant

MAC Legacy

OASIS accuracy and compliance has both obvious and obscure financial impacts to the home health agency. From the effect of OASIS functional impairment assessment on PDGM and resulting HHRG score to Home Health Value-Based Purchasing (HHVBP) and star ratings, precision is a key component to an agency's success. This session translates how specific OASIS items impact the financial health of the home health organization.

Objectives:

- Describe the specific OASIS items included in PDGM, HHVBP, and QoPC Star Ratings.
- Discuss how the OASIS items affect outcomes for QoPC Star Rating.
- Explain the effect of OASIS accuracy to the agency's financial reimbursement.
- Identify strategies for improving outcomes and reimbursement while maintaining accurate and compliant coding of OASIS.

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour
Physical Therapy Continuing Competence Credit*

D3 - Hospice Surveys in 2024: Updates and Strategies for Success

Teresa Harbour, RN, MBA, MHA

Chief Operating Officer

Community Health Accreditation Partner (CHAP)

Hospice leaders need to understand more than ever the importance of key survey readiness priorities to avoid CMS survey enforcement remedies and ensure regulatory compliance. This interactive program focuses on changes to the survey process with hospice survey changes as well as top survey issues and the potential for enforcement remedies that will shape surveys for years to come. Specific strategies hospice managers and leaders can implement to demonstrate hospice-wide compliance will be discussed.

- Describe the current survey environment, including CMS survey process changes and enforcement remedies impacting hospice agencies
- Identify the top survey issues impacting hospice agencies
- Discuss strategies for compliance with hospice care planning and coordination of care between SNF/NF and ALF and other settings
- Describe survey readiness strategies that can be utilized by hospice agencies to implement an ongoing, organization-wide survey compliance.
- Q&As

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*



Breakout Session D

Tuesday, April 9, 2024 | 1:45pm - 2:45pm

D4- Palmetto GBA Home Health Workshop Series

Charles Canaan, RN
Senior Provider Education Consultant, Provider Outreach and Education
Elizabeth Brogdon
Senior Provider Relations Consultant
Provider Outreach & Education
Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip home health providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for home health agency staff at all levels.

(See page 8 in the conference brochure for more details.)

Audience: Home Health

**This session is eligible for 1.0 Nurse Contact Hour*

D6- Medication Deprescribing

Mark A Fox, MD FACP, FAAHPM, HMDC
National Medical Director
Gentiva/Empatia Palliative Care

Medications providing good outcomes today, may not be the best choice later in life. The use of some medication as people get older or more ill, can cause more harm than good. Optimizing medication through targeted deprescribing is a vital part of managing chronic conditions, avoiding adverse effects, and improving outcomes. The goal of deprescribing is to safely reduce medication burden and maintain or improve quality of life. Deprescribing is most commonly employed in older adults, people with multiple chronic conditions, and people near the end of life. Medication reconciliation provides a great time to consider reducing medication burden and maintain or improve quality of life.

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

D5- Palmetto GBA Hospice Workshop Series

Marlene Frierson
Senior Provider Education Representative
Provider Outreach & Education
Palmetto GBA

This workshop is a four-part offering during the conference that is designed to equip hospice providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for hospice agency staff at all levels.

(See page 9 in the conference brochure for more details.)

Audience: Hospice

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*



General Session: Community Partnerships Panel

Tuesday, April 9, 2024 | 3:00pm - 4:00pm

Alexander DeAbreu, Health Insurance Outreach Specialist
CMS Region IV Local Engagement

Heather Hooper, Executive Director
Dementia Alliance of North Carolina

Leah Proctor, Director of Programs
United Way of North Carolina

Sarah Guchuz, ATP
NCATP Assistive Technology Consultant
Greenville NCATP Center

Organizations can benefit from having awareness and knowledge on resources that can help those within their communities. Please plan to join us for this educational closing general session that will highlight several community organizations (Dementia Alliance of North Carolina, CMS Region IV Local Engagement, United Way of North Carolina, and Greenville NCATP Center) and the resources and services they provide, pertinent updates about their programs and ways to connect and learn more. Attendees will leave this session with awareness of some helpful community organizations in North Carolina and how to reach out to learn more about these important resources.

Audience: All

**This session is eligible for 1.0 Physician, Nurse, and Social Work Credit and Physical Therapy Continuing Competence Credit*

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



Registration Information

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

By fax: Fax a copy of the registration form with the appropriate credit card information and signature to 919.848.2355.

By mail: Mail registration form with payment to: AHHC of NC, 3101 Industrial Drive, Suite 204, Raleigh, NC 27609 (Be sure to include the suite number). Mailed and faxed registration forms will not be processed without payment.

Agency Rate: If you are an AHHC member and are interested in registering 6 or more attendees at an agency rate, please contact Kerri Ogburn, Office Manager, AHHC, at kerri@ahhcnc.org.

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: AHHC 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.

Cancellation Policy: Please note that fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by March 7, 2024. In the event of cancellation, AHHC will retain, or charge, \$100 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.

**DO YOU
KNOW A**

HERO?

Nominate someone for a H.O.M.E. award (Honoring Outstanding Merit and Excellence) who goes above and beyond.

- Sherry Leigh Thomas Nurse of the Year
- Physician of the Year
- Nurse Aide of the Year
- Family Caregiver of the Year
- Volunteer of the Year

Make a nomination today at bit.ly/47NITXY

DEADLINE FOR NOMINATIONS - MARCH 7, 2024



RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



Continuing Education

Nursing Continuing Education: This activity is eligible for 9 nurse contact hours. This activity is presented by the Association for Home and Hospice Care of North Carolina. The Association for Home and Hospice Care of NC is approved as a provider of nursing continuing professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Participants must complete and submit an evaluation for each session they attended to receive their selected CE credit.

Physical Therapy (PT) Education: The Association for Home and Hospice Care of NC obtained approval for up to 8 contact hours of Physical Therapy Continuing Competence through the American Physical Therapy Association North Carolina (APTANC). The APTANC is a chapter of the American Physical Therapy Association. Sessions that have been approved for PT continuing competence credit require participants to complete and submit an evaluation for each session that they attend to receive a certificate of completion. On the evaluation you must include your license number.

Participants must complete and submit an evaluation for each session they attended to receive their selected Continuing Competence credit.

Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by Association for Home & Hospice Care of North Carolina and National Hospice and Palliative Care Organization (NHPCO). NHPCO is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

Available Credit

- 9 AMA PRA Category 1 Credit(s)™
- 9 Social Work Credits

CME Credit Designation Statement

NHPCO designates this live activity for a maximum of 9 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Certificate of Participation for Non-physician Healthcare Professionals:

For participants* whose disciplines are other those above may request a Certificate of Participation for Non-physician Healthcare Professionals to submit to your accrediting bodies/licensing boards for continuing education credit. This certificate will indicate this activity was certified for AMA PRA Category 1 Credit(s)™. It is the responsibility of participants to submit the certificates to their accrediting bodies/licensing boards for approval. Unfortunately, NHPCO cannot guarantee its acceptance. To receive this certificate, you must complete all CE/CME requirements and indicate your desire to receive this certificate on the evaluation form.

ACE Approval Statement

As a Jointly Accredited Organization, NHPCO is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 9 general continuing education credits.



RALEIGH CONVENTION CENTER | APRIL 7-9, 2024



The 52nd Annual Convention & Expo

Select	Event	Early-Before 2/23/24	Regular - After 2/23/24	Non-Member Rate
<input type="checkbox"/>	Full Conference Rate (4/8 - 4/9, Monday & Tuesday)	\$625	\$685	\$985
<input type="checkbox"/>	Monday day rate (4/8, Monday)	\$499	\$559	\$659
<input type="checkbox"/>	Tuesday day rate (4/9, Tuesday)	\$499	\$559	\$659

Amount Due \$ _____

Billing Information:

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

**Early Registration Deadline:
February 23, 2024**

When registering 6 or more attendees, members can take advantage of a \$25 per attendee discount. For those interested in the agency rate, please contact Kerri Ogburn at 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) _____

Cancellation Policy: Please note that fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by March 7, 2024. In the event of cancellation, AHHC will retain, or charge, \$100 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.

RALEIGH CONVENTION CENTER | APRIL 7-9, 2024