

The Park Vista Hotel 705 Cherokee Orchard Rd. Gatlinburg, Tennessee 37738

SUNDAY, NOVEMBER 17, 2024

TIME	Sessions subject to change.
5:00-6:00PM	Conference Attendee Registration (optional)
5:00-6:00PM	Exhibit Booths Set-Up (optional to set-up Monday)

MONDAY, NOVEMBER 18, 2024

TIME	SESSION/SPEAKER
8:30AM-4:00PM	Conference Attendee Registration
8:00-9:00AM	Exhibit Booths Set-Up (optional to set-up Sunday)
8:30-9:00AM	Breakfast Buffet
9:00-10:00AM	Keynote: 2025 National Home Care Policy Primer: Shaping the Future of Care/1.00 CE <i>William "Bill" Dombi, President & Chief Executive Officer, National Association for Home Care & Hospice (NAHC)</i> Join National Association for Home Care & Hospice (NAHC) President Bill Dombi, Esq., for an overview of the latest policy developments and trends in home health care. Attendees will glean insights into the current national landscape and examine how federal policies are shaping home care operations in Tennessee. Bill will guide attendees through essential topics, such as ongoing federal legislation and Medicare's proposed payment rule for 2025, among other critical areas of focus. Join Bill for his last TAHC conference before retirement as he explores these crucial issues and envisions a future of innovation, collaboration, and resilience in the home care industry.
10:00-10:25AM	Network/Visit Exhibitors – Refreshment Break
10:25-11:55AM	Home Health: How Well Do You Know Your GG's? 1.50 CE <i>Jennifer Osburn, RN, HCS-D, COS-C, Clinical Consultant, Healthcare Provider Solutions</i> Prepare now for the 2025 Discharge Function Score- the change from current outcomes measures based on the M1800 OASIS items to a single measure that relies on the GG OASIS items and impacts 20% of the VBP Total Performance Score. Despite having a full set of GG0130 and GG0170 OASIS items for five years, home health clinicians and clinical leadership staff often remain unable to accurately assess and score (code) the GG items. This session will cover interpreting how the calculation of the Discharge Function Score works for administrators and clinical leadership, as well as instructions for accurately coding the GG items using real-world scenarios and focusing on the most misunderstood aspects of the GG items for clinical leadership and clinicians.
10:25-11:55AM	Hospice Financial Performance: How Do You Compare? 1.50 CE <i>M. Aaron Little, CPA, Managing Director, Forvis Mazars – Home Care & Hospice</i> Just as the hospice regulatory and compliance landscape continues to evolve, so does the hospice financial landscape, as the costs of doing business continue to outpace inflationary payment updates. This session will explore industry trends to help you understand your financial performance compared to industry benchmarks.
10:25-11:55AM	PSSA: MCO Panel: BLUECARE TN, UNITED HEALTHCARE & WELLPOINT Join BlueCare Tennessee, United Healthcare and WellPoint for an update on all things CHOICES. This MCO panel will provide solutions to questions and concerns that our members requested assistance with.

10:25-11:55AM



MGMT: Purposed Based Recognition; Recognizing, Rewarding & Retaining Staff 1.50 CE
Lori Hoffner, Professional Organizational Development Speaker & Trainer, Supporting CommUnity, Inc.

By implementing a Purposed Based Recognition program you reduce turnover, gain buy-in of your organization by employees, and create an environment of support and enthusiasm. Lori will help identify goals and responsibilities of leadership for staff recognition that will retain your most important asset; your employees. Learn how to:

-Identify the needs of employees that helps motivate them to be a strong asset for your organization By implementing a Purposed Based Recognition program you reduce turnover, gain buy-in of your organization by employees, and create an environment of support and enthusiasm. Lori will help identify goals and responsibilities of leadership for staff recognition that will retain your most important asset; your employees. 1. Identify the needs of employees that helps motivate them to be a strong asset for your organization. 2. Differentiate between what motivates the extrovert employee, the introvert employee and everyone in between.

11:55AM-1:20PM

Lunch for Conference Attendees & Exhibitors

1:20-2:35PM



Home Health: Value Based Purchasing 1.25 CE

Melinda A. Gaboury, COS-C, CEO, Healthcare Provider Solutions

HHVBP began January 1, 2023. This session will detail the process of the Value-Based Purchasing Model. The Interim Performance Reports are continuing to rollout data. This session will detail review these reports. The HHVBP changes for 2025 will be detailed in this session. The session will also review the calculation methodology of VBP Model and what agencies should be doing to be successful in 2025 and beyond.

1:20-2:35PM



Hospice: The HOPE Tool 1.25 CE

Tammy Stewart, RN, CPHQ, COS-C, Clinical Consultant, Healthcare Provider Solutions

The 2025 Hospice Final Rule included the Hospice Outcomes and Patient Evaluation (HOPE) tool that we have been anticipating. This session will outline the date of implementation for the Hospice Outcomes and Patient Evaluation (HOPE) tool and how it differs from the Hospice Item Set. This session will review the current tool in detail and discuss the completion requirements. There will also be a review of the impact on the Hospice Quality Reporting Program as new measures will be added as the result of the clinical data collection on the HOPE.

1:20-2:35PM



PSSA: TENNCARE: CHOICES Update

Meghann Galland, Deputy Chief of LTSS, Division of TennCare Don't miss this opportunity to hear from TennCare directly who will provide solutions to questions and concerns that our members requested assistance with.

1:20-2:35PM



MGMT: Analyze Your Leadership for Business Growth 1.25 CE

Thomas Rose, MBA, CEO- Business and Growth Leader & Sales Accelerator, 21st Century Health Care Consultants

Most small businesses start out with someone who knows the trade or wants to get into a business. Very few have the skills to know how to effectively grow their business to levels beyond them. This session will help business owners learn how to identify where they need to develop or raise talent to set the foundation for successful business growth.

2:35-3:00PM

Network/Visit Exhibitors – Refreshment Break

TUESDAY, NOVEMBER 19, 2024

TIME	SESSION/SPEAKER
8:00-11:15AM	Exhibit Booths are Open
8:00-8:30AM	Continental Breakfast with Exhibitors
8:30-9:30AM	Home Health: Unraveling the FY 2025 ICD-10 Coding Changes Part 1 1.00 CE <i>Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C, Vice President, Education & Quality & Michelle Horner BSN, RN, HCS-D, HCS-O, HCS-H, COS-C, Post-Acute Education Manager, McBee</i> <i>Join McBee experts Lisa Selman-Holman and Michelle Horner as they break down the FY 2025 changes in codes, guidelines, conventions, and tabular instructions that will be effective with billing period end dates of October 1 and later. Attendees will leave with an understanding of how new coding changes impact practice with in-depth coding scenarios, including changes in guidance from the Coding Clinic, current trends, and changes to the grouper and comorbidity tables will be discussed. Learning Objectives •Identify ICD-10-CM FY 2025 coding updates that significantly impact coding practice •Discuss changes and clarifications from the Coding Clinic •Identify proposed changes to the grouper and comorbidity tables impacting reimbursement</i>
8:30-9:30AM	Hospice: National Hospice Update 1.00 CE <i>Katie Wehri, Director of Home Care & Hospice Regulatory Affairs at National Association for Home Care & Hospice</i> 2025 will prove to be another pivotal year for hospices. This session will address the regulatory and policy changes in the FY2025 hospice final rule as well as review important policy activity. Insight into what providers can expect over the next few years in hospice will be shared. We will provide an update on the implementation of the Special Focus Program (SFP), scheduled for end of year 2024, and an update on audit activity in hospice.
8:30-9:30AM	PSSA: Empowering Your Office Sales Team: From Referral Intake Call to In-Home Assessment <i>Thomas Rose, MBA, CEO- Business and Growth Leader & Sales Accelerator, 21st Century Health Care Consultants</i> Empowering Your Office Sales Team: From Referral Intake Call to In-Home Assessment. Discover the essential steps in training your office staff to effectively convert referral phone calls into scheduled in-home assessments. While community liaisons and marketing efforts are vital for generating referrals, the sales process truly begins when a prospect contacts your agency. This presentation emphasizes the importance of equipping your staff with the skills to guide callers seamlessly from inquiry to assessment scheduling. Learn how to instill consistency in phone etiquette, develop scripts for open-ended discovery questions, and address frequently asked questions and objections. Gain insights on transitioning the conversation towards scheduling the in-home assessment, ensuring your office sales team plays a confident and integral role in driving census growth for your agency.
8:30-9:30AM	MGMT: Analyzing, Problem Solving, and Critical Thinking 1.00 CE <i>Lori Hoffner, Professional Organizational Development Speaker & Trainer, Supporting CommUnity, Inc.</i> <i>Critical thinking has been the subject of much debate and thought since the time of early Greek philosophers such as Plato and Socrates. It continues to be a subject of discussion into the modern age. What skills do we need that help us be critical thinkers? Do we create an environment where critical thinking is not only encouraged but allowed? Critical thinking; the ability to think clearly and rationally, understanding the logical connection between ideas, using both analytical and problem solving skills. In this session, we'll outline the</i>

necessary steps we can take to practice critical thinking, even in the most stressful of situations. We will discuss the importance of emotional intelligence and how it supports being an independent thinker while also empowering others to analyze situations in an effort to be successful problem solvers.1. Outline the power of critical thinking and how this trait can create the ability to objectively analyze concepts and various issues.

2. Identify why it might be necessary to redefine the question or task at hand to solve the problem.3. Recognize how exemplary leadership encourages an environment that promotes the traits of critical thinking and the positive impact these skills can have on the bottom line.

9:30-9:45AM

Refreshment Break with Exhibitors

9:45-10:45AM

Home Health: Unraveling the FY 2025 ICD-10 Coding Changes Part 2 1.00 CE



Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C, Vice President, Education & Quality & Michelle Horner BSN, RN, HCS-D, HCS-O, HCS-H, COS-C, Post-Acute Education Manager, McBee



Join McBee experts Lisa Selman-Holman and Michelle Horner as they break down the FY 2025 changes in codes, guidelines, conventions, and tabular instructions that will be effective with billing period end dates of October 1 and later. Attendees will leave with an understanding of how new coding changes impact practice with in-depth coding scenarios, including changes in guidance from the Coding Clinic, current trends, and changes to the grouper and comorbidity tables will be discussed. Learning Objectives •Identify ICD-10-CM FY 2025 coding updates that significantly impact coding practice •Discuss changes and clarifications from the Coding Clinic •Identify proposed changes to the grouper and comorbidity tables impacting reimbursement

9:45-10:45AM

Home Health and Hospice Regulatory Roundup 1.00 CE



Katie Wehri, Director of Home Care & Hospice Regulatory Affairs at National Association for Home Care & Hospice

This session rounds up all the hot regulatory topics for both home health and hospice – home health payment under PDGM, VBP expansion, quality updates, OASIS, etc.; hospice HOPE, program integrity, special focus program, physician enrollment, audit focus, etc.; for both home health and hospice – provider enrollment changes, nondiscrimination rules, Medicare Advantage, OIG compliance guidance, etc.

9:45-10:45AM

PSSA: Private Duty Home Care Integrating with Hospital at Home



Thomas Rose, MBA, CEO- Business and Growth Leader & Sales Accelerator, 21st Century Health Care Consultants

As the home and community-based landscape continues to evolve, non-medical providers can expand their role to encompass a wide array of services as a supportive partner within the health care ecosystem. A hidden opportunity that may be interpreted as “clinical” is the hospital-at-home model. Did you know that the majority of service hours are centered around the activities of daily living? This session will address what non-medical providers will need to have in place to participate in this new model of care at home.

9:45-10:45AM

MGMT: Challenging Conversations Don't Have to Weigh you Down: Elevating Team Success through Effective Communication 1.00 CE



Lori Hoffner, Professional Organizational Development Speaker & Trainer, Supporting CommUnity, Inc.

In every workplace, challenging conversations are inevitable. However, the way you approach and navigate these discussions can significantly impact not only your personal success but also the overall effectiveness of your team. Positive communication is a cornerstone of staff motivation and retention, both of which are essential to delivering exceptional service and programs. In this session, we'll explore five powerful communication strategies that are essential for resolving workplace conflicts with confidence and skill. By mastering these techniques, you'll be better equipped to foster a collaborative environment where challenges are addressed constructively, and your team is empowered to thrive. Join us to transform difficult conversations into opportunities for growth and success. Participants will –

1. Define the impact that both written and verbal communication can have in a challenging conversation.
2. Outline the effects that high emotional intelligence can have when facilitating positive communication and how our awareness and our reactions can move everyone toward success.
3. Recognize the importance of effective communication can have on the overall safety of an organization which can facilitate higher motivation and retention.

10:45-11:15AM EXHIBITOR FUN - Grand Prize WINNERS will be Announced! **Sponsors HPS & The Park Vista Hotel*

It's a TAHC tradition! Join our exhibitors and our MCs for a fun-filled conclusion to our program. Winners for all sorts of gifts will be announced. Our conference isn't possible without our sponsors and exhibitors. Please be sure to thank them for their support of our industry!

This activity has been submitted to the Georgia Nurses Association for approval to award contact hours. The Georgia Nurses Association is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

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Tennessee Association
for Home Care

TAHC

2024 FALL CONFERENCE ATTENDEE REGISTRATION FORM



Tennessee Association
for Home Care

NOVEMBER 17TH -19TH | The Park Vista Hotel | GATLINBURG, TN

and private duty), Hospice, Palliative & Personal Support Service Agencies. Join hundreds of your fellow Tennessee home care industry professionals.

To join us on Nov. 17th -19th, register one of the following ways to save your spot!

1. Complete this form and mail with check to: TAHC, P.O. Box 140087, Nashville, TN 37214
2. Register online at tnhomecare.org - Credit Card payments include 3% processing fee
3. Any questions call 615-885-3399 or email rochelle@tnhomecare.org

ATTENDEE SELECTION

The following Early Bird Rates are valid through October 22ND, 2024. Rates increase on October 23RD. Registration Includes educational sessions & meals.

REGISTRATION TYPE	TAHC Members	Non-Members
☒ Per Person fee for 1 st and 2 nd registrants EARLY BIRD	☐ \$369.00	☐ \$775.00
☒ *Per Person fee for 3 or more registrants EARLY BIRD	☐ \$349.00	☐ \$733.00
<i>*Receives a \$20.00 discount for each attendee registered</i>		
☒ Per Person fee for 1st and 2nd registrants AFTER OCTOBER 22ND	☐ \$469.00	☐ \$875.00
☒ *Per Person fee for 3 or more registrants AFTER OCTOBER 22ND	☐ \$449.00	☐ \$833.00
<i>*Receives a \$20.00 discount for each attendee registered</i>		

ATTENDEE INFORMATION

1. Name: _____ Title: _____

Email: _____

2. Name: _____ Title: _____

Email: _____

Agency: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

**Conference Registrations will be confirmed by email along with your handout link. Please list additional names on a separate page.*

Fall Conference Location / Hotel Details: The Park Vista Hotel, 705 Cherokee Orchard Rd., Gatlinburg, TN 37738. Reserve your Online room at www.parkvista.com OR Contact 1- 800-421-7275. Mention or use TAHC Group Code ONLINE BOOKING: **THC** when registering online or by phone to get the TAHC group discounted rate of \$130.00. Rooms' cut-off for discounted rate 10/23/2024 *All suites must be booked thru the hotel directly by calling (865) 436-9211- ask for in-house reservations. Hilton Reservations cannot book suites at discounted rates. ***Parking charge of \$10 per day for each night's stay.**

REFUND: The registration fee, less a \$75 handling charge, is refundable if notice is received in writing at TAHC by October 15, 2024. NO REFUNDS AFTER October 15, 2024. Substitutions are welcome. No credit will be given for no-shows.