



Tennessee Association
for Home Care

TAHC 2026 ANNUAL CONFERENCE

AGENDA & REGISTRATION

MAY 3rd-5th | CENTRALTIME

Embassy Suites Nashville South Cool Springs, 820 Crescent Centre Drive, Franklin, TN 37067
JOY IN THE JOURNEY



Tennessee Association
for Home Care

SUNDAY, MAY 3, 2026

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)
5:30-7:00PM	Complimentary Drinks and Light Snacks

MONDAY, MAY 4, 2026

TIME	SESSION/SPEAKER
8:30AM-4:00PM	Conference Attendee Registration
8:00-9:00AM	Exhibit Booths Set-Up (optional to set-up Sunday)
6:30-8:30AM	Free made-to-order Breakfast at the hotel opens at 6:30AM
9:00-10:00AM	<p>Keynote: Leading with Insight: Using Pain Points to Coach Teams, Strengthen Culture, and Drive Results 1.00 CE</p> <p> <i>Jen Gasper, Business Coach, Home Care Evolution</i></p> <p><i>Session Facilitated by Michelle Mullins, TAHC President</i></p> <p>Effective leadership starts with understanding - not assumptions. This session helps agency owners identify and understand the real pain points experienced by caregivers, families, current clients, and referral partners, and shows how that insight can be used to coach teams, improve communication, strengthen culture, and deliver better outcomes across the organization. Key Takeaways: • Why understanding pain points is a leadership responsibility, not just a sales skill • How to identify and validate pain points across caregivers, families, clients, and referral sources • Using pain-point insight to coach teams more effectively in the field and on inquiry calls • Aligning messaging, training, and support to reduce friction and burnout • How empathy-driven leadership improves retention, trust, and performance</p>
10:00-10:25AM	Network/Visit Exhibitors – Refreshment & Snack Break
10:25-11:55AM	<p> Home Health: Lead the Charge: Guiding Your Team to VBP Excellence in 2026 1.50 CE</p> <p><i>Melinda A. Gaboury, COS-C, CEO, Healthcare Provider Solutions</i></p> <p><i>Facilitator: Amanda Carver, Sweetwater Home Health</i></p> <p>The Home Health Value-Based Purchasing (HHVBP) program enters a new era in 2026. The Centers for Medicare & Medicaid Services (CMS) is implementing major changes effective January 1, 2026, reshaping how quality, cost, and functional outcomes determine reimbursement. Industry expert Melinda Gaboury will break down the 2026 rule changes and translate them into practical, immediately actionable strategies. Learn how new requirements impact clinical operations, therapy utilization, financial stability, and agency performance under HHVBP — and walk away with a clear action plan to strengthen outcomes and safeguard revenue.</p>
10:25-11:55AM	<p> Hospice: Following the Symptom Management Cues in CAHPS and HOPE 1.50 CE</p> <p><i>Caren Martin, PharmD, BCGP, Senior Clinical Manager, Enclara Pharmacis</i></p> <p><i>Facilitator: Callie Rumsey, Tennessee Quality Hospice</i></p> <p>The CAHPS (the Consumer Assessment of Healthcare Providers and Systems) survey and HOPE (Hospice Outcomes and Patient Evaluation) tool are now an integral part of</p>

hospice quality assessment. Their focus on common end-of-life symptoms including pain, nausea, dyspnea, anxiety/agitation, bowel function, and sadness can alert the hospice team to areas for assessment and opportunities for optimal symptom management. This presentation focuses on pharmacologic and nonpharmacologic strategies to evaluate, treat, and monitor these symptoms and will discuss ways to effectively communicate with patients and caregivers to maximize both patient comfort and the CAHPS and HOPE assessments

10:25-11:55AM



PSSA: Latest Legal Developments Impacting the Home Care Industry

Clayton Nedza, Associate, Polsinelli

Facilitator: Kunu Kaushal, Senior Solutions Home Care

Please join employment attorney Clayton Nedza for a summary of the most significant legal trends and updates impacting your agency. He will also review recent industry specific employment practices being targeted in new lawsuits and the actions owners can take to better protect their agencies from litigation and DOL investigations.

10:25-11:55AM



MGMT: Effectively Managing Employees with Problems 1.50 CE

Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting

Facilitator: Aisha Lbhalla, Loving Home Care, LLC

At some time, most employees will have some work-related or personal problems that will affect their attitudes, behaviors, and attention when they are at work. These can vary from attendance issues, conflicts with coworkers, and lack of participation in job activities, to substance dependence, mental illness, and threats of violence. Often, supervisors and other leaders are at a loss about how to identify problems, whether to address issues or ignore them, if legal and/or disciplinary concerns may be present, and what the resources may be if outside assistance is needed. We will review some of the more common employee-related situations and discuss what roles and actions employers need to consider when our employees have problems that come to work with them.

10:25-11:55AM



Sales: Mastering The First Call

Emily Isbell, Founder & CEO, 24/7 Solutions

Facilitator:

The first call from a prospective client is more than just an inquiry; it's an opportunity to convert interest into long-term business. Yet many home care teams miss this chance by failing to lead the conversation with confidence, empathy, and a structured process. This session will equip attendees with a step-by-step framework to turn service inquiries into scheduled care consultations, improving conversion rates and overall revenue. This interactive session includes real-world insights from secret shopper evaluations, actionable strategies teams can implement immediately, and a free tool to provide their teams or franchisees.

11:55AM-1:20PM

Award Luncheon & Visit Exhibitors

1:20-2:35PM



Home Health: Survey Readiness with the NEW Survey Protocols! 1.25 CE

Annette Lee, RN, MS, HCS-D, COS-C, CEO and Founder, Provider Insights

Facilitator: Elizabeth Dayton, Meritan, Inc.

When you are going on a trip and going a way you haven't been before, it is important to have a road map-- to know the directions, and to avoid the pitfalls! CMS has changed the home health state operation manual and the HH survey process. So, we have developed a road map for you and your agency to follow, to make the new road feel familiar, and help provide you a smooth survey journey. This session will give you an overview and some real-world details about the new process and provide you with a simplified roadmap to be able to check off each location along the journey of survey preparedness with success! Identify the new criteria and steps in the Home Health Surveyor protocols Explain how to best prepare your agency for the survey- from office staff to the clinical team and leadership, with tools and hints along the way Perform a mock survey using the protocols and road map provided- from tandem visits to the interview questions and medical record reviews

1:20-2:35PM

Hospice: Lessons Learned from HOPE Tool Implementation 1.25 CE



Tammy Stewart, RN, CPHQ, COS-C, Clinical Consultant, Healthcare Provider Solutions
Facilitator: Ginny Dyer, Hospice of Cumberland County Inc.

Since October 1, 2025, hospice providers have been required to perform and submit HOPE assessments via iQIES. This session addresses the importance of accurate HOPE data collection and timely submission as well as obstacles encountered by providers. We will discuss the role of the HOPE Tool and its impact on HQRP along with tips and processes to protect your agency from a 4% payment penalty starting in FY 2027.

1:20-2:35PM



PSSA: MCO Panel: BLUECARE TN, UNITED HEALTHCARE & WELLPOINT

Facilitator: Marcus Foster, AdvanceCare Health Services, LLC

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.

1:20-2:35PM



MGMT: Let's Change How We Think About Change - For Our Clients, Our Businesses, For Ourselves 1.25 CE

Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting

Facilitator: Shawn Mullins, Oasis In-Home Care

Change is constant in our lives, and yet we often believe that it will stop just behind the next curve in the road. Whether this occurs in our personal lives or affects us at work, most of us like predictability and being able to plan for what we expect. When we face the reality of change as the rule and not the exception, we can learn that we can control our emotional reactions to change, if not the situations. The keys to managing and thriving in a changing environment are flexibility and resilience. By recognizing our emotions and our ability to deal with them, we can accept change and do our best. Whether we acknowledge that someone has moved our cheese or modified our job assignments, we can all benefit from recognizing that we are doers and not victims.

1:20-2:35PM



Sales: Internal Sales: Selling Through Service

Emily Isbell, Founder & CEO, 24/7 Solutions

Facilitator:

While marketing your business externally is very important, an often overlooked treasure trove comes from marketing your business internally. In this session Emily will work with owners on developing an Internal Sales approach guaranteed to shift your team's mindset towards a culture of selling through service. Imagine if you could grow your business by 25% in just two months without ever adding a new client. It is possible and Emily will be teaching you exactly how she did just that during one of the most challenging times of the pandemic.

2:35-3:00PM

Network/Visit Exhibitors – Refreshment & Snack Break

3:00-4:00PM



ALL: Legal Updates and Industry Trends in Home Health, Hospice, and Personal Care 1.00 CE

Clayton Nedza, Associate, Polsinelli

Facilitator:

This session provides a practical overview of recent legal developments and emerging industry trends affecting home health, hospice, and personal care providers. This presentation will translate complex regulatory and legal issues into clear, actionable insights, focusing on how changes in the law impact operations, reimbursement, workforce management, and compliance. Attendees will leave with a better understanding of key risks to watch for, best practices, and how these trends may affect the business of care delivery.

5:30-7:00PM

Complimentary Drinks and Light Snacks

TUESDAY, MAY 5, 2026

TIME	SESSION/SPEAKER
8:00-11:15AM	Exhibit Booths are Open
6:30-8:30AM	Free made-to-order Breakfast at the hotel opens at 6:30AM
8:30-9:30AM	 <p>Home Health: Audit Denials? Non-affirmations? Coming Face to Face with Your FTF Operational Issues 1.00 CE <i>Annette Lee, RN, MS, HCS-D, COS-C, CEO and Founder, Provider Insights</i> <i>Facilitator: Debbie Yorba, Lincoln Medical Home Health & Hospice</i> FTF denials are on the top of all auditors' lists. Why is this, after over a decade of this requirement? Because things change! Join this prior MAC Medical Review Nurse in a deep dive of the types of issues being denied for FTF, AND, how to properly set up processes at your agency to ensure you have compliant, winning documentation! Review the evolving issues with FTF Plan tidy processes and checkpoints for getting the FTF right that involve the whole team Play Medical review nurse and review some FTF documentation- some that would get paid- some that didn't! Bonus! A simplified FTF checklist to ensure you've covered all the bases</p>
8:30-9:30AM	 <p>Hospice: The Federal Hospice Landscape: Policy, Payment, and Oversight 1.50 CE <i>Patrick M. Harrison, JD, Senior Director, Regulatory & Compliance, National Alliance for Care at Home</i> <i>Facilitator: Callie Rumsey, Tennessee Quality Hospice</i> This session provides a comprehensive update on the hospice federal policy and regulatory landscape, including the FY 2027 Hospice Wage Index and Payment Rate Proposed Rule. The discussion will highlight key payment, quality, and regulatory proposals, situating them within broader federal priorities related to program integrity, oversight, and care delivery. Attendees will gain a clearer understanding of how current regulatory signals may shape hospice operations, strategic planning, and related considerations in the year ahead.</p>
8:30-9:30AM	 <p>PSSA: TENNCARE: CHOICES Update <i>Katie Evans, Chief of LTSS, Division of TennCare</i> <i>Facilitator: Vicki Burks, GoodWorks At Home</i> Don't miss this opportunity to hear from TennCare directly who will provide solutions to questions and concerns that our members requested assistance with</p>
8:30-9:30AM	 <p>MGMT: Emotional Intelligence and Leadership: How We Really Make the Grade 1.00 CE <i>Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting</i> <i>Facilitator: Savannah Wesley, Continuum Pediatric Nursing Services</i> When we think about "intelligent" people, usually we are talking about their book smarts, their educational achievements, their impressive vocabularies, or their logical thinking (IQ). We often don't consider people who are likeable, who are in touch with their emotions, who are flexible in how they deal with life, or who can accept feedback appropriately as intelligent or not. These are some of the factors we mean when we talk about emotional intelligence (EQ). To be successful, we must look at both of these aspects of ourselves and our employees. Recognizing that there are some things we can improve and other factors that we cannot or choose not to change; this workshop will help us identify and learn some important keys to becoming more emotionally intelligent in both our work and personal lives.</p>
8:30-9:30AM	 <p>Sales: High Performance Isn't Accidental: The 90-Day Formula for Sales Team Results <i>Casey Rausin, RN, CCM, Business Development, Home Care Sales</i> <i>Facilitator:</i></p>

High-performing teams don't happen by accident; they're built with intention. Walk through the exact framework top agencies use to hire right, onboard fast, coach effectively, and hold the line on accountability. Leave with a 90-day implementation roadmap.

9:30-9:45AM	Refreshment & Snack Break with Exhibitors
9:45-10:45AM	<p> Home Health: What is Skilled Care? Busting the Myths and Setting the Story Straight on What Medicare Truly Pays for! 1.00 CE</p> <p><i>Annette Lee, RN, MS, HCS-D, COS-C, CEO and Founder, Provider Insights</i></p> <p><i>Facilitator: Amy Harrison, Vanderbilt Home Care Services</i></p> <p>If you've ever been told that Medicare will pay your agency for a specific service only to find out that they won't actually cover that service, or if you've ever thought an audit would go well because a patient "really needed home health "only to be told by your Medicare Administrative Contractor (MAC) that the services "were not medically necessary", then this session is for you! Find out what Medicare actually reimburses home health providers for.</p>
9:45-10:45AM	<p> Hospice and Palliative Care in a Value-Based World 1.00 CE</p> <p><i>Patrick M. Harrison, JD, Senior Director, Regulatory & Compliance, National Alliance for Care at Home</i></p> <p><i>Facilitator: Ginny Dyer, Hospice of Cumberland County Inc.</i></p> <p>As CMS continues its shift toward value-based payment and accountability, hospice and palliative care increasingly intersect with value-based care delivery. This session explores how hospice and palliative care fit into today's value-based care landscape, including CMS Innovation Center models and demonstrations, and examines where gaps, constraints, and opportunities remain. The discussion will focus on how evolving model design and policy priorities may influence the future role of serious illness and end-of-life care within value-based initiatives.</p>
9:45-10:45AM	<p>PSSA: Reaching New Frontiers in Onboarding: Solving the Industry's Biggest Workforce Challenge – Caregiver Retention</p> <p><i>Facilitator: Chelsea Williams, At Home Healthcare</i></p> <p><i>This session will address one of the industry's most pressing challenges: caregiver retention. This session will explore innovative onboarding strategies that go beyond the basics, creating a strong foundation for long-term caregiver satisfaction and success. Much like space missions rely on strong crews for success, your agency depends on a dedicated, engaged workforce. We'll delve into best practices for nurturing talent from day one, improving retention rates, and fostering a culture that supports caregivers throughout their careers.</i></p>
9:45-10:45AM	<p> MGMT: Relationship-building for Leaders 1.00 CE</p> <p><i>Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting</i></p> <p><i>Facilitator: Shawn Mullins, Oasis In-Home Care</i></p> <p>The human side of leadership is so important but too often overlooked. A successful leader provides shared vision and supervision; but, leaders must develop a relationship with the people they inspire to follow them. A successful leadership relationship inspires employees to become more than they imagined they could be and achieve more than they thought they could. This workshop examines the importance of relationships and feelings in the workplace, gives us the opportunity to assess ourselves as leaders, and begin to develop skills that contribute to bringing out the best in our employees.</p>
9:45-10:45AM	<p> Sales: Stop Guessing, Start Growing: KPIs that Move the Needle</p> <p><i>Casey Rausin, RN, CCM, Business Development, Home Care Sales</i></p> <p><i>Facilitator:</i></p> <p>Most sales reps track activity. Top performers track outcomes. Learn which 5 metrics actually predict referral growth—and how to use them to turn your sales team from busy to productive. Walk away with a scorecard you can implement Monday morning.</p>

10:45-11:15AM EXHIBITOR FUN - Grand Prize WINNERS will be Announced! *Sponsors Embassy Suites, HPS & VRI

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!

THANK YOU, TAHC SPONSORS

•Paradigm.





Tennessee Association
for Home Care

TAHC

2026 ANNUAL CONFERENCE

ATTENDEE REGISTRATION FORM



Tennessee Association
for Home Care

MAY 3rd -5th | Embassy Suites | FRANKLIN, TN

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

To join us on May 3rd – 5th, 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 April 1st, 2026. Rates increase on April 2nd. Registration Includes educational sessions & meals.

REGISTRATION TYPE	TAHC Members	Non-Members
<input checked="" type="radio"/> Per Person fee for 1 st and 2 nd registrants EARLY BIRD	<input type="radio"/> \$369.00	<input type="radio"/> \$775.00
<input checked="" type="radio"/> *Per Person fee for 3 or more registrants EARLY BIRD	<input type="radio"/> \$349.00	<input type="radio"/> \$733.00
<input checked="" type="radio"/> Per Person fee for 20 or more registrants EARLY BIRD	<input type="radio"/> \$329.00	<input type="radio"/> \$700.00
<i>*Receives a \$20.00 discount for each attendee registered</i>		
<input checked="" type="radio"/> Per Person fee for 1st and 2nd registrants AFTER APRIL 1ST	<input type="radio"/> \$469.00	<input type="radio"/> \$875.00
<input checked="" type="radio"/> *Per Person fee for 3 or more registrants AFTER APRIL 1ST	<input type="radio"/> \$449.00	<input type="radio"/> \$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.*

Annual Conference Location / Hotel Details: Embassy Suites Nashville South Cool Springs, 820 Crescent Centre Dr., Franklin, TN 37067 is offering TAHC Conference attendees a discounted group rate of \$175 Online room reservations are now just a click away: Embassy Suites Hotel OR Contact the Embassy Suites Hotel directly at 615-515-5151 you MUST mention the TN Association for Home Care Annual Conference GROUP CODE: 933 in order to receive reduced rate. **Cut-off date April 1st.**

REFUND: The registration fee, less a \$75 handling charge, is refundable if notice is received in writing at TAHC by March 15, 2026. NO REFUNDS AFTER March 15, 2026. Substitutions are welcome. No credit will be given for no-shows.