



AT-A-GLANCE

Tennessee Association for Home Care

2019 Fall Conference Attendee Registration

Park Vista Hotel Gatlinburg, TN *November 17th - 19th



Tennessee Association
for Home Care

Sunday, November 17, 2019

3:00pm – 6:00pm: TAHC Board of Directors Meeting
5:00pm – 6:00pm: **Conference Attendee Registration (optional)**
5:00pm – 6:00 pm: **Exhibit Booths Set-Up (optional to set-up Monday)**

Garden View A & B
Lower Lobby
Tennessee Ballroom 1 & 2

Monday, November 18, 2019

8:00am – 4:00pm: **Attendee Registration**
7:30am – 8:30am: **Exhibit Booths Set-Up (option to set-up Sunday)**
8:00am – 8:30am: **Breakfast Buffet (provided) *Sponsor BlueCare Tennessee**

Lower Lobby
Tennessee Ballroom 1 & 2
Tennessee Ballroom 1 & 2

8:30am – 10:00am: **Conference Welcome TAHC President Kunu Kaushal & KEYNOTE**

Tennessee Ballroom 1 & 2

KEYNOTE: Experience the Extraordinary, Craig Karges, Entertainer, Author, National Recognized Speaker

Craig combines the art of magic with the science of psychology and the power of intuition to create the impression that nothing is impossible. Tables float, minds are read, metal bends and your imagination is challenged because you won't believe your eyes! Using total audience participation, Karges dazzles the mind as he challenges you to question what is real and what is unreal. You don't just watch this presentation, you experience it! He baffles, mystifies and thoroughly entertains the audience and then, at the end of the presentation, when he has them in the palm of his hand, he delivers a powerful message concerning the potential of the human mind. "Experience the Extraordinary" is business theater and motivational entertainment at its best! ***Sponsor Strategic Healthcare Advisers (SHA)**

10:00am -10:25am: Refreshment Break with Exhibitors – Booths OPEN until 5pm TN Ballroom 1 & 2

Concurrent Sessions from 10:25am – 11:55am

Home Health: Transitioning to a PDGM HH Operational Model, Arnie Cisneros, President & Kimberly McCormick, RN/BSN, Executive Clinical Director, Home Health Strategic Management *Technology Sponsor Healthcare Provider Solutions, Inc.

Tennessee Ballroom 4

Impact Act reforms rewire the care continuum in "Volume to Value" terms, and PDGM brings these changes to Home Health. Under PDGM, HH Providers will be required to reinvent care production and delivery processes to assure clinical and financial outcomes. In addition, CMS reforms require Utilization Review control present in all Medicare Provider sites outside of Home Health, which has allowed front-line clinical staff to manage care episodes. Learn how a Clinical Utilization Review model will return care production and delivery back to the agency where it can be managed to PDGM success. Don't miss this exciting and progressive presentation including case examples of how to gain success in the PDGM era.

Hospice: 2019 Jurisdiction M (JM) Hospice Medicare Workshop Series - Tools for Medicare Success Part 1, Charles Canaan, Senior Provider Education Consultant, Palmetto GBA, SC

Gardenview A & B

These 2 sessions are designed for hospice providers and their staff to equip them with the tools they need to be successful with Medicare billing, coverage and documentation requirements. Palmetto GBA will provide information related to the most common errors identified through a variety of data analysis and some hints and tips on the reasons why these errors occur. Palmetto GBA's ultimate goal is to have educated and astute providers who know how to accurately and skillfully apply the information they learn to their documentation and billing practices!

PSSA: Home Care is the New Healthcare: Recruiting, Onboarding, & Educating the Caregiving Workforce for the Future of Healthcare, Jen Waldron, SVP of Sales, CareAcademy

Gardenview C, D & E

In this presentation, Jen will challenge the audience to consider the argument and evidence around educating caregivers as the number one health intervention for today's home care agency. Adeosun will present evidence from academic research as well as studies conducted with customers using CareAcademy. Helen will also discuss learning and staffing best practices to help find new caregivers and educate existing caregivers to meet the growing needs of clients in their care. Helen will conclude the presentation with several actionable steps that agency owners and management can take today to ensure that their caregivers have the knowledge they need to act as health interventions, and the positive impact for home care ROI and business.

MGMT: OUTPERFORM THE NORM, Scott Welle, Author, Speaker, Peak Performance Strategist & Founder of Outperform The Norm

Mountainview B (Upstairs)

Today's competition is brutal and the pressure to perform can be suffocating. What are you doing to stay ahead and keep from burning out? Join Scott Welle, #1 Best Selling Author and Founder of Outperform The Norm, as he shares the peak performance strategies used by high achievers to perform your best. Learn to: •Boost positivity and happiness by up to 30%; •Unleash sustainable energy, stamina and physical vibrancy; •Challenge limiting beliefs about yourself you didn't know you had; •Unlock the mindset shift that world-class performers use to get stronger (and more confident) from adversity. This is a dynamic, high-energy presentation that will help you raise your personal standard of excellence and give you an effortless action plan to put into place immediately.

11:55am – 1:20pm: Lunch for Conference Attendees & Exhibitors (provided) – Featured Speaker: Rep. Jeremy Faison, House Republican Caucus Chair in Tennessee Ballroom 1 & 2 *Sponsor WellCare Health Plans, Inc.

Concurrent Sessions from 1:20pm – 2:35pm

Home Health: Department of Labor Updates and Effects on Home Health Agencies, Asia Diggs Meador, ESQ., General Counsel, Vice President - Compliance & Human Resources, Meritan Inc.

Tennessee Ballroom 4

This informative session will cover recent labor developments of interest to our Home Health membership. Agencies will be updated on recent DOL actions and regulatory changes, as well as provided with best strategies and practices for implementing changes that offer minimal disruption in the provision of services.

Hospice: 2019 Jurisdiction M (JM) Hospice Medicare Workshop Series - Tools for Medicare Success Part 2, MaKisha Pressley-Callaham, Ed.D, Senior Provider Relations Representative (HHH), Palmetto GBA, SC

Gardenview A & B

PSSA: TENNCARE: CHOICES/EVV Update, Jamie O'Neal, Director of CHOICES MLTSS

Gardenview C, D & E

This session will provide an update on CHOICES and EVV patient enrollment. This is a great opportunity to learn the answers to YOUR many questions.

Monday, November 18, 2019

Concurrent Sessions from 1:20pm – 2:35pm

MGMT: WHAT DO YOU DO? *Scott Welle, Author, Speaker, Peak Performance Strategist & Founder of Outperform The Norm* **Mountainview B (Upstairs)**

It's a simple question with a not-so-simple answer, and if you're like most people, you'll respond by listing your position, products, programs or services. But that's not what you DO. Great leaders are able to peel back the onion to uncover what it is they truly DO and communicate it to motivate, inspire and engage others. Discover how to: •Enhance communication style and feedback to inspire team members; •Create a culture that consistently Outperforms; •Implement a repeatable process to thrive through change, personally and professionally; •Connect to the greater purpose behind your day-to-day responsibilities; •Leverage the 3 scientifically-proven keys to greater daily motivation. This thought-provoking presentation will unlock a feeling of passion and purpose that you never knew existed and will give you the tools to be someone that others want to follow.

2:35pm -3:00pm: Refreshment Break with Exhibitors Tennessee Ballroom 1 & 2

Closing Sessions from 3:00pm – 4:00pm

ALL: Tennessee Advocacy Panel, *Mandy Haynes Young, Attorney, Butler Snow LLP, Shelia Howe, Tennessee Quality Care & Thom Mills, Quality Home Health* **Tennessee Ballroom 1 & 2**

Lawmakers make decisions every day that impact home care... from what is covered, to the reimbursement rate, and how we deliver care. Come learn about the 2019 legislative session; the definition of political advocacy and its role in home care; Effective strategies and approaches for working with legislators and review Do's and Don'ts & Review the legislative "ask" to gain practical advice for garnering support from lawmakers.

PSSA: MCO EVV Panel

Gardenview C, D & E

***ALL: 4:00pm – DON'T MISS OUT! EXHIBITOR'S WELCOME RECEPTION - WINNERS WILL BE ANNOUNCED**

Tuesday, November 19, 2019

8:00am – 12:00pm: Exhibit Booths are Open

Tennessee Ballroom 1 & 2

8:00am – 9:00am: Continental Breakfast with Exhibitors

Tennessee Ballroom 1 & 2

Concurrent Sessions from 9:00am – 10:15am

Home Health: Under the PDGM Hood: Miscellaneous Items to Address for PDGM Success, *Arnie Cisneros, President & Kimberly McCormick, RN/BSN, Executive Clinical Director, Home Health Strategic Management* **Tennessee Ballroom 4**

Most PDGM education has focused on the reform structure, coding, billing, or changes in PPS regulations. There are numerous areas where modifications to the current processes will be required for success under PDGM. This presentation focuses on those areas and proposes the development of new protocols to address PDGM changes. From Clinical Documentation to Star Ratings management, Risk adjustment to the development of an accurate SOC clinical profile; new paths are required for PDGM success. Furthermore, what is the role of these items in the development of a PDGM-compliant Plan of Care, and how does that lead to PDGM episodic success on an individualized patient episodic basis? This progressive presentation addresses these and numerous areas of the HH model in terms of PDGM changes.

Hospice: Federal Hospice Update – FY2020 Hospice Final Rule and Update, *Katie Wehri, Director of Home Health and Hospice Regulatory Affairs for the National Association for Home Care and Hospice (NAHC)* ***Technology Sponsor Healthcare Provider Solutions, Inc.** **Gardenview A & B**

This session will delve into the reasons for and expectations around hospice payment rebasing, the slated changes to the Medicare election statement and implementation of an election statement addendum. A discussion of what hospices can expect to see in the hospice quality reporting program with a focus on the standardized assessment tool HOPE, Hospice Compare, and an update on current regulatory and legislative news will also be provided.

PSSA: Latest Employment Law Trends in the Home Care Industry, *Angelo Spinola, Esq., Attorney and Shareholder, Littler Mendelson, P.C.* **Gardenview C, D, E**

In this session attorney Angelo Spinola will walk agencies through the most significant legal trends impacting the home care industry and most common litigation filed against agencies. Angelo will provide best practices and guidance on how to modify specific practices to reduce potential liability. Topics will include the proper structuring of live-in and on-call pay practices, latest developments concerning litigation over travel time, background checks, fluctuation of caregiver pay rates and other hot button issues. Angelo will discuss the results of these litigations so that agencies can learn from the mistakes of others and explain how agencies are modifying practices to avoid these claims.

ALL: Customer Service and Professional Etiquette, *John E. Dalton, President/CEO, Optimum RTS* **Mountainview B (Upstairs)**

This session is designed to give both managers and employees the tools necessary to both train and implement 5-star quality customer service in their professional lives. This training will cover several proven ways to improve the overall customer service within your organization and additionally focus on etiquette when interacting with employees and management. Learning objectives: 1) Who is the client; 2) Key interpersonal factors to consider prior to interaction; 3) The first impression; 4) Active listening; 5) Conflict resolution & 6) Follow through.

Concurrent Sessions from 10:15am – 11:30am

Home Health & PSSA: Circle Marketing, *John E. Dalton, President/CEO, Optimum RTS* **Tennessee Ballroom 4**

Circle Marketing is a new and innovative way to look at the strategy of selling service-based product. It combines using human nature to lure and attract new business. It is a way to present yourself in a self-sacrificing "it's not about me" way. It's a sure-fire way to set yourself apart from the competition. It's a way to become a first call to that client that would never give you the time of day. It's a way to make your client more devoted to you. It's a way to attain and surpass your goals. It's common sense.

Hospice: The Intersection of Hospice Quality of Care and Regulatory Compliance, *Katie Wehri, Director of Home Health and Hospice Regulatory Affairs for the National Association for Home Care and Hospice (NAHC)* **Gardenview A & B**

This session is a review and discussion of recent reports from the HHS Office of the Inspector General and governmental concerns about the quality of hospice care. We will look at some of the sources of this concern and how hospice regulatory compliance impacts others' perceptions of their quality of care. We will discuss potential quality of care reforms and how hospices can address quality and consistency in their organizations.

ALL: Workforce Turnover Reaches All-Time High: How Hiring Practice and Agency Culture Can Impact Your Bottom Line, *Joel Cullum, Senior Vice President, SESCO Management Consultants* **Gardenview C, D, E**

Home care caregiver turnover rate skyrocketed another 15% to 82% in 2018 according to Home Care Pulse's benchmarking study. Interestingly, the study included nearly 700 home care providers that have mostly been in the industry for 10 or more years! In a recent study, the U.S. Bureau of Labor Statistics stated that the annual growth rate for home care services from 2014-2024 would be nearly 5%, the highest among all industries. Join Joel to explore how your agency's culture, leadership, and practices impact your ability to attract and retain quality employees. Further, Joel will review how leadership can avoid hiring out of a reactive nature, especially given the national workforce shortage in the industry. Challenge your agency's current screening and hiring practices and understand the true cost of caregiver turnover affecting your bottom line. Finally, there will be a tutorial on "behavioral based" interviewing which is critical for finding and retaining the best employees for your agency.

11:30am – EXHIBITOR FUN – DON'T MISS OUT! GRAND PRIZE WINNERS WILL BE ANNOUNCED in Tennessee Ballroom 1 & 2



2019 Fall Conference Registration Form

Register online www.tnhomecare.org or use this form.

*Sessions, speakers, schedules and more will be made available at ReachtheSummit2019.com

1. Name: _____ Title: _____

Email: _____

2. Name: _____ Title: _____

Email: _____

3. Name: _____ Title: _____

Email: _____

Agency: _____ Address: _____

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

Is this your first time attending a TAHC Conference? Yes _____ Name(s) _____

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

Early Bird Registration – Before October 28

(Includes educational sessions and meals)

ALL Early Bird Registrations must be paid by 10/28/2019.

| | TAHC Member* | Non-Member* |
|---|---|--------------------------------|
| Per person fee for 1st and 2nd registrants | <input type="checkbox"/> \$275 | <input type="checkbox"/> \$575 |
| *Per person fee for 3 or more registrants | <input type="checkbox"/> \$250 SEE EXAMPLE BOX | <input type="checkbox"/> \$550 |
| *Receives a \$25.00 discount for each attendee registered | | |

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| <p>EXAMPLE of Discounted Registration for 3 or more TAHC Attendees from same agency for early bird rate:</p> <p>1st Attendee \$275 2nd Attendee \$275 3rd Attendee \$275 Total \$825 \$25.00 x 3 = Discount Amount of \$75</p> <p>TOTAL Registration Amount \$750</p> |
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Conference Registration – After October 28

(Includes educational sessions and meals)

ALL Conference Registrations must be paid by 11/11/2019.

| | TAHC Member* | Non-Member* |
|---|--------------------------------|--------------------------------|
| Per person fee for 1st and 2nd registrants | <input type="checkbox"/> \$300 | <input type="checkbox"/> \$630 |
| *Per person fee for 3 or more registrants | <input type="checkbox"/> \$275 | <input type="checkbox"/> \$605 |
| *Receives a \$25.00 discount for each attendee registered | | |

ONLINE Registration: Go to www.tnhomecare.org - **NOTE: YOU MUST LOG-IN FIRST IN ORDER TO PAY**

TAHC MEMBER PRICE. After you LOG-IN Click 'Education' then Click 'Event calendar' Scroll down & Click '2019 Fall Conference Attendee Registration' which is listed under 'Community Calendar' then click on 'Register Button'. Enter your attendee(s) information & For 3 or more attendees from the same agency the discount option is listed under **Attendee Selections** \$250.00 (EARLY BIRD DISCOUNT BEFORE OCTOBER 21) & \$275.00 (AFTER EARLY BIRD DEADLINE OCTOBER 21) for each person - Online Registration accepts most types of card payments (Bank Debit Cards, VISA, MasterCard, American Express, Discover, etc.)

Payments by Mail: When paying by mail, send check made payable to TAHC & mail to **TAHC, P.O. Box 140087, Nashville, TN 37214-0087**. We do ask that YOU email YOUR REGISTRATION rochelle@tnhomecare.org before mailing to guarantee a sufficient number of programs and meal arrangements.

Location/Hotel Details: The Park Vista Hotel, 705 Cherokee Orchard Rd., Gatlinburg, TN 37738. Reserve your Online room at www.parkvista.com OR Contact The Park Vista Hotel at 800-421-7275. Mention or use **TAHC Group Code ONLINE BOOKING: TAC** when registering online or by phone to get the TAHC group discounted rate of \$112.00. **Rooms' cut-off for discounted rate 10/21/2019** *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*

REFUNDS/ON-SITE REGISTRATION: The registration fee, less a \$50 handling charge, is refundable if notice is received in writing at TAHC by October 10, 2019. NO REFUNDS AFTER October 10, 2019. Substitutions are welcome. Add \$50 when registering on-site. **No credit will be given for no-shows or for cancellations within three weeks of the conference.**

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

2020 Annual Conference *May 4 & 5 *Franklin Marriott Cool Springs * Franklin, TN