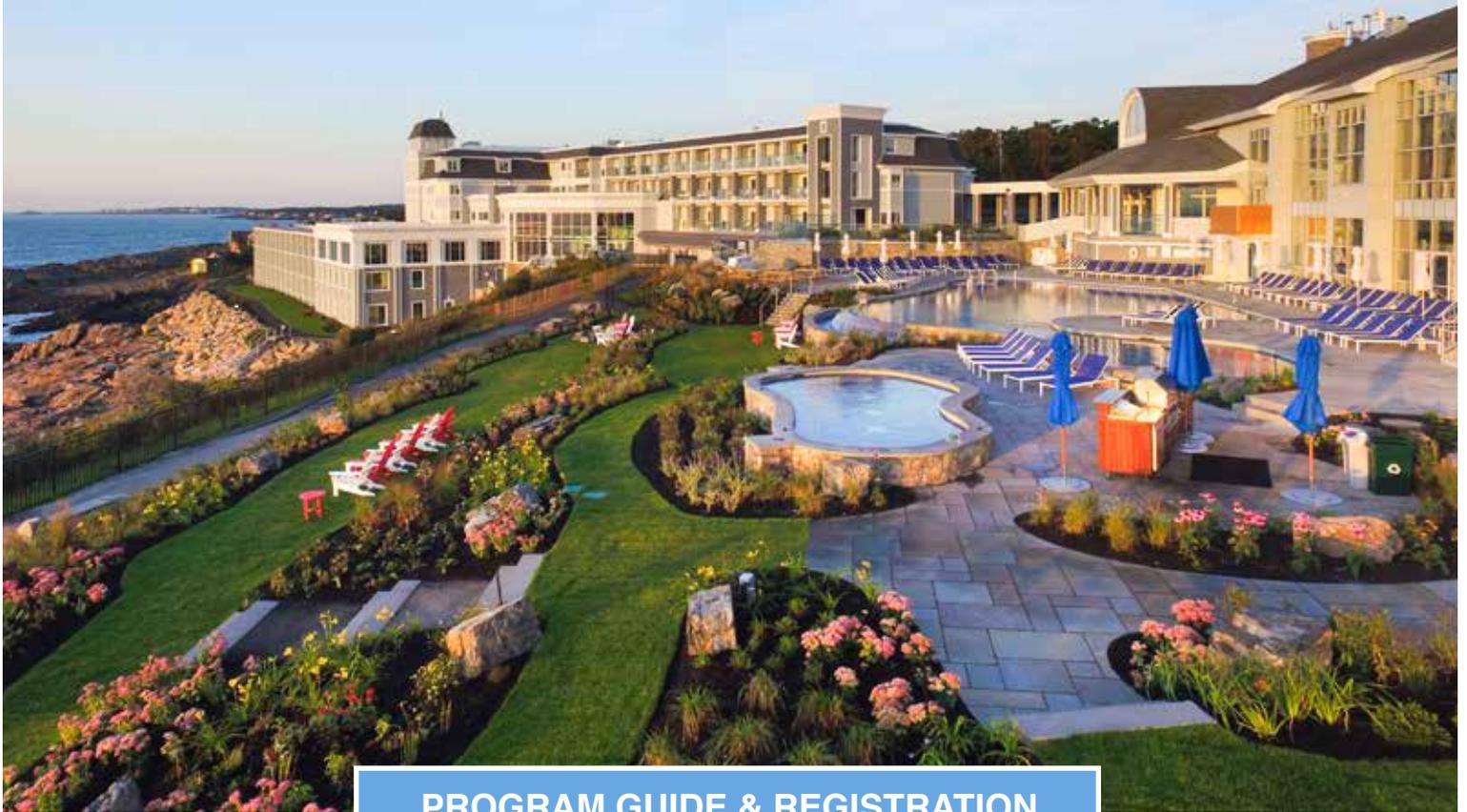


THE EIGHTH ANNUAL



# NEW ENGLAND HOME CARE & HOSPICE CONFERENCE AND TRADE SHOW

SIX STATES, ONE CONFERENCE,  
HUNDREDS OF ATTENDEES



**PROGRAM GUIDE & REGISTRATION**

April 25 – 27, 2018

Cliff House, Cape Neddick, Maine

**EARLY BIRD DEADLINE: MARCH 9, 2018**

GOLD SPONSOR



SILVER SPONSOR



## NEW THIS YEAR! CEO/EXECUTIVE TRACK

We are pleased to offer a new segment dedicated to executive level staff on Thursday, April 26. The sessions have been specially picked by the committee to provide home health leaders with strategic issues and new ideas to bring back to your agency.

### CONTINUING EDUCATION:

Continuing Education Units for Nursing are provided for certain sessions that meet the criteria established by the Board of Nursing and the conference committee. Many of the concurrent sessions and keynotes will be eligible for CEUs. The Program Guide handed out at the conference will clearly indicate which sessions qualify for CEU's and which do not. Certificates of attendance will be provided to all attendees.

### WHAT TO WEAR:

Business casual is suggested for all events. Temperature comfort levels may vary; a jacket or sweater is recommended during the education sessions.

### HANDOUTS:

In an effort to be "green," all handout materials, when they are provided by speakers, will be available for downloading prior to the conference. A link will be e-mailed to all registrants.

### NEHCC WEBSITE:

Check out the NEHCC website at [www.nehcc.com](http://www.nehcc.com) for:

- Updated conference information
- Speaker handout materials
- Driving directions
- Sponsor & exhibitor information
- Online registration
- Hotel information
- More!

### WEATHER:

In the event of severely inclement weather during the conference, it is our intent to hold the program as planned. However, if a state of emergency travel advisory is issued, we suggest you view the NEHCC website at: [www.nehcc.com](http://www.nehcc.com) or call your state home care association for further details. The cancellation policy as outlined on the registration form will prevail.



NEW ENGLAND  
HOME CARE & HOSPICE  
CONFERENCE AND TRADE SHOW

## SPECIAL THANKS TO OUR CONFERENCE SPONSORS





# NEW ENGLAND HOME CARE & HOSPICE CONFERENCE AND TRADE SHOW

**Dear Home Care and Hospice leaders and friends,**

The six home care associations of New England are pleased to invite you to the eighth annual New England Home Care & Hospice Conference and Trade Show. This three-day regional event attracts over 300 attendees of all staff levels and provides an exceptional opportunity for professional education and peer networking.

Our conference speakers are experts in the changing home care environment. There are concurrent sessions designed to meet the various needs of home health, hospice and private duty attendees. Every year we select an agenda that contains the most up-to-date and popular topics in the industry.

With a new location comes an opportunity to revamp the successful conference. Take a look at the brochure to notice a new agenda pattern, simulation programs, and a special CEO/Executive Track for leaders. Your passion for leadership and the desire to grow your business are sure to be ignited by all of the dynamic speakers.

Join us in Cape Neddick, ME on April 25 – 27 to network with sponsors and exhibitors who offer innovative services and products for our industry, as well as catch up with colleagues from around New England.

2018 is sure to bring out the opportunity for new strategies, connections and ideas to move your business forward. We are eager to welcome you to the New England Home Care & Hospice Conference and Trade Show at The Cliff House!

Sincerely,

Deborah Hoyt, President and CEO  
Connecticut Association for Healthcare at Home

Gina Balkus, CEO  
Home Care Association of NH

Vicki Sebell, Executive Director  
Home Care & Hospice Alliance of Maine

Nicholas Oliver, Executive Director  
Rhode Island Partnership for Home Care

Pat Kelleher, Executive Director  
Home Care Alliance of Massachusetts

Jill Mazza Olson, Executive Director  
VNAs of Vermont

## KEYNOTE SPEAKERS

**Melanie Stover, OT, MBA,  
MS/ISM, Owner, Home Care  
Sales, Inc.**

**Post-Acute Care Collaboratives:  
How to Get a Seat at the Table**



Hospitals, skilled nursing facilities, and other care providers are looking for help to aid patients in managing the disease process at home. If you aren't there to tell them what you can do for them, no one will. Building a customer base starts with defining your brand and communicating your message. Learn how to get a seat at the table, how to present your data, and how to establish your agency as the provider of choice.

*Melanie has led numerous workshops and field training programs for clients, focusing on training clinicians to be better salespeople and training professional salespeople to produce more in less time through account management, successful selling skills, personal branding, time management, and improved customer service.*

**Pat Gallant-Charette  
You Can If You Try**



Pat Gallant-Charette is a native of Maine, wife and grandmother, and also the oldest woman ever to swim across the English Channel. Join Pat for this inspirational story about her personal journey, which reinforces her belief that we are restrained only by the limits we place on ourselves. When we recognize this, we can accomplish amazing feats.

*Pat has completed five out of seven of the world's toughest open water swims, including the North Channel between Ireland and Scotland, California's Catalina Channel and Japan's Tsugaru Channel. In 2016, Pat was nominated for World Open Water Swimmer Woman of the Year and for the Global Marathon Swimmers Federation Solo Swim of the Year for her record setting North Channel swim.*

**Kathy Gruver, PhD  
Self-Care for the Caregiver:  
Enhance Health, Improve  
Productivity and Beat Burnout**



Burnout is high among those who care for others. Join caregivers, executives and support staff for this fun and practical program and explore stress-busting techniques as well as nutrition suggestions for people on the go, exercises, quick stretches and sleep tips. These are key to enhancing work productivity, improving communication and ensuring wellness of the staff. Teach your staff to care for themselves so they can care better for others.

*Kathy Gruver, PhD is the award-winning author of seven books including: Conquer Your Stress, Workplace Wellness, Conquer your Stress at Work, and Journey of Healing. She studied mind/body medicine at the famed Benson-Henry Institute for Mind-Body Medicine at Harvard and has been featured as an expert in numerous publications on over 250 radio and TV shows. In 2015 she had the privilege of creating a stress reduction program for the US Military.*

## KEYNOTE SPEAKERS

**Gina Mazza**, BSN, RN, CPHQ, Partner,  
Director of Regulatory and Compliance  
Services, Fazzi Associates  
**The Workforce Crisis That is Inevitable: Employee  
Engagement Best Practices to Put into Place Now**



Having enough trained staff to provide services and administrative support is the number one strategic goal for agency directors and supervisors. Employee engagement is critically important to the every aspect of your hospice and home health agency. It is the essence of what keeps employees committed and passionate about their work. Every leader has a role to play in attaining and maintaining a high level of employee engagement.

Most experts agree that turnover typically costs about 1.5 times the annual salary of the position requiring a replacement. Mazza will discuss what this is doing to your bottom line and how the “Span of Influence,” or the number of subordinates directly reporting to a leader/manager, is affecting your agency. Gina will delve into the changing labor force and give actionable items that leaders must do now to ensure employees are engaged.

*Gina Mazza is a national leader on regulatory and compliance issues. She manages one of the largest OASIS and compliance groups in the country. She has spearheaded a number of Fazzi’s national best practice initiatives and serves as the clinical expert on Fazzi’s National State of the Industry Study.*

**Laura Adams**, President and CEO,  
Rhode Island Quality Institute  
**Our Data, Their Stories: Transforming  
the Delivery of Healthcare**



If a health care provider can’t navigate the healthcare system, who can? Laura Adams had gone through all the standard diagnostic tests before being diagnosed with breast cancer. She was dismayed at how little information was shared between the providers and how she was not included as part of her own health care team. This experience does not bode well for patients, especially those with low health literacy.

As home care and hospice professionals, we have the power to disrupt and transform the industry by focusing on patient and family engagement. Laura will share her personal story to illustrate how we must learn to use the information and data to improve the quality of the care we provide.

*Laura Adams is the President and CEO of the Rhode Island Quality Institute (RIQI), a center of collaborative innovation that advances health and healthcare transformation. RIQI was named a CMS Practice Transformation Network, one of only 29 in the nation. She is the Massachusetts appointee to the Oversight Council for the MA Center for Health Information and Analysis and has served on the Rhode Island Governor’s Workgroup on Healthcare Innovation.*

# DAY-AT-A-GLANCE

## PRE-CONFERENCE INTENSIVES: WEDNESDAY, APRIL 25th

1:00 pm – 5:00 pm Registration

2:00 pm – 5:00 pm **CONCURRENT PRE-CONFERENCE INTENSIVES**

Wound Care Conference

EVV and Successful Agency Management

5:00 pm - 6:30 pm Welcome Reception hosted by Byram Healthcare

## OPENING DAY: THURSDAY, APRIL 26th

7:30 am – 9:00 am Breakfast and Registration

9:00 am – 10:00 am *Opening Keynote: Post-Acute Care Collaboratives - How To Get a Seat at the Table, Melanie Stover*

10:00 am – 11:00 am **CONCURRENT BREAKOUT SESSIONS**

Optimize Your Business & Technology Processes for CoP Success

Pediatric and Adult Palliative Home Care: Lessons Learned in Program Development

Performance Improvement and the Millennial Workforce

One Patient in a Sea of Numbers

Home Health and Hospice Audits and Investigations: Perspectives from a Federal Agent and a Former Health Care Fraud Prosecutor

**CEO SESSION:** Why Staff Leave and How to Keep Them

11:00 am – 11:30 am Exhibits Open

11:30 am – 12:30 pm **CONCURRENT BREAKOUT SESSIONS**

Realize a 50% Efficiency Gain with a Strategic Intake and Referral Management Process

Surveyors are Coming! Will Your Agency be Ready?

How to Prove the Value of Modern Telehealth and Use it to Grow Your Patient Census

Improve Employee Engagement: Target Your Agency's High Performers

Clinical Ethics and Compliance in an Age of Patient Choice and Aid-in-Dying

**CEO SESSION:** Executive Dashboard for HHAs 2018 and Forward

12:30 pm – 1:30 pm *Lunch and Keynote: You Can If You Try, Pat Gallant-Charette*

1:30 pm – 2:30 pm **CONCURRENT BREAKOUT SESSIONS**

Invitation for Collaboration: How the Age-Friendly Communities Movement Builds Partnerships

Failing to Plan for a Home Health Review is Planning to Fail: Plan Now!

HHGM is Delayed – Preparing for What's Next

Best Practices to Attract Clients & Recruit and Train Employees

Emergency Preparedness Simulation

**CEO SESSION:** Population Health - Your Key to Success

2:30 pm – 3:15 pm Break with Exhibitors

3:15 pm – 4:15 pm *Keynote: Self-Care for the Caregiver - Enhance Health, Improve Productivity and Beat Burnout, Kathy Gruver, PhD*

4:15 pm – 5:00 pm Battle of the Innovators

5:00 pm – 6:30 pm Reception with Exhibitors

# DAY-AT-A-GLANCE

## CLOSING DAY: **FRIDAY, APRIL 27th**

- 6:30 am – 7:30 am Morning Energizer
- 7:30 am – 8:30 am Breakfast, Exhibits Open
- 8:30 am – 9:30 am **Keynote: The Workforce Crisis That is Inevitable - Employee Engagement Best Practices to Put into Place Right Now, Gina Mazza**
- 9:30 am – 10:00 am Morning Break with Exhibitors

### 10:00 am – 11:15 am **CONCURRENT BREAKOUT SESSIONS**

3 Key Areas: Measure These Metrics to Comply with New CoPs

Refocusing On The Patient Experience

Embracing Our PT and OT Scope of Practice in Home Care

Cracking the Code: A New Approach to Difficult Behavior That Engages Caregivers in Problem Solving

**CFO PANEL**

- 11:15 am – 12:00 pm Final Break with Exhibitors

### 12:00 pm – 1:00 pm **CONCURRENT BREAKOUT SESSIONS**

Stop Sepsis At Home

Employment Laws and How to Apply Them to Your Business

Optimizing Operations Through Data Collection and Dissemination

Leadership Development: Grow Your Own Leaders From Within your Organization

Emergency Preparedness Simulation

- 1:00 pm – 2:30 pm **Lunch & Closing Keynote: Our Data, Their Stories - Transforming the Delivery of Healthcare, Laura Adams**

## **EXHIBIT HOURS**

### **Thursday, April 26**

- 11:00 am Exhibits Open
- 2:30 pm Break with Exhibitors
- 5:00 pm Reception with Exhibitors

### **Friday, April 27**

- 7:30 am Exhibits Open
- 9:30 am Morning Break with Exhibitors
- 11:15 am Final Break with Exhibitors

## **BATTLE OF THE INNOVATORS!**

**Thursday, April 26**

**4:15 to 5:00**

The pitch competition continues in 2018 with the Battle of the Innovators! Contestants will present business solutions to various industry challenges, and try to gain the favor of the audience who will use their smartphones to select winners. Many will enter. Only one will win!

## PRE-CONFERENCE INTENSIVES

WEDNESDAY, APRIL 25

2:00 PM – 5:00 PM

The Pre-Conference Intensives are highly interactive, focused workshops on topics of special interest. Each half-day course is ideal for a deep dive into the specific subject content. This year choose between Electronic Visit Verification or Developing a Successful Wound Care program.

### Asked and Answered: What Does It Take to Develop a Successful Wound Care Program in the Home?

Wound Care Program development is an iterative, interactive process requiring continued persistent efforts of improvement. In this program we will discuss how your agency can unite a group of diverse caregivers and wound care specialists together into a coordinated program. The presentator will offer examples of intentional planning such as identifying the agency culture, engaging in targeted project development, developing operational strategies, and conducting follow-up analysis. Specific examples of developing a mission, program goals, and wound care champions will be discussed.

Participants will also share ideas on changing organizational culture, developing policies and procedures, creating a wound fair for recruitment and training, challenges of assessment tools and incorporating best practice care bundles that are likely to lead to better outcomes for your patients.

### EVV – A Tool to Drive Productivity and Efficiency in Home Health and Home Care

Whether an agency bills government payors or not, Electronic Visit Verification (EVV) should be considered an essential tool for successful home health or private home care agency management. The use of Electronic Visit Verification (EVV) software will soon be mandated in all states as a condition of billing government payors. The right EVV platform can more efficiently track and verify that patients are receiving proper care and it can present a management opportunity to reduce paper documentation traditionally associated with visit verification. This goes far beyond tracking visit arrival and departure times, it increases productivity and efficiency among staff members.

Non-certified agencies, agencies in states that have opted for closed or single source EVV solutions, as well as agencies in states that have yet to select an EVV platform will all benefit from analyzing these products.

### WHY ATTEND A PRE-CONFERENCE INTENSIVE WORKSHOP?

- These half day courses add significant value to your conference experience by providing exclusive content not offered during the main conference
- Participating in a Pre-Conference session allows you the unique opportunity to meet other attendees who share your interest before the main conference even starts!

## THURSDAY, APRIL 26

### 10:00 AM – 11:00 AM – BREAKOUT SESSIONS

#### **Optimize Your Business & Technology Processes for CoP Success**

*Craig Mandeville, CEO, Forcura; Diane Link, Director of Clinical Services, BlackTree Healthcare Consulting*

The new home health Conditions of Participation (CoPs) are intended to improve quality of care and eliminate unnecessary procedural requirements for home health agencies. Home health and hospice organizations need to optimize business and technology processes to realize the full benefit the revised CoPs were designed to deliver. Two industry experts will share their best practice ideas regarding the use of technology as a compliance strategy.

#### **Pediatric and Adult Palliative Home Care: Lessons Learned in Program Development**

*Greg Burns, BSN, RN, CHPPN, Clinical Manager for Pediatrics and Maternal Child Health and Palliative Care Coordinator; Robert Abel, MSN, RN, CHPN, Chief Nursing Officer and Director of Palliative Care, MaineHealth Care at Home*

Our pediatric and young adult chronic care patients have very different palliative care needs over their lifespans. Join us for an overview of the highlights and pitfalls in the development of palliative home care across the age spectrum. This program will cover the interface and collaboration between home care and hospital programs as well as the use of the National Consensus Project to guide current and future program development.

#### **Performance Improvement and the Millennial Workforce**

*Donna Floyd, Principal Consultant; Robert Floyd, COO, The Crag Business Group*

In the new world of data-driven and outcome-focused quality, agencies are being asked to learn, think, track and react differently. Engaging the growing millennial workforce and understanding their mindset and motivation will be key for the agency in defining duties, assessing skill sets and identifying team leaders. Hear how the agency's future is strengthened and quality advanced by models of engagement for a new generation.

#### **One Patient in a Sea of Numbers**

*Stacy Ashworth, MS, RN, HCS-D, COS-C, Select Data*

As CMS has signaled its intent to move into a payment model that focuses on patient characteristics versus service utilization, the question is how can you, as a provider, ensure that you are communicating to CMS your patient's individualized needs. This presentation will give providers a primer into the new patient-centered language of CMS.

#### **Home Health and Hospice Audits and Investigations: Perspectives from a Federal Agent and a Former Health Care Fraud Prosecutor**

*David Schumacher, Partner, Hooper, Lundy & Bookman, P.C.; Jeanette Hernandez, Special Agent, U.S. Department of Health and Human Services, Office of Inspector General, Office of Investigations*

Regulatory review of home health agencies and hospices by federal and state regulators and payors is at an all-time high. This presentation brings together a former federal health care regulator who prosecuted home health care companies, and a Special Agent with the HHS-OIG Office of Investigations. They will provide an overview of the home health care and hospice fraud landscape, describe recent high-profile criminal and civil home health care fraud cases, discuss best compliance practices, and provide practical tips to avoid and respond to audits and investigations.

#### **CEO SESSION: Why Staff Leave and How to Keep Them**

*Eric Scharber, Exact Recruiting, a Simone Talent Solution*

Who knows why the best people leave their jobs? The person who helped them find new ones! This presentation will provide words of wisdom from a successful recruiter about retaining key employees. Eric Scharber will share successful and unsuccessful strategies to attract and retain top-tier talent, and provide an overview of the state of the workforce specific to the Home Care and Hospice industry.

## THURSDAY, APRIL 26

### 11:30 AM – 12:30 PM – BREAKOUT SESSIONS

#### Realize a 50% Efficiency Gain with a Strategic Intake and Referral Management Process

*Craig Mandeville, CEO, Forcura; Nick Seabrook, Managing Director, BlackTree Healthcare Consulting*

How is the intake process holding your agency back? Discover new concepts of efficiency and transparency in healthcare business that will improve your business processes today, and in the future. The intake process will be examined using examples from a case study featuring California's Mission Healthcare.

#### Surveyors are Coming! Will Your Agency be Ready?

*Cheryl Pacella, DNP HHCNS-BC, CPHQ, COS-C, HCS-D, CAP Consulting*

The new CoPs have arrived and the surveyors are not far behind. This session will provide an overview of the survey process, include details about the specific tasks that encompass a survey, instruct your staff on how best to review patient charts to ensure compliance, and explain penalties agencies face for non-compliance.

#### How to Prove the Value of Modern Telehealth and Use it to Grow Your Patient Census

*Rich Curry and Jarrett Bauer, Health Recovery Solutions*

The Federal Communications Commission reports that remote patient monitoring for chronic conditions such as heart disease, pulmonary disease, and diabetes could save \$197 billion nationwide over 25 years. Even as the demand for telehealth grows, home health agencies are tasked with showing a return on investment for their telehealth programs. This presentation will provide some tools needed to not only implement a successful telehealth program, but also show advancement in terms of improved patient satisfaction, increased patient census, reduced cost of care, and decreased nursing visits.

#### Improve Employee Engagement: Target Your Agency's High Performers

*Thomas Bathrick, DrPH, MSN, BS, RN, Home Healthcare, Hospice, and Community Services*

Staff turnover, low morale and increased deficiencies tend to correlate. Often management spend far too much time managing low performing employees, while neglecting their highest performers, further driving down morale. Hear specific approaches on how an agency can better engage the highest performers while still holding the lowest performers accountable and analyze the changing staff dynamics.

#### Clinical Ethics and Compliance in an Age of Patient Choice and Aid-in-Dying

*Kathleen Hessler, RN, JD, CHC, CHCC, PC, Simone Healthcare Consultants*

Legal and ethical issues in clinical and compliance activities continue to evolve. What is legal may not always be ethical. Gain an understanding of the importance of creating an ethical and open culture in clinical and business concerns. Discuss how death with dignity/aid-in-dying laws present new and evolving ethical and legal challenges for agencies in the states where it is legal, or where legislation is pending.

#### CEO SESSION: Executive Dashboard for HHAs 2018 and Forward

*Barbara McCann, BSW MA; Mia Millefoglio, MA, Vice President Development & Marketing, Community Health Accreditation Partner (CHAP)*

High quality and efficient care requires compliance as well as defined clinical processes and outcomes. Although the Home Health Groupings Model (HHGM) is delayed, the final prospective payment system (PPS) for Medicare home health services promises to offer the industry direction of what lies ahead, and what it means for agency strategy and capability heading into 2019. CMS has offered the clues in the final rule. Together we can decipher their message.

## THURSDAY, APRIL 26

### 1:30 PM – 2:30 PM – BREAKOUT SESSIONS

#### **Invitation for Collaboration: How the Age-Friendly Communities Movement Builds Partnerships**

*James Fuccione, Director, MA Healthy Aging Collaborative;  
Clare Healy-Foley, Chief External Affairs Officer, Community  
Nurse & Hospice Care*

With local examples of home care agency involvement, this presentation will explain the “Age-Friendly Communities” movement and how it represents an unprecedented opportunity for connecting local home care providers and community organizations to strengthen community, and reinforce the positive value and impact of home care.

#### **Failing to Plan for a Home Health Review is Planning to Fail: Plan Now!**

*Joe Osentoski, Quality in Real Time*

CMS Probes and ZPIC/UPIC (Zone Program Integrity Contractor/Unified Program Integrity Contractor) audit results are determined before the first ADR (Additional Development Request) is sent. Agencies that do not have a functioning process and contingency plan in place before a review occurs are set up to fail. There are 12 common traits among agencies that have poor results with medical reviews that make them more susceptible to a Targeted Probe and Educate review. Invest in prevention! Address these 12 items as part of your agency's core culture.

#### **HHGM is Delayed – Preparing for What's Next**

*Chris Attaya, VP of Product Strategy, SHP; Sue Payne, VP of  
Clinical Services and Innovation, Corridor*

Who are the expected winners and losers of the new model? Using data from the Strategic Healthcare Programs (SHP) national database, the presenters will identify the clinical operational approaches needed to comply with the new payment model. This program will identify the operational and clinical changes needed to remain a vital organization while caring for the patient.

#### **Best Practices to Attract Clients & Recruit and Retain Employees**

*Jenny Smith, Founder and Principal, Acuity Public Relations*

Take a deep dive into handling the biggest marketing challenges regarding obtaining new clients and attracting and retaining employees in the home health industry. Learn innovative ways companies are building their brand and their workforce. Jenny Smith, content marketing and social media strategist will address what has worked and why and provide best practices that allow you to make the adjustments, measure, assess, and adapt.

#### **Emergency Preparedness Simulation**

*Barbara B. Citarella RN, BSN, MS, CHCE, NHDP-BC  
National Healthcare Disaster Professional,  
CEO & President, RBC Limited*

Emergency Preparedness is a necessity in the world of health care. This interactive 60-minute session will be facilitated by an emergency preparedness expert. Join your peers to take part in a realistic tabletop exercise. Results will vary.

#### **CEO SESSION: Population Health - Your Key to Success**

*Susan Adams, RN, BSN, MHSA, PhD, Vice President Alliance  
Integration, Masonicare*

Population health has many different definitions. This session will explain how population health relates to different payment models and how it can best be used in home care. Identify population health models and learn step-by-step instructions on how to incorporate population health into your agencies practices. Whether you are a large organization in Massachusetts or a small one in Maine you can benefit from knowing the most up-to-date information on population health and its impact on your practice and your bottom line. Gain the knowledge base you need to make decisions for the population you serve.

## FRIDAY, APRIL 27

### 10:00 AM – 11:15 AM – BREAKOUT SESSIONS

#### CFO Panel

*Panel Facilitator, Bill J. Simone, Managing Principal, Simone Healthcare Consultants*

Join a group of home health, private home care and hospice financial experts for an open discussion about what agencies need in terms of internal financial controls and performance indicators to address important management concerns, to help improve operating efficiencies and to improve overall financial health. Bring your questions on measuring revenue cycle performance, managing cash flow and navigating new payment models. Also be prepared for a discussion on developing and using financial benchmarks, including measuring financial success at a private duty agency.

#### 3 Key Areas: Measure These Metrics to Comply with New CoPs

*Cheryl Reid-Haughian, VP of Clinical Informatics, CellTrak*

When it comes to managing care and service delivery, there is an endless list of metrics you can monitor. But what should you track? Which key performance indicators have the most impact on quality and client outcomes? This presentation will help outline three key areas that must be monitored by your operations team. Learn how a fully integrated mobile solution can improve your office-to-field workflow while allowing you to proactively manage performance, improve productivity, and make appropriate corrections in CoP compliance.

#### Refocusing On The Patient Experience

*Andrea LeBlanc RN, BSN, MBA; Dawn Jelley, RN, CHPN, Healthwyse/Casamba*

Are we more focused on the satisfaction survey than the patient experience? What falls off our priority list with the increasing burden to do more with less? Learn how to meet regulatory demands, manage staff and the bottom line. This seminar will explore how you insert a culture and practice of patient-centered care that ensures exceptional patient experiences. The speakers will discuss strategies, action items, and tools to enable your agency to achieve improved patient experience while managing all other operational demands.

#### Embracing Our PT and OT Scope of Practice in Home Care

*Judith Walsh, VNA Care; Nancy Ryan, VNA Care*

Scopes of practice for Physical Therapy and Occupational Therapy have evolved over the past several years. Curricula have expanded in response. Currently licensed clinicians are challenged to continue to grow clinical capabilities and expertise across their careers. Join the VNA Care team to examine how this change impacts you, your agency and your patients now and for years to come.

#### Cracking the Code: A New Approach to Difficult Behavior That Engages Caregivers in Problem Solving

*Jennifer Pilcher Warren, Ph.D., CMC, Overlook CARE Management and Private Care*

We are always looking for new and innovative approaches to identifying and managing difficult behavior in persons with dementia. Dr. Warren will teach how to engage direct care staff in active observation of the client, gather information, investigate and examine behaviors, and strategic problem solving. Participants will not only learn the basics of this approach, but also will learn how to teach other direct care staff or family members.

## FRIDAY, APRIL 27

### 12:00 PM –1:00 PM – BREAKOUT SESSIONS

#### Stop Sepsis At Home

*Al Cardillo, Executive Vice President, Policy and Program Services, Home Care Association of New York State*

The Home Care Association of New York State is working to equip home care providers and clinicians with educational/preventive, screening and follow-up tools to combat sepsis. Over 80% of sepsis cases originate in the home and the community. With preventive steps, early recognition of symptoms and rapid intervention, morbidity and deaths are preventable. This presentation will learn about sepsis, steps for provider adoption of this community based program, clinical application of the sepsis screening tool, integration into agency procedures, records, and more.

#### Employment Laws and How to Apply Them to Your Business

*Robert Brooks, Partner, Verrill Dana*

Navigating the minefield of employment laws is complicated and different for every state and industry. This session will examine how various employment laws apply to the home care workforce and help you understand how to make sure your agency follows these laws and are integrated in practice and in your employee handbook. What are some employee “red flags” and what to do when they pop up in your business?

#### Optimizing Operations Through Data Collection and Dissemination

*Raymond Belles, Managing Consultant, BKD, LLC*

This session will examine the changing healthcare landscape and focus on making operational decisions based on data. Focus will be on the use of claims data to help home health and hospice organizations validate their market position and gain insights into their contribution to patient Medicare spending. These data elements will define opportunities to collaborate with other providers in advancing higher quality care while leading the industry in lowering the overall Medicare spending.

#### Leadership Development: Grow Your Own Leaders Within Your Organization

*Elizabeth Dupont, MBA, OTR/L, CAPS, ECHM, Director of Clinical Services, Franklin County Home Health Agency*

Internal leadership development is a necessary component of any successful home health agency. This presentation explains how one agency designed a successful leadership development tool and how other organizations can use this program to grow their own leaders internally.

#### Emergency Preparedness Simulation

*Barbara B. Citarella RN, BSN, MS, CHCE, NHDP-BC  
National Healthcare Disaster Professional,  
CEO & President, RBC Limited*

Emergency Preparedness is a necessity in the world of health care. This interactive 60-minute session will be facilitated by an emergency preparedness expert. Join your peers to take part in a realistic tabletop exercise. Results will vary.

*Relax in scenic downeast, coastal Maine.*

## The Cliff House

591 Shore Road Cape Neddick, ME 03902

Reservations: 855-210-6901



### IMPORTANT DEADLINES

Early Bird Conference  
Registration:

**March 9**

Hotel Room Block:

**April 5**

Conference Registration:

**April 16**

*A \$50 late fee will be assessed to each registration received after the deadline.*

### The Cliff House

Simply relax and enjoy the remarkable ocean views at The Cliff House, or opt for a more engaging experience. The Cliff House has both indoor and outdoor swimming pools, a beautiful luxury spa, and exclusive access to the challenging course at the adjacent Cape Neddick Golf Club.

Grab a bike, hiking boots, sea kayak, or a fishing rod. Take in the visual arts at the on-site Gallery at Bald Head Cliff, grab some binoculars and explore the Rachel Carson National Wildlife Preserve, or watch the waves lap the rocks at the Nubble or Goat Island lighthouses. The Cliff House can set up group lobstering trips, historical tours of nearby towns, and more.

A room block with a discounted room rate is available for the nightly rate of \$163 per night. The deadline to take advantage of this great rate is April 5. Reserve online at: [www.nehcc.com/hotel.html](http://www.nehcc.com/hotel.html).

**Coupon Code: 0418NEHC**

*Please note: Room block is first come first served. The room block may sell out prior to the cut off date. Don't delay! Reserve your room soon.*



# NEW ENGLAND HOME CARE & HOSPICE CONFERENCE AND TRADE SHOW

It's EASY to REGISTER ONLINE at [www.nehcc.com](http://www.nehcc.com)

## Registration Form *Complete one registration form for each registrant.*

Please select the state association(s) to which your agency belong:

- Connecticut
- Maine
- Massachusetts
- New Hampshire
- Rhode Island
- Vermont

Attendee Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

## Registration Fees

Early bird rate is only available for attendees registering for the full conference. Early bird deadline is March 9, 2018, all registrations received after 3/9/2018 must pay the regular rate. Registrations received after after 5 p.m. on April 16 will be subject to a \$50 late fee, per registrant. Registrations may not be shared. Substitutions are allowed.

### Pre-Conference Program on Wednesday, April 25\*

\*Additional fee for Members and Non-Members

- Pre-Conference Intensive Program for conference attendees  \$90
- Pre-Conference Intensive Program for those not attending the conference  \$150

Select one:

- Asked and Answered: What Does it Take to Develop a Successful Wound Care Program in the Home
- EVV – A Tool to Drive Productivity and Efficiency in Home Health and Home Care

### Conference Options, Thursday, April 26 and Friday, April 27

	Member	Non-Member
Full Conference – Early Bird by March 9	<input type="checkbox"/> \$345.00	<input type="checkbox"/> \$700.00
Full Conference - Regular (March 10 – April 16)	<input type="checkbox"/> \$395.00	<input type="checkbox"/> \$750.00
1-Day, Thursday, April 26 Only	<input type="checkbox"/> \$245.00	<input type="checkbox"/> \$400.00
1-Day, Friday, April 27 Only	<input type="checkbox"/> \$195.00	<input type="checkbox"/> \$350.00

#### Payment/Cancellation Policy

Payment must be made in advance of this conference. Cancellations received in writing by April 16 will be refunded, minus a \$50 cancellation fee. Cancellations made after April 16 will forfeit the registration fee. Substitutions are allowed, and are not subject to any fees.

## Payment Method

- Check - Please make payable to **Foundation for Home Health**
- Credit Cards accepted through online payment at [www.nehcc.com](http://www.nehcc.com) or by calling 617.482.8830 during business hours

After April 16, include a \$50 per registrant late fee.

**Amount Enclosed:**

\$ \_\_\_\_\_

**Please send completed forms to:**

Home Care Alliance of MA  
75 Kneeland Street  
Suite 709  
Boston, MA 02111

**Questions regarding registration? Contact us!**

Ph: (617) 482-8830  
Fx: (617) 426-0509  
[registration@nehcc.com](mailto:registration@nehcc.com)

*This is a Paper Light conference. A link to handouts will be e-mailed to participants prior to the event.*

THE EIGHTH ANNUAL



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