

Kansas Home Care & Hospice Association **2019 ANNUAL CONFERENCE**



Home Care & Hospice 2019 **Putting Your Mind** **to the Test**



September 17-19, 2019
DoubleTree by Hilton
Lawrence, Kansas

WORKSHOPS

YOU'RE INVITED!

The Kansas Home Care & Hospice Association invites you to our 2019 Annual Conference at the DoubleTree by Hilton in Lawrence, Kansas – a great location for 2½ days of education, networking, and fun!

HOTEL INFORMATION:

The DoubleTree by Hilton, 200 McDonald Drive, Lawrence, Kansas, has reserved a block of rooms at the special KHCHA rate of **\$93 per night** (single and double, tax not included). The room block will be held until **August 30, 2019**, so be sure to make your reservations by that date. For online reservations, click [here](#), then simply verify the date of arrival and departure and click on "Continue" to start the reservation process. Reservations can also be made by calling the hotel directly at (785) 841-7077. Remember to mention the Kansas Home Care & Hospice Association Annual Conference when reserving your room(s) by phone.



Tuesday, September 17, 2019

Pre-Conference – 1:00 - 4:00 p.m., 3.2 CNE contact hours

Overcome the Challenges of Recruitment, Retention and Managing in Times of Transition

No matter the challenges your organization faces, no issue is as important as that of Talent Acquisition and Retention. In the coming years, winners and losers in the healthcare industry will be determined by which organizations can become the employer of choice and who can hold on to top talent. This session will provide a detailed overview of the healthcare workforce and what the industry is up against in the next 10 years. It will provide a deep dive into these areas to help you plan for the future of the healthcare workforce:

Best Practices to Recruit the Finest Staff – From someone who's recruited thousands of employees; Best Practices to Retain the Staff you have and be the Employer of Choice – Learn the 4 keys to retaining your staff!; How to Plan for the Workforce of the Future as our Industry Transitions – Including the generational transition that is taking place as we speak! (Level: Intermediate) **Eric Scharber, Principal, Simione Healthcare Consultants, Hamden, CT**



Wednesday, September 18, 2019

Opening Keynote – 8:30 - 10:45 a.m., 2.4 CNE contact hours

Home Care and Hospice Mind Games 2019: An Update from Washington



An industry expert with more than 40 years of experience in legal, legislative, and regulatory advocacy on behalf of patients and providers of home health and hospice care, Bill Dombi will provide a Home Care and Hospice specific Federal Legislative and Regulatory Update. This session is a policy-oriented briefing to attendees of the 2019 KHCHA Annual Conference in order to keep them up to date on the issues that will affect their businesses. These updates will include an up-to-the-minute overview of the current federal legislative landscape, a discussion of federal regulatory issues, and will identify

legal issues affecting home health care and hospice. (Level: General) **William A. Dombi, President, National Association for Home Care & Hospice, Washington, DC**

Luncheon (L1) – 12:00 - 1:30 p.m., 1.0 CNE contact hour

From Money to Funny

This program offers owners and managers the basics for world class customer service because customer service doesn't begin with front line employees, but rather in the highest levels of an organization. Kent Rader's unique experience as first a hospital CFO and CPA and now a professional speaker affords an entertaining and informative program filled with practical suggestions that can help organizations increase profits by truly serving their customers. Participants will learn the importance of honesty with dealing with employees and educating and empowering employees, developing happier employees because employee relations mirror customer relations. (Level: General)

Kent Rader, Professional Speaker, Kent Rader Speaks, Liberty, MO



WORKSHOPS (WEDNESDAY CONT.)

Management 1 (M1) – 2:30 - 4:30 p.m., 2.2 CNE contact hours

Wrapping Your Mind around PDGM

This session will provide attendees with the most current available information regarding PDGM implementation and will focus on both its financial and operational impacts. This session will share the results of an agency-specific financial impact analysis as a means of providing insights into the financial elements of the PDGM model, as well as related operational strategies and key performance indicators. (Level: Intermediate) **Karen A. Vance, BSOT, Senior Managing Consultant, and M. Aaron Little, CPA, Managing Director, BKD, Springfield, MO**



Clinical 1 (C1) – 1:45 - 4:30 p.m., 3.0 CNE contact hours

Solving the Riddle of OASIS GG Items



GG items were added to OASIS-D to align quality measurement across post-acute care assessment (PAC) instruments to meet the IMPACT Act of 2014 provisions. These GG mobility items can prove to be confusing since they are based on the mobility items from the Skilled Nursing Facility (SNF) assessment and are now required to be performed in a home setting for HHAs. In this workshop, we will learn the differences in conventions and guidance between the items, tips on assessment techniques, and strategies to ensure accuracy on response selection. (Level: Intermediate) **Jennifer Gibson Osburn, RN, HCS-D, COS-C, Senior Clinical Consultant, Axxess Technology Solutions, Dallas, TX**

Hospice 1 (H1) – 2:30 - 4:30 p.m., 2.2 CNE contact hours

Connecting the Dots Between Hospice Quality Reporting and Patient Care

Over the last few years the hospice industry has seen many changes with the development and dissemination of The Hospice Quality Reporting Program (HQRP). This session will provide an overview of the HQRP along with how the Hospice Item Set and CAHPS Hospice Survey relate to clinical practice. It will also provide you with strategies that you can implement within your agency to increase overall customer satisfaction. (Level: Intermediate) **Sharon M. Litwin, RN, BSHS, MHA, HCS-D, Senior Managing Partner, and Judy Morris, RN, BSN, Nursing Consultant, 5 Star Consultants, Camdenton, MO**

KHCHA DISTRICT GET-TOGETHER:

Arrive early on Wednesday morning to network with other member agencies in your KHCHA district. Areas will be designated for each district to meet from 7:30 to 8:30 a.m.

BUSINESS MEETING:

The KHCHA Annual Business Meeting will be held at the start of Wednesday's luncheon. This brief meeting will allow for necessary association business to be conducted.

WEDNESDAY EVENING SOCIAL:

Take a break and enjoy the company of your peers and others involved in home care and hospice. From 4:30 to 6:00 pm on Wednesday evening, join us for local flavors, beverages, and perhaps even some brain-teaser fun! For the first time this year, we will also offer a drawing for those who participate in "Quality Conversations" with our participating business partners. The rest of your evening will be free for you to relax or explore Lawrence.

UnitedHealthcare Community Plan is proud to support the **Home Care & Hospice 2019 – Putting Your Mind to the Test Conference**.

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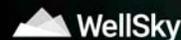


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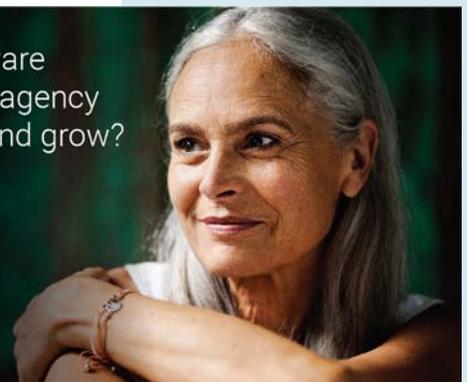
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WORKSHOPS (CONT.)

EXHIBITORS:

Exhibitors will be present Wednesday and Thursday of the Annual Conference. Extended breaks between workshops will allow you time to visit each business partner to learn about the various home care and hospice products and services they have to offer. The extended afternoon break on Wednesday will be designated for executive/exhibitor networking, while clinicians can head back to the classroom for additional CEs.

DOOR PRIZE GIVEAWAY:

**Thursday, September 19
Noon—12:15 p.m.**

To conclude our exhibitor activities, door prizes from supporting business partners will be announced at this time. Since you must be present to win, you won't want to miss this event!



Thursday, September 19, 2019

Management 2 (M2) – 8:30 - 10:45 a.m., 2.4 CNE contact hours

Solving the Data Dilemma:

Using Data for Performance Improvement

In this session, we will review updated CMS Quality Outcome Measures (IMPACT Act and Quality of Care Star rating), outcome and process measure calculation and the data sources to use for performance improvement. We will also take a look at how to interpret CASPER Reports, outline an 8 step outcome improvement plan, and discuss methods to track outcome performance using data sources. (Level: Intermediate) **Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H, Senior Consultant, Selman-Holman & Associates LLC, Denton, TX**

Clinical 2 (C2) – 8:30 - 10:45 a.m., 2.4 CNE contact hours

Putting Your Mind to Successful Documentation to Stop Denials

Following a discussion of the Medicare regulations, this workshop will tackle how to represent the patient's changing condition in concise and accurate documentation, as well as how to determine when the patient is no longer appropriate for home health care to prevent claim denials. By analyzing examples of documentation and highlighting resources available, attendees will leave better equipped for successful documentation. (Level: General) **Sandy Decker, RN, BSN, Senior Provider Education Consultant, CGS Administrators, LLC, Des Moines, IA**

Hospice 2 (H2) – 8:30 - 10:45 a.m., 2.4 CNE contact hours



Hospice IDT Conference: Effective & Efficient

The Interdisciplinary Team conference (IDT) is a critical part of the hospice care planning process. This session will review the regulations, the requirements and actual intent of IDT, and provide a recommended process and protocol for an effective and efficient solution. (Level: General) **Karen A. Vance, BSOT, Senior Managing Consultant, BKD Health Care Group, Springfield, MO**

Luncheon (L2) – 12:00 - 1:30 p.m., 1.0 CNE contact hour

Increase Success with The Power of Happiness – Maximize Your Professional and Personal Potential



Contrary to what society has taught us, success does not fuel happiness, rather happiness fuels success. When we are happy, our brains become more engaged, creative, motivated and productive. This session provides specific actions to create happiness and help you make it a habit. (Level: General) **Mea Austin, Certified Executive Consultant, Motivational Speaker, Eudora, KS**

WORKSHOPS (THURSDAY CONT.)

Management 3 (M3) – 1:45 - 4:00 p.m., 2.4 CNE contact hours

Navigating the Home Health CoP Maze

This CoP workshop will be key to your agency compliance. A clear understanding and how to implement the challenging conditions and standards has been difficult for many agencies. This has led to numerous standard and condition level deficiencies seen over the past year. We will break down the challenging and/or frequently cited conditions and standards - ones seen in reports from surveys and mock surveys – and educate you on processes for implementation. Action plans for you to take back to your agency to ensure compliance will be reviewed and shared. Audience interaction will be welcome so we can discuss what participants have seen in their agencies. (Level: Intermediate) **Sharon M. Litwin, RN, BSHS, MHA, HCS-D, Senior Managing Partner, 5 Star Consultants, Camdenton, MO**



Clinical 3 (C3) – 1:45 - 4:00 p.m., 2.4 CNE contact hours

Get Your Ducks in a Row at SOC

Connect the 2018 CoPs, OASIS-D, IMPACT Act quality measures, and the Home Health Compare Quality of Care Star rating measures to successfully provide the highest quality care to your patients. Start with the comprehensive assessment, compensate for the deleted OASIS items, and use care planning to develop a focused home health Plan of Care to meet the patient's identified needs. Discuss strategies to implement care coordination and incorporate key best practices to achieve goals and improve IMPACT Act quality measures. (Level: Intermediate) **Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H, Senior Consultant, Selman-Holman & Associates LLC, Denton, TX**

Hospice 3 (H3) – 1:45 - 4:00 p.m., 2.4 CNE contact hours

Mindful or Mind Full? Brain-savvy Practices to Sustain Compassion (without Fatigue!)

Anyone who cares for others can experience compassion fatigue. Participants will review the differences between compassion fatigue, secondary trauma, and burnout, including paths to healing for each. Then, participants will explore a variety of protective tools and activities including mindfulness, intrapersonal boundaries, and the practice of compassionate empathy in order to sustain personal and professional wellbeing. (Level: General) **Roxanne Pendleton, MDiv, Senior Projects Coordinator, and Andrea Dalton, MA, MT-BC, Special Projects Coordinator, Center for Trauma Informed Innovation, Truman Medical Centers Behavioral Health, Kansas City, MO**



2019 KHCHA AWARDS & RECOGNITION:

During Thursday's Luncheon, KHCHA will present its 2019 Awards & Recognition. During this event, we come together as a true home care community... all disciplines together celebrating the distinguished performance and service of some of its special people.

CONTINUING EDUCATION:

Kansas Home Care & Hospice Association is approved as a provider of CNE by the Kansas State Board of Nursing. Course offerings are approved for contact hours applicable for APRN, RN, or LPN relicensure. Kansas State Board of Nursing provider number: LT0287-0314. Other disciplines will need to apply independently – a certificate of attendance will be provided.

HANDOUTS:

Handouts will be made available online prior to the conference. **Each attendee will be responsible for printing and bringing their own handouts to each workshop.**

SPECIAL NEEDS/ QUESTIONS:

If you have special needs or questions regarding workshops, scheduling, accommodations, meals, etc., please contact the KHCHA office at 785/478-3640 or e-mail us at khca@kshomecare.org.



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HOME HEALTH AIDE CONCURRENT CONFERENCE

THANK YOU!

We would like to extend a very special thanks to our **2019 KHCHA Annual Conference Committee.**

Cynthia Lewis, Chair
Visiting Nurses
Lawrence, KS

Raymond Belles
BKD, LLP
Springfield, MO

Ashley Boles
Greenwood County Hospital
Home Health
Eureka, KS

Amy Burr
Meadowlark, Hospice
Clay Center, KS

Dennis Clock
Clock Medical, Inc.
Winfield, KS

Debbie Thuston
NMRMC Home Health/
Hospice Agency
Chanute, KS

Terri Wahle
Homecare & Hospice, Inc.
Manhattan, KS

Janice White
Visiting Nurses
Lawrence, KS

Thursday, September 19, 2019

The Home Health Aide Conference is not included in the one- or two-day registration packets, but must be purchased separately. During the noon hour, the home health aides will join other conference participants to attend the luncheon workshop L2.

8:30 - 9:30 a.m.

Cracking the Code to Prevent Readmissions

As a part of prevention of unnecessary readmission, home health agencies are challenged to keep clients at home. Aides play a major role in this prevention by using their skills to communicate to the home care team. **Terri Wahle, RN-BC, Director of Human Resources, Homecare & Hospice, Inc., Manhattan, KS**

9:45 - 10:45 a.m.

No Illusions in Skin Care

Early identification of skin care problems is important and home health aides are integral players in the home health team. We will discuss identification of common skin care problems and prevention methods that are key for the home health aide. **Lori Lee, WOCN, RN Case Manager, Wound, Ostomy and Continence Specialist, Visiting Nurses, Lawrence, KS**

1:45 - 4:00 p.m.

During the afternoon, the home health aides will join other conference participants for workshop H3.

Mindful or Mind Full? Brain-savvy Practices to Sustain Compassion (without Fatigue!)

Anyone who cares for others can experience compassion fatigue. Participants will review the differences between compassion fatigue, secondary trauma, and burnout, including paths to healing for each. Then, participants will explore a variety of protective tools and activities including mindfulness, intrapersonal boundaries, and the practice of compassionate empathy in order to sustain personal and professional wellbeing. (Level: General) **Roxanne Pendleton, MDiv, Senior Projects Coordinator, and Andrea Dalton, MA, MT-BC, Special Projects Coordinator, Center for Trauma Informed Innovation, Truman Medical Centers Behavioral Health, Kansas City, MO**

2019 EXHIBITING BUSINESS PARTNERS

Pharmicare Health
Specialists

Infusion, LLC

BKD CPAs & Advisors

5 Star Consultants, LLC

Sunflower Health Plan

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Selman-Holman & Associates,
A Briggs Healthcare Company

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Axxess Technology Solutions

Coram

Clock Medical, Inc.

Homestyle Direct

Wellsky

Ascension Via Christi Home
Medical Wichita, LLC

McKesson

AND MORE TO COME!

REGISTRATION INFORMATION

Ticket Pricing	Early Bird Member Price (by Aug 20)	Member Price after August 20	Non-Member Price
Pre-Conference, Tuesday, September 17 (3.2 CNE contact hours)	\$55	\$65	\$130
Wednesday Only, September 18 3 workshop sessions, lunch included (5.6—6.4 CNE contact hours)	\$165	\$190	\$380
Thursday Only, September 19 3 workshop sessions, lunch included (5.8 CNE contact hours)	\$165	\$190	\$380
2-Day Packet, September 18-19 6 workshop sessions, lunch included (11.4—12.2 CNE contact hours)	\$250	\$280	\$560
HH Aide Conference, Thursday, September 19 5 inservice credit hours, lunch included	<i>NEW Lower Price!</i> \$75	\$85	\$170

Multiple Registrations from Same Agency

In order to receive only one invoice for your agency, please use the "ADD GUEST" option online, being certain to complete the "Ticket Option," "Registrant Information" and "Workshop Selection" portions of the online registration form for each registrant.

Splitting Registrations

One- and two-day registration packets may be split among multiple employees within your agency. When completing the online registration, select your ticket option with the first registrant, then choose to "ADD GUEST" and complete both the "Registrant Information" and "Workshop Selection" portions of the online registration form for the second registrant (skipping the ticket portion).

Workshop Selection Required

Due to limited workshop classroom space, we require that each attendee select the specific workshop(s) he/she plans to attend. Registrations will be accepted on a first-come basis. Remember, midday workshops with luncheons are included in the price of each day's registration, but you must indicate your plans to attend with your online registration.

Cancellations

Refunds, less a \$25 processing fee, are available for cancellations received by September 11. No refunds will be given for cancellations received after September 11. No-shows will be held responsible for payment.

[CLICK HERE](#) to register. Before you begin, make sure you have all information on each attendee—including workshop choices and home address and license number for nurses (required by Board of Nursing).

Registration Deadline: Tuesday, September 3, 2019

CONFIRMATION/ INVOICE:

Letter of confirmation with map link and an invoice will automatically be generated once you confirm your online registration. Credit cards may be accepted by special request.

TRANSFERRING REGISTRATIONS:

If necessary, registrations may be transferred to others within your agency. Change requests should be sent by email to kada@kshomecare.org. Replacements and transfers made after September 3 or at the Annual Conference will be required to complete a special form at the registration desk.

MONITORS:

Monitors are needed to assist with the sign-in/certificate distribution process for each workshop. Please indicate on your registration if you are willing to help with a workshop for which you have registered to attend.

PROGRAM CONTENT:

KHCHA greatly appreciates the time and effort on the part of our speakers and vendors in providing information for our attendees. The Kansas Home Care & Hospice Association feels an obligation to present the widest possible viewpoints represented in the home care and hospice arena. However, the participation of any speaker/vendor/product in our presentations does not constitute an endorsement by this association. As always, participants are advised to exercise diligence and/or seek further counsel in making any decisions that affect their business or the quality of services provided.



*Want to attend at the member rate,
but not yet a KHCHA member?
Visit www.kshomecare.org for your
membership application and **join today!***

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