

2024
ANNUAL CONFERENCE



MICHIGAN
**Home Care
& Hospice**
ASSOCIATION

Climbing
the
Ladder
of
Excellence
Conference
Registration

MAY 8-10, 2024

RADISSON OF KALAMAZOO

KALAMAZOO, MICHIGAN

CONFERENCE INFORMATION

Who should attend?

Home Care, Hospice, Palliative & HME Staff, Administrators & Managers, Owners, Physical, Occupational & Speech Therapists, Social Workers, Clinical Nurse Supervisors, Finance, Reimbursement & Billing Staff, Volunteer Managers and Human Resources Personnel. You!

Registration:

Mail completed registration form with payment to MHHA, 2140 University Park Drive, Suite 220, Okemos, Michigan 48864. Make checks payable to MHHA. No telephone registrations will be accepted. Fax registrations will be accepted ONLY for payment by credit card. Confirmations are guaranteed to be sent to those whose registrations are postmarked by Friday, April 26, 2024. Early bird registration discount rates apply to registrations postmarked by Friday, March 29, 2024. Agencies will be billed for the difference if early-bird fees are postmarked after Friday, March 29, 2024. **Registration sharing is strictly prohibited. Each person must be registered.**

Cancellation Policy:

Registration fees, less a \$50.00 processing charge are refundable by submitting your request in writing to MHHA (fax: 517/349-8090) on or before Friday, March 29, 2024. No refunds will be made, under any circumstances, after March 31st. Substitutions are permitted by faxing your request to MHHA, 517/349-8090.

Nursing Contact Hours:

Michigan HomeCare & Hospice Association is approved as a provider of nursing continuing professional development by Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Relevant Financial Resolution:

No one with the ability to control the content of activities has any Relevant Financial Relationships with an ineligible company.

Criteria for Successful Completion:

In order to receive contact hours you must stay for the entire session and complete an evaluation for each session. Each attendee will be supplied with barcode labels to use for signing in and out of the session. At the conclusion of each session, you must complete the evaluation.

Social Work CEs: Applied for to the Michigan SW CE Collaborative.

Dress:

For your comfort, please dress casually for the conference.

Overnight Room Reservations:

Make your overnight reservations at <https://www.choicehotels.com/reservations/groups/G9625388> Book your guest room reservation on-line today with your arrival and departure dates. Rates do not include 6% state tax, 5% city tax, or parking. If having any issues, please call 269/343-3333 during normal business hours. **Room block cut off date is April 16, 2024.** After that date, the \$159 room rates are not guaranteed.

Consent to Use Photographic Images:

Registration and attendance at, or participation in, MHHA meetings and other activities constitutes an agreement by the registrant to the use & distribution of the registrant/attendees' image photographs of such events and activities by MHHA.

Meeting Rooms:

Individual response to temperature differs greatly. It is best to layer clothes, dress for a warm room, but bring a sweater/jacket.

Registration:

Register for this in-person event. Complete the attached registration form. Many great sessions that allow for agencies to send more than one person from your agency. Additional attendee discount. Reward employees with over 30 hours of CEs for professional development to choose from and networking opportunities to learn from others in the industry. Current CDC Recommendations/Guidelines will be followed to help keep attendees safe and healthy.

At Your Service:

Host: MHHA, 2140 University Park Drive, Suite 220, Okemos, Michigan 48864, Phone: 517/349-8089, Fax: 517/349-8090. Cindy Thelen, Director of Membership Services, E-mail: cindyth@mhha.org

Conference Hotel: Radisson of Kalamazoo
100 W. Michigan Ave., Kalamazoo, MI 49007
Phone: 269/343-3333

Silent Auction:

Plan to attend and participate in the Silent Auction that benefits the Michigan Foundation for Home Care Scholarships. The Annual Silent Auction will be set up in the Exhibit Hall starting on May 8, 2024 from 4:30 p.m. to 7:00 p.m. and will remain open throughout the conference during scheduled exhibit times. The bids will close at 12:00 noon on Thursday, May 9, 2024. Proceeds will help support the Michigan Foundation for Home Care Education scholarships and programming. If you are interested in donating something of value to the auction, please complete the enclosed donation form.



A Message from our President & CEO

The Michigan Home Care and Hospice Association (MHHA) announces the opening of registration for our 2024 Annual Education Conference, Vendor Exposition, and Annual Meeting. This year's Event takes place May 8 – 10, offering two and a half days to learn and engage with informed speakers, product and service experts, and network with colleagues.

The theme for the Conference is **"Climbing the Ladder of Excellence"**. Through collaboration, compassion, education, respect, and advocacy we continue to climb toward a sustainable future for the home care industry, your personal lives, and professional careers. Despite challenges, together we climb higher. The MHHA conference presents an opportunity to meet new friends and reacquaint with peers. What better place to challenge ourselves to excellence, than the spacious and beautiful Kalamazoo Radisson Conference Center?

This year marks MHHA's 43rd anniversary and return to the largest annual gathering of the home care and hospice industry professionals in Michigan. You can expect to learn about the latest research, development, regulations, laws, and news. The Conference provides carefully planned education content with inspirational keynoters, knowledgeable experts, and unique learning experiences and FUN. Vendor are anxious to showcase new and helpful products, services, and to share friendly conversation and knowledge.

Our industry continues to grow, and the trend will not slow over the next few decades. The Conference helps bring together collaboration to share data, knowledge, and insight to navigate a clear vision to climb the ladder of excellence. As an industry, we work collectively to advocate for home care and hospice best practices that help citizens choose to stay safely in their homes for as long as they choose. The MHHA Conference will help you focus clearly on your vision for a prosperous and rewarding career future.

Register soon to get the lowest rates for the 2024 MHHA Annual Conference & Expo.

Barry Cargill, CAE

A handwritten signature in blue ink that reads "Barry Cargill". The signature is written in a cursive, flowing style.

MHHA, President & CEO

CONFERENCE SPEAKERS



Jeffrey S. Baird, Esq.

Jeffrey S. Baird, Esq., is Chairman of the Health Care Group at Brown & Fortunato, P.C., a law firm based in Amarillo, Texas. Mr. Baird represents pharmacies, HME companies and other health care providers throughout the United States. He works closely with governmental agencies. Mr. Baird has authored numerous articles and is a frequent lecturer throughout the country. He serves on the Medtrade Education Advisory Board, the AAHomecare Regulatory Council and the AA-Homecare Payer Relations Council. Mr. Baird earned a B.B.A. from the University of Iowa and received his law degree from the University of Tulsa College of Law. Mr. Baird is Board Certified in Health Law by the Texas Board of Legal Specialization.



Erin Beauprez, MPA, SHRM-PMQ, CFMILS, CAVS, CVA

Erin Beauprez is a Colorado-native who relocated with her family to Kalamazoo eight years ago and loves it! After earning a Master of Public Administration degree from the University of Colorado, Erin dedicated her career to nonprofit organizations providing mission-driven services in many settings, including hospitals, hospice, public schools, human services, and museums. Erin is SHRM-PMQ certified, is a Certified Family Medical Leave Specialist, and maintains both the CAVS and CVA certifications in volunteer engagement. As Director of Volunteer Engagement, she led groups of volunteers ranging from 20 volunteers to 16,000 volunteers across four states. As the CHRO and Director of Human Resources for nonprofits of varying sizes, Erin enjoys all aspects of human resources including employee engagement and DEI, and she recently completed the full training through ERACCE. Also, Erin is passionate about teaching abuse prevention to parents, teachers, and caregivers. Erin enjoys baking, skiing, and volunteering, especially with her family. Her recently adopted one-eyed tabby cat, Ginger, who keeps her laughing.



Rick Brummette, RN, BSN

Rick graduated from Michigan State University's College of Nursing and has been a Registered Nurse for over thirty years. He has been in survey and certification for 18 years, eight of those years surveying Medicare certified healthcare providers and 10 years as manager of the Specialized Healthcare Services Section. He specializes in assessing quality of care through documentation, clinical record reviews and interviews for home health, hospice, outpatient physical therapy and rural Health clinic conditions of participation



Cynthia Campbell, MBA, BSN, RN

Cindy Campbell is a nationally recognized thought-leader and management consultant to the continuum of healthcare at home. Cindy holds a Master of Health Administration with specialty in Healthcare Informatics, and a Bachelor of Science in Nursing. Cindy brings deep experience leading multi-service line healthcare at home, followed by over 20 years of work with Fazzi Associates, now proud to be a fully integrated member of the WellSky family of companies. Cindy and her team help agencies leverage strategic thought and operational efficiency into organizational, work-process and clinical model design for Home Health, Hospice, Palliative Care and Private Duty organizations throughout the United States. Cindy has served as a Board Member of the National Association for Homecare & Hospice, Chair of the Pediatric Homecare & Hospice Association of America, and member of the Executive Committee of the American Telemedicine Association's Homecare and Remote Monitoring Special Interest Group. A passionate advocate for innovation on behalf of patients and industry, Cindy is committed to driving methodology to best serve the needs of advancing healthcare at home.



Mike Carr, PT, COS-C

Mike Carr is a Physical Therapist and Director of Training and Education for Axxess. His clinical expertise and industry knowledge has been critical to the development and implementation of the Axxess Training and Certification program. Over the past three years, Mike has been intimately involved in the design, development, and creation of this program and now oversees an international team of engineers, content developers and support personnel. Mike joined Axxess in 2018 through the purchase of Home Health Gold. He also has nearly 20 years of experience as a physical therapist for Bangor Area Visiting Nurses in Bangor Maine.



Greg Chatfield

Greg Chatfield has been employed with Holland Hospital for over 16 years. He is currently the Security and Support Services Director for the past 7 of those years. He has instructed on several things such as Situational Awareness in the Clinical and home care setting, Armed Assailant Response, De-Escalation of Incivility and Aggression etc. He received a Bachelor of Psychology from Hope College.

CONFERENCE SPEAKERS



Arnie Cisneros, PT

As President of Home Health Strategic Management, Arnie has provided clinical services, program development, and management consultation in the areas of Post – Acute care, sports medicine, and Episodic Programming for more than 30 years. He is renowned for his adaptation of traditional care philosophies to address current and future healthcare reform initiatives. Having delivered care across an evolving care continuum during the PPS era, he is able to position HHSM as the leading Post – Acute consulting firm in terms of rewiring care for quality clinical outcomes. As a result, HHSM has been selected as Post – Acute consultants for multiple Pioneer ACOs, including the awarding and development of a CMS Innovation Center Bundling Pilot Demonstration Project in conjunction with the Detroit Medical Center. The subsequent Bundling program served as the basis of the first mandatory CMS Alternative Payment Model (APM), Comprehensive Care for Joint Replacements (CJR). HHSM subsequently became Post-Acute clinical consultants for the DMC MI Pioneer ACO, managing all DMC discharges for Sub – Acute and Home Health services. HHSM is a leader in the establishment of a Utilization Review (UR) Model for Home Health care development and delivery. The HHSM UR Model, SURCH – Service Utilization Review for Care in the Home, was named the 2016 VNAA Innovative Home Health Care Model for its ability to successfully address and program care in terms of the quality requirements. The SURCH model routinely increases Care-Mix and HHRG levels >25%, decreases nursing staffing costs while improving productivity, manages care on an in-episode basis, and delivers 4.5 – 5 Star Ratings; all in an audit – proof manner.



Madeleine Collins, RN

Madeleine “Mandy” Collins is a Registered Nurse with 30 years of experience with an advanced knowledge base to include both clinical and Medicare practices. Mandy is a member of the NGS Provider Outreach and Education Home Health & Hospice Team where she works to develop and deliver Medicare instruction for live and virtual audiences. Additionally, Mandy carries a wide range of medical record review and appeals experience for Medicare/Medicaid/Commercial contracts. Mandy possesses a strong fundamental understanding of Medicare policy, compliance and interpretation which has been vital in her previous role as a subject matter expert in Administrative Law (ALJ) hearings for both the CMS Qualified Independent Contractor (QIC) and CMS Recovery Audit Contractor (RA). Mandy’s clinical career highlights include Home Health and Hospice, extensive experience in acute care specializing in critical care, long term care management, and numerous outpatient environments. Mandy proudly served as an enlisted member of the US Army Reserve Nurse Corps.



Wendy Conlon, MSPT

Wendy Conlon is the Senior Vice President of Client Experience for Axxess, the leading technology innovator for healthcare at home. She leads the Client Experience team by providing leadership and supporting the delivery of exceptional service to clients. Before joining Axxess, she served as the Vice President of Clinical Operations at certified home health care agency CorsoCare.



David Dillivan, RN, BSN

Dave has been a surveyor for the Specialized Health Care Services Section of the Acute and Continuing Care and Support Division, Bureau of Survey and Certification for 8 years. He graduated from Michigan State University with a BSN and has been a registered nurse for over 28 years. Dave enjoys family time, hiking and mountain biking.



William Dombi, Esq.

Mr. Bill Dombi is the President of the National Association of Home Care & Hospice (NAHC). He previously served as Vice President of Law at NAHC. As a key part of his responsibilities, Bill specialized in legal, legislative and regulatory advocacy on behalf of patients and providers of home health and hospice care. With nearly 40 years of experience in health care law and policy, Bill has been involved in virtually all legislative and regulatory efforts affecting home care and hospice since 1975, including the expansion of the Medicare home health benefit in 1980, the formation of the hospice benefit in 1983, the institution on Medicare PPS for home health in 2000, and the national health care reform legislation in 2010. With litigation, Dombi was lead counsel in the landmark lawsuit that reformed the Medicare home health services benefit, challenges to HMO home care cutbacks for high-tech home care patients, lawsuits against Medicaid programs for inadequate payment rates, along with current lawsuits challenging the Medicare home health face-to-face encounter rule and the Department of Labor changes to the overtime rules under the Fair Labor Standards Act. In addition to litigation, Bill offers extensive community and professional educational services through lectures, publications, teleconferences and videos.

CONFERENCE SPEAKERS



Craig Douglas

Craig currently serves as Vice President of Payer and Member Relations for VGM & Associates, where he focuses on helping providers navigate payer relationships. Craig helps address concerns that are impacting VGM's broad range of members from a payer perspective, including medical policies, adequacy of provider networks and reimbursement, and alternative payment models aimed at achieving better care, better outcomes, and lower overall healthcare costs. Craig has also previously served as Vice President of Provider Relations for VGM's Homelink division, where he built and fostered relationships with payers and providers across the country. Craig has been with VGM since 1999.



Tausha Duncan, MS, HRM

Tausha Duncan is currently the Senior Provider Relations Analyst with CGS Administrators. In this role she educates Suppliers on Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) policies, provides one-to-one education to DMEPOS suppliers who have high numbers of claim reopenings or claim rejections, speaks at workshops, association meetings, and other requested engagements and, conduct and assist on webinars to educate suppliers on topics chosen by the POE team. Tausha has been at CGS Administrators for the past several years in other roles such as Provider Relations Representative and Claims Appeals Customer Service Advocate. She has Bachelor of Arts in Political Science from University of Central Oklahoma and a Masters in Human Resource Management from Strayer University in Nashville.



Terence Durkin, JD

Terence Durkin's practice blends labor and employment law with medical malpractice and general litigation. His experience gives him a unique ability to help clients sort through the challenging and ever-changing world of labor and employment rules and regulations. Clients come to Terence and the firm's labor and employment practice group for guidance because they understand the priorities and risks involved with managing a diverse workforce, creating contracts, and implementing the best policies and procedures. Terence and the Kitch labor and employment practice group offer a full array of employment and labor law services, including disputes in all types of forums: the courts, mediation panels, arbitration and administrative agencies. Clients rely on Terence to help them navigate collective bargaining, contract administration, and grievance and arbitration proceedings, and he often participates with them in those proceedings. Terence plays an active role in the community by serving on the Executive Board of the Michigan Defense Trial Counsel, chairing the Ascension Providence Foundation, and being a member of the Plymouth Rotary. He was elected to the Core Leadership Team of Oak Mac SHRM (Society of Human Resource and Management). Terence received his Bachelor of Arts in political science from Millikin University in Decatur, Illinois and his Juris Doctorate from Western Michigan University Cooley Law School where he was Article Editor of the Journal of Practical and Clinical Law. He is licensed to practice law in Michigan and Ohio as well as the United States District Courts Eastern and Western Michigan.



Kristal Foster, BA

Kristal Foster is the Manager of the Federal Support & Enforcement Section of the Federal Survey & Certification Division, Bureau of Community & Health Systems, Michigan Department of Licensing and Regulatory Affairs. She acts as the coordinator and monitor for CMS priorities and timelines. She is a graduate of Michigan State University with a degree in Political Science and has worked for the State of Michigan for 11 years. Kristal enjoys reading, walking her dog, and caring for her foster daughters.



Ellen Fulp, PharmD, MS

Ellen Fulp earned her bachelor's degree in Pharmaceutical Science and her Doctor of Pharmacy Degree from the University of North Carolina at Chapel Hill. She completed her master's degree in Palliative Care at the University of Colorado Denver, as the only pharmacist member of the inaugural class. Ellen is Board Certified in Geriatric Pharmacy, specializing in safe, appropriate medication use in the elderly. Since 2013, she has been on staff at AvaCare, an independent hospice pharmacy benefits manager. Currently, Ellen serves as the Director of Pharmacy Education for AvaCare. She routinely provides consult regarding appropriate symptom management, regulatory issues, and medication appropriateness at end-of-life. Ellen works closely with state hospice and palliative care organizations to improve quality of life and medication use for patients facing serious illness. She is the immediate past chair of AAHPM's pharmacotherapy special interest group and is currently serving as the leader of MyNHPCO's pharmacist section steering committee. Ellen is the 2022 Peter Keese Leadership Award recipient, recognizing her contributions to advancing hospice and palliative care in the Carolinas. Ellen's professional interests include pain management in the geriatric patient population, medication appropriateness, and expanding access to palliative care resources.

CONFERENCE SPEAKERS



John Gallagher, BS, MA

John Gallagher is Vice President of Government Relations for The VGM Group, Inc, in Waterloo, Iowa, the largest organization representing independent durable medical equipment providers. John oversees key government and regulatory affairs that pertain to the DME industry. John has been conducive in working with independent providers and state associations to promote the DME industry, while advocating for beneficiaries access to quality care.



Kelly Grahovac, BA, MA

Kelly Grahovac serves as a Senior Consultant for The van Halem Group where she focuses on audits, appeals, education and training across multiple lines of business and various specialties. Kelly is a known lecturer in the DME industry, speaking at national conferences, state associations, and for private events. Kelly has nearly 10 years of experience at one of the nation's leading Medicare contractors where she worked for the DMERC, QIC, and A/B MAC. She has since brought this knowledge and experience over to The van Halem Group, where she has been working since 2013 to assist providers as they navigate the ever changing healthcare payor landscape. Kelly Grahovac serves as a Senior Consultant for The van Halem Group where she focuses on audits, appeals, education and training across multiple lines of business and various specialties. Kelly uses her 15 years' experience in Medicare regulations to assist providers as they navigate the ever changing healthcare payor landscape.



Stacy Groff, MNM

Stacy Groff serves as the Vice President for Volunteer Engagement for the Empath Health System in Florida, a not for profit full life care continuum organization. Stacy has been with the Empath system for more than 18 years and prior to that worked as a Music Therapist for Trustbridge Health. Empath's volunteer programs have approximately 2500 volunteers that account for more than a \$2,000,000 ROI each year. Stacy also serves on the National Hospice and Palliative Care Associations Board of Directors and is a regular presenter on the national stage in regards to community and volunteer engagement. Stacy has experience with specialized programs for professionals, youth, corporate engagement, and Veterans programs. Stacy holds a Bachelors in Music Therapy from Temple University and a Masters in Nonprofit Management from the University of Central Florida.



Kimberly Howe, RN, BSN

Kimberly is the Director Nursing for a free-standing pediatric hospice program in Southfield, Michigan. It's the only free standing pediatric hospice in Michigan. She is passionate about family centered care in the pediatric hospice population and making sure children are comfortable at the end of life.



Kurt Kazanowski, MS, RN, CHE

Kurt Kazanowski is an accomplished health care executive in the areas of hospice, home care and post-acute care services. He currently is Managing Partner for Hospice Advisors, a boutique hospice and home care consulting, training and education firm that assist organizations serve more people, grow and give the gift of hospice and home care. Kurt also is an author, speaker and health care entrepreneur as he owns a successful personal care home health company, called Caregiving Experts. His recent books, "A Son's Journey: Taking Care of Mom and Dad" and "The Seven Pillars of Growth" provide a platform for his professional speaking. Kurt holds a BSN from Mercy College, a Masters in Health Service Administration from Wayne State University and is a member of the National Speakers Association.



Jorgeann Koenig, DPT

Jorgeann (Jorgie) Koenig, DPT is a graduate of the 2015 Central Michigan University DPT Program. She has been practicing as a physical therapist for almost 9 years. In 2020 she began her employment with Holland Hospital Home Health Services. During her time as a staff physical therapist, she served as the Chair of the Re-Hospitalizations QAPI Committee and participated in the department Unit Practice Team - a shared governance team for employee led clinical improvement initiatives. In 2021 she moved into the Professional Development Educator position, and she became the first Physical Therapist at Holland Hospital to be placed in this position. During her time as PDE, in addition to coordinating orientation and onboarding for the interdisciplinary home health team, she facilitated promotion of evidence-based practice and competency management. Additionally, she taught multiple organization wide classes including a segment on patient and family centered care in STRIDE - Holland Hospital's Patient Safety Course for nurses and she has also served as one of the organization's Implicit Bias Training Facilitators. In June 2023, she became the Manager of Holland Hospital Home Health Services.

CONFERENCE SPEAKERS



Brandi Kurtyka, CEO

Brandi Kurtyka is a nationally recognized speaker on the care industry and the direct care workforce. As CEO and Co-Founder of MissionCare Collective, the parent company of myCNAjobs and CoachUp Care, Brandi's team manages the largest caregiver community in the nation and connects 3M people to work annually while serving 8K healthcare providers. Brandi actively speaks on the latest research, insights, and data impacting the care workforce bringing people and stories together to drive change to help move care from where it is to where it needs to be.



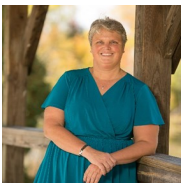
Jaime LaLonde, LMSW, LNHA, CALD, CMDCP

Jamie is currently the Executive Director for Angela Hospice where she oversees, develop and directs all operations ensuring availability and provision of care, services and compliance. Prior to this position in 2022, Jamie was the Angela First Care Program Director. She has a Master of Social Work and Graduate Certificate in Gerontology from Eastern Michigan University. She also went through the Nursing Home Administrator program from Ferris State back in 2020. She is currently the Co-chair for the MHHA Palliative Care Committee.



Barbara Link, LMSW, CRS-A/D

Barbara Link is a Senior Quality consultant at iMPROve Health and a Quality Improvement Advisor for their partner organization, Superior Health Quality Alliance where she works on spreading best practices and quality improvement for the Social Isolation and Loneliness Project and care transitions projects in the State of Michigan. Barbara is a licensed Masters Level Social Worker and has over 30 years of experience in the field of aging and disabilities. She has worked in a variety of health care settings from geriatric primary care to providing in-home care management to people living with dementia and their family members. Before coming to iMPROve Health, Barb was the Director of Care Transition with the Area Agency on Aging IB in Southfield, Michigan.



Jennifer Mansfield, MA

As a trainer, speaker, mentor, and community activist, Jennifer is passionate about making a difference in the lives of others. Jennifer's extensive training experience includes corporate presentations, state and national conferences, and community forums. An energetic presence, Jennifer brings attention and action to the needs and causes around her, including mentoring local youth, founding and training a Community Emergency Response Team, developing and guiding SOAP Redford (Save Our Adolescents from Prostitution) in her passion to spread awareness of Human Trafficking, and networking with multiple businesses and organizations to reach common goals. As a Lieutenant in the Redford Township Police Department, with over 22 years of experience, Jennifer has developed a wide array of skills in communication including verbal de-escalation, public speaking, human trafficking, body language, conflict resolution, and report writing that she is ready to share. Jennifer is a trainer and partner with Coeus Creative Group. As a trainer, speaker, mentor, and community activist, she is passionate about making a difference in the lives of others. Jennifer has had the opportunity to work with large corporations such as Henry Ford, Beaumont Health, TCF Center, and the University of Michigan Hospitals, as well as governmental organizations such as the Michigan Municipal League and education as a guest lecturer at Schoolcraft College. Her extensive training experience includes corporate presentations, state and national conferences, and community forums. An energetic presence, Jennifer brings attention and action to the needs and causes around her, including mentoring local youth, empowering women through RAD Self-Defense instruction, founding and training a Community Emergency Response Team, developing and guiding SOAP Redford (Save Our Adolescents from Prostitution) in her passion to spread awareness of Human Trafficking, and networking with multiple businesses and organizations to reach common goals. Jennifer holds a Bachelor's degree in Public Safety Administration from Eastern Michigan University and a Master's degree in Public Relations and Organizational Communication from Wayne State University, where she is a member of their exclusive Speakers Bureau. Jennifer is a graduate of Eastern Michigan University's Police Executive Staff & Command (Class 37) and is pursuing a Master's degree in Masters of Public Administration Nonprofit Professional).



Mary Jane Mapes

Mary Jane Mapes has redefined the prescription for building strong relationships – the bedrock of leadership and sales achievement. She believes success takes root to grow and prosper when leaders IGNITE greatness by scaling leadership, first within themselves and then within the organization – the key to cultivating a culture of fearless participation. As President and CEO of The Aligned Leader Institute, LLC, Mary Jane specializes in helping leaders and sales professionals develop irresistible influence and take relationships and business results higher through deeper connections. The result? More influence – deeper trust and commitment – greater customer satisfaction and loyalty – more engaged workforce – higher performing team! What Drives Mary Jane? She is a leader by nature, she trained and honed her skills and shared this expertise with leadership teams of some of the world's largest companies. As an executive coach, speech coach, international keynote speaker, consultant and best-selling author, Mary Jane has helped thousands of people melt walls of isolation, build winning teams, get promoted to the highest levels, receive large pay-increases, and sell multi-million-dollar projects.

CONFERENCE SPEAKERS



Robert Markette, Jr., JD, CHC, HCS-C

For more than a decade, Robert W. Markette, Jr., CHC, has focused his practice on representing home health, hospice, private duty and DME providers in all aspects of their operations. Working with these industries, Robert has developed a reputation for understanding the operational, compliance and legal/regulatory issues facing homecare providers. In representing the homecare industry, Robert has assisted clients in a number of areas related to the operation of their business. He works with his client on issues related to Medicare/Medicaid compliance including surveys, responding to surveys, state and federal appeals of survey findings; payer issues, including appealing payer audit findings; HIPAA Compliance; Medicare and Medicaid fraud and abuse, including matters such as developing and implementing compliance programs, performing internal investigations and representing providers in external investigations and civil and criminal matters. Robert also assists clients with purchasing and selling home health, hospice and private duty agencies. Robert also addresses legal issues related to employment matters. This includes wage and hour compliance, responding to Department of Labor investigations, and litigating wage and hour disputes. Robert is recognized for his expertise in this space and is a frequent speaker on home health, hospice and private duty matters across the country. Robert has presented to the American Health Lawyers Association, the National Association for Home Health and Hospice Care, DecisionHealth as well as other national speaking events and numerous state trade association conferences and continuing education sessions. Robert serves on both the Board of Medical Specialty Coding and the Association for Home Care Compliance. Robert drafted the Second Edition of the Homecare Administrator's Field Guide and the Home Health Patient Rights Policy and Procedure Manual. Robert graduated from Hanover College with a degree in Computer Science and received his law degree from Indiana University School of Law in Bloomington, Indiana. Robert is a member of the American Health Lawyers Association, the Health Care Compliance Association and the Indiana and Oklahoma State Bar Association. Robert is certified in health care compliance by the Health Care Compliance Board. Robert is admitted to practice in Indiana and Oklahoma.



Arlene Maxim, RN, HCS-C

Arlene is a Registered Nurse and Home Health and Hospice Consultant who is certified in Compliance with HCS-C credential. She is a frequently sought-after speaker for patient care quality, analysis, and administrative functions in the post-acute healthcare world. Arlene serves as a Board Member and Vice Chair for the Association for the Homecare/Hospice Coding and Compliance in Gaithersburg, Md. The current focus of public speaking, training and consulting include, but is not limited to, newly released Conditions of Participation, Face to Face strategies, PDGM, RCD, Star Ratings in homecare and hospice; functional improvement in patients in the home, the reduction in hospitalization and other significant changes we should expect in the near future. Arlene currently leads innovative change across the health care continuum. She has developed and implemented a multiple post-acute care programs working closely with multiple hospitals, homecare and hospice agencies, and Accountable Care Organizations.



Kimberly McCormick, BSN, RN

A highly accomplished nurse consultant in the Home Health industry, Kim is an Executive Clinical Director for Home Health Strategic Management. Twenty-four years experience in Home Health, eight as Administrator of a home health agency, which has given her the experience and the knowledge to provide unrivaled insight into the home care arena. Kimberly served as an Associate Consultant with Home Health Strategic Management for two years, during which she has established herself as an expert in the area of Utilization Management of Home Health services. During her time as Administrator, she achieved deficiency-free surveys by The Joint Commission, deficiency-free Department of Health and CMS surveys, and a 0.42% error rate on an ADR audit. Kimberly authors the HHSM nursing newsletter and is presenting nationally on home care topics and care models proposed by CMS and MedPac for the future of the Home Health industry.



Stephanie Miller, BA

Stephanie Miller is currently Senior Regional Account Executive for Michigan Health Information Network (MiHIN) where she acts as a liaison or First Point of Contact for health care entities and community based organizations in Michigan who are interested in health information exchange. She has been with MiHIN since March of 2021. Prior to that she was the Director of Business Development for Aperion Care-Hallmark of Holland a& Benton Harbor. Stephanie obtained her BA of Health Economics & Management from Albion College.

CONFERENCE SPEAKERS



Katherine Morrison, MSN, RN, CHPN

Katherine Morrison is the Director of Hospice Consulting Operations for WellSky, is an RN and holds a Master of Science in Nursing with a major in Nursing Informatics and a focus on Homeland Security. She has served in advancing levels of hospice leadership within large, multi-site health systems both in the Midwest and on the eastern seaboard. Ms. Morrison is a passionate advocate for patients and providers of palliative care and hospice. She is a Certified Hospice and Palliative Care Nurse (CHPN) and an End-of-Life Nursing Education Consortium (ELNEC) trainer. Katherine serves on the National Association for Home Care and Hospice – Hospice Advisory Council. She has provided education to both large and small organizations with high acclaim. An expert hospice and palliative care practitioner, effective educator and practical operator, Ms. Morrison brings high credibility to her efforts to advance hospice practice and patient/family advocacy across the country.



Alan Morris

Alan Morris is Senior Vice President of Strategy for VGM & Associates. Alan brings over 17 years of experience in the healthcare space to VGM. With background in industry analysis, research, and regulations, and strategy, he has extensive knowledge he can use to ensure that VGM's members and vendors are educated on executable information to drive successful business strategies. Alan worked for VGM & Associates from 2007 – 2014 where he delivered multiple keynotes, seminars, and webinars on industry regulatory impacts and market trends. Prior to re-joining VGM, he was the Analytics Manager for a large midwestern health system where he led a team of internal consultants and analysts in the healthcare sectors of strategy, finance, clinical, operations, and value-based contracting. He also obtained expertise in healthcare policy, strategic partnership management, and performance management.



John Mulder, MD, FAAHPM, HMDC

Dr. John Mulder currently serves as the Executive Director for Trillium Institute, Chief Medical Consultant for Hospice and Palliative Care for Holland Home, and the Medical Director of Palliative Care for University of Michigan Health-West in Grand Rapids, MI. John has an appointment as Associate Professor in the Department of Family Medicine at Michigan State University College of Human Medicine where he serves as the Director of the Division of Palliative Medicine and Associate Chair of Communication and Engagement for the Department of Family Medicine. He is currently the Director of the Trinity Health Grand Rapids Hospice and Palliative Medicine Fellowship Program. Board certified in Family Medicine with CAQ in Hospice and Palliative Medicine (ABMS) and a Fellow of the American Academy of Hospice and Palliative Medicine, John holds additional certification with the Hospice Medical Director Certification Board. He is a frequent speaker on end of life, ethics, and palliative issues. He additionally serves as a member of the Board of Directors of the Michigan HomeCare and Hospice Association and has chaired the Ethics Committees at University of Michigan Health-West and Spectrum Hospitals in Grand Rapids. He previously served on the Michigan Advisory Committee on Pain and Symptom Management, has testified in front of the US House of Representatives during deliberations related to the opioid crisis, and has consulted with the US Senate Finance Committee. He was also honored as the recipient of the 2019 Palliative Medicine Community Leadership Award by the American Academy of Hospice and Palliative Medicine. John's scope of service has extended internationally, having traveled extensively to limited access and third world countries to participate in medical relief and development activities. In his leisure time, John is involved in musical pursuits, performing as a singer/songwriter in the folk genre. He has recorded several albums. John is married to Lisa, a special education teacher; they are proud to claim eight children and eleven grandchildren.



Michelle Roepke, MS, MT

Michelle Roepke earned a Bachelor of Science degree in Medical Technology from Michigan Technological University. Michelle worked 20 years in various positions as a Medical Technologist in a hospital laboratory. In 2005, Michelle transitioned to the regulatory side and started working in the federal program as a CLIA surveyor and has moved up to become the director of the Acute & Continuing Care and Support Division within the new Bureau of Survey and Certification. For the past 19 years, Michelle has worked with various federal regulation sets and has developed a good understanding of the federal survey process. She also attends regular meetings and participates in conference calls with CMS to stay current with the changes.



Marisa Snook

Marisa Snook, President/CEO, has been working in public relations and marketing for over twenty years with a focus on in-home care marketing since 2005. She has been instrumental in developing and managing corecubed's award winning home care marketing program, MOST. Specializing in digital and content marketing for aging care companies in all stages of growth, she leads an extraordinarily talented team whose bench strength includes decades of home care marketing experience, digital marketing degrees and content writing and search marketing certifications.

CONFERENCE SPEAKERS



Monika Virk, MD

Dr. Monika Virk, an accomplished home healthcare expert, brings over 13 years of experience to her role as the Founder and CEO of HOP into Homecare! Her career is highlighted by pioneering work in developing home-based clinical programs, including Enhanced Ortho Care at Home, MD House Call, and hospital at home. At Inova Health Systems, she was instrumental in enhancing clinician onboarding and training program as the Director of Quality, Education, and Program Development. Currently, Dr. Virk is committed to increasing the pool of trained home health care clinicians through her focus on comprehensive orientation and continuous education in the sector. She lives in Northern Virginia with her family and a dog named Rex.



Alison Wagner, MFA, CNP

Currently Alison is the Executive Administrator for Newton Street, a start-up PR and Communications firm serving philanthropists and organizations dedicated to solving humankind's most pressing issues. Previously, as Hospice of Michigan (HOM) and Arbor Hospice's Director of Volunteer Services and Integrative Therapies, Alison was responsible for the activities of 23 staff members and 550 volunteers. Alison demonstrated commitment to engaging volunteers utilizing their time and talents for their personal growth while benefiting the non-profit hospice mission. Under Alison's leadership, the Integrative Therapies program, which includes Music Therapy, Massage Therapy and Pet Visits, expanded. Previous to joining HOM, Alison worked within the non-profit sector in nursing education, economic development and the arts. Throughout her career, she has worked with volunteers, musicians, clinicians, donors, and has extensive event management and program management experience. Alison earned a Masters of Fine Arts from New York University, New York, a Bachelor of Arts in Business Management and a Bachelor of Music in Vocal Performance, as well as minors in flute and piano from Michigan State University in East Lansing, Michigan. She also received her Certified Nonprofit Professional credential from the Nonprofit Leadership Alliance. In 2023, she was selected as the American Express Leadership Academy Alumni Award Winner, providing a \$25,000 award to HOM and Arbor Hospice.



Scott Wamsley

Scott Wamsley is the director of the Bureau of Aging, Community Living, and Supports within the Behavioral and Physical Health and Aging Services Administration (BPHASA) at the Michigan Department of Health and Human Services (MDHHS). He oversees the general operations of the bureau, including oversight of a variety of Medicaid long term care services including Home Help, MI Choice, MI health Link, and PACE. Additionally, He oversees non-Medicaid in-home and community-based programs and services for older adults and caregivers under the Older Americans Act and Older Michigianians Act. His prior positions include Deputy Director for the Aging and Adult Services Agency (AASA) within MDHHS. Mr. Wamsley has a Master of Public Administration degree from Eastern Michigan University and has been employed by MDHHS since 1996



David Wingard, PhD, MSW

David Wingard Ph.D. is the Director of Michigan Health Analytics LLC. Services. Dr. Wingard's research includes the application of innovative methodology to strengthen the inference of causality in human service outcome measures and, the predicative modeling of the dose response relationship occurring in human service applications. He also has extensive experience conducting cost effectiveness and cost utility evaluations. Dr. Wingard has 25 years of experience in strategic leadership at human service programs and is the Co-Director of Michigan's Practice Based Research Network. He prioritizes applied science methods that investigate and suggest solutions related to health inequities.



Linda Woodle, RN, MHSA, MSN

Linda Woodle, RN, MHSA, MSN, has been with Community Healthcare Accreditation Partners (CHAP) since 2015 as a Site Visitor, Senior Accreditation Manager and currently serves as the Director of Accreditation for Corporate Services and Government Affairs. Linda provides regulatory and clinical support to CHAP's largest accounts, including franchise and corporate providers. Additionally, she represents CHAP in various roles with CMS. She is committed to working with providers to navigate the changing community health regulatory environment.

2024 Conference Agenda

Tuesday, May 7th

7:00 p.m. – 8:30 p.m. Pre-Conference Welcome Reception

7:00 p.m.—8:30 p.m. Pre-Registration/Material Pick up

Wednesday, May 8th

7:30 a.m. – 8:15 a.m. All Attendee Orientation Breakfast

8:30 a.m. – 9:30 a.m. **Achieving Excellence to Advance Your Mission and Business Objective**
Kurt Kaznowski, MS, RB, CHE, Managing Partner, Hospice Advisors

Audience: Certified Home Health, Hospice, Private Duty, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Describe what the essential elements are to “turbo-charge” your quest for excellence.
2. Explain how to diagnosis your current culture related to growth and excellence.
3. Identify practical strategies and tactics to deliver exceptional care and services.

9:30 a.m.—9:45 a.m. Break

9:45 a.m. - 11:00 a.m. Breakout Sessions

HME Audit Update
Kelly Grahovac, MBA, General Manager, The vanHalem Group

Audience: HME/Infusion

Program Participants will be able to:

1. Identify issues/products that auditors from government and private/commercial payors are focusing their oversight efforts and which ones may be the subject of future oversight efforts.
2. Identify which audit entities are most active and identify steps a supplier can take to mitigate the impact of an audit and reduce denials or overpayments.

Service Utilization: The Key to Success
Arlene Maxim, RN, HCS-C, Senior Vice President, Clinical Services, Axxess Technology, Wendy Conlon, MSPT, VP of Clinical Experience, Axxess Technology

Audience: Certified Home Health

Program Participants will be able to:

1. Discuss how the structure of PDGM reimbursement sets the stage for visit utilization.
2. Discuss managing LUPAS.
3. Identify the clinical and financial implications of under-utilizing visits and over utilizing visits.

Pediatric Hospice
Kimberly Howe, RN, BSN, Director of Nursing, Corwell Health

Audience: Hospice, Palliative Care

Program Participants will be able to:

1. Discuss Pediatric Hospice.
2. Identify and review case studies and challenges that families face.
3. Identify memory making activities.

Wednesday, May 8th (continued)

9:45 a.m. - 11:00 a.m. Breakout Sessions

MDHHS EVV Update

Scott Wamsley, Director, Bureau of Aging, Community Living and Support, Michigan Department of Health and Human Services

Audience: Certified Home Health, Private Duty

Program Participants will be able to:

1. Identify background information on EVV requirements under the 21st Century CURES Act.
2. Discuss information on current status of MDHHS activities related to EVV implementation.
3. Identify information on next steps in the MDHHS statewide implementation of EVV.

Myth Busters: 20 Myths that Reduce Volunteer Engagement

Erin Beauprez, MPA, CHRM-PMQ, CFMLS, CAVS, CVA, Human Resource Consultant, EB Consulting

Audience: Hospice

Program Participants will be able to:

1. Identify 20 common myths that we hold or encounter within our organization that impedes volunteer success.
2. Identify real ways to overcome these myths and take your volunteer engagement to the next level.
3. Discuss how to partner with your human resource leaders for impact and success with volunteers & employees.
4. Discuss how to start a plan with support from your peers about busting these myths in your organization.

Leaning Into Innovative Leadership

Cindy Campbell, MHA, BSN, RN, Senior Director Advisory Services, WellSky; Katherine Morrison, MSN, RN, CHPN, Director of Hospice Operational Consulting, WellSky

Audience: Hospice, Certified Home Health, Private Duty, Palliative Care

Program Participants will be able to:

1. Describe functional leadership theory and its application across care at home.

11:00 a.m.—11:15 a.m. Break

11:15 a.m.—12:15 p.m.

Committee Round Table Meetings— Private Duty Committee Meeting
HME Committee Meeting
Hospice/Palliative Care Committee Meeting
Certified Committee Meeting

12:15 p.m.—1:00 p.m. **Networking Luncheon**
Networking with friends and colleagues .

1:00 p.m.—2:30 p.m. Breakout Sessions

The COPS as a Foundation to Dream Beyond the 5% Requirement

Stacy Groff, MNM, VP Volunteer Engagement, Empath Health; Alison Wagner, MFA CNP, Operations Newton Street

Audience: Hospice

Program Participants will be able to:

1. Review the Medicare COPS that Impact Volunteer Services.
2. Formulate ideas and programmatic changes to meet and exceed the 5% requirement while enhancing individualized patient experiences.

Wednesday, May 3rd (continued)

1:00 p.m.—2:30 p.m. Breakout Sessions

Home Health Agencies Preparing for Federal Surveys - Top Deficiencies

Rick Brummette, RN, BSN, Section Manager, State of Michigan; Kristal Foster, Section Manager—Federal Support & Enforcement, State of Michigan; Davis Dillivan, RN, BSN, Surveyor, Bureau of Survey and Certification, State of Michigan; Michelle Roepke, BS, MT (ASCP), Director Acute & Continuing Care and Support Division, Bureau of Survey and Certification State of Michigan

Audience: Home Health

Program Participants will be able to:

1. Discuss any updates occurring in the Acute and Continuing Care Division.
2. Identify the most commonly cited deficiencies occurring during the federal inspections.
3. Identify the importance of accurate and thorough documentation in maintaining compliance.

Understanding the Home Care Survey Landscape

Linda Woodle, RN, MHSA, MSN, Director of Accreditation, Corporate Accounts, Community Healthcare Accreditation Partners (CHAP)

Audience: Certified Home Health, Hospice, Palliative Care, Private Duty

Program Participants will be able to:

1. Describe the current home care survey environment including the accreditation mandate outlines in the MI Auto No Fault Insurance Amendment.
2. Identify key survey processes and top survey issues impacting home care agencies.
3. Describe survey readiness strategies that can be utilized by home care agencies to implement an ongoing organization-wide survey compliance.

Medicare Updates

Tausha Duncan, RS, HRM, Senior Provider Relations Representative, CGS Administrators

Audience: HME

Program Participants will be able to:

1. Review program changes.
2. Review any recent policy changes.
3. Review One on One Education.

Re-Imagining Your Assisted Living Community-Hospice Partnership

Kurt Kazanowski, MS, RN, CHE, Managing Partner, Hospice Advisors

Audience: Hospice, Palliative Care

Program Participants will be able to:

1. Articulate the essential elements required to strengthen a senior living community and hospice partnership.
2. Explain what the top three differentiators are that hospice can deliver to senior living communities.

Tracking Home Care Acceptance Rates After Implementing an Intake Scripting Tool, Helping to Prevent Readmission and Emergency Department Overutilization

Barbara Link, LMSW, CRS, A/D, Senior Quality Consultant, iMPROve Health

Audience: Hospice, Certified Home Health, Private Duty

Program Participants will be able to:

1. Discuss the importance of the timeliness of care and how it relates to reducing emergency department overutilization and unnecessary hospital readmissions.
2. Identify and implement a Home Care Intake Scripting (HIS) Tool and intervention within your agency's intake process.

Wednesday, May 8th (continued)

2:30 p.m.—2:45 p.m. Break

2:45 p.m.—4:15 p.m. Breakout Sessions

NGS Trends in Home Health: New News is Good News!

Madeleine Collins, RN, Home Health & Hospice Provider Outreach and Education Consultant, National Government Services, Inc.

Audience: Certified Home Health

Program Participants will be able to:

1. Identify current home health edits and denials.
2. Discuss updates regarding Medical Review TPE audits in home health.

Hospice Agencies: Top 5 Deficiencies Surveys

Rick Brummette, RN, BSN, Section Manager, State of Michigan; Kristal Foster, Section Manager—Federal Support & Enforcement, State of Michigan; Davis Dillivan, RN, BSN, Surveyor, Bureau of Survey and Certification, State of Michigan; Michelle Roepke, BS, MT (ASCP), Director Acute & Continuing Care and Support Division, Bureau of Survey and Certification State of Michigan

Audience: Hospice

Program Participants will be able to:

1. Discuss any updates occurring in the Bureau.
2. Identify the most commonly cited deficiencies occurring during the federal inspections.
3. Identify the importance of accurate and thorough documentation in maintaining compliance.

Noncompetition Agreements: A Tool to Protect Against Employee Misconduct

Robert Markette, Jr., JD, CHC, HCS-C, Counsel, Hall, Render, Killian, Heath & Lyman, PD

Audience: Certified Home Health, Hospice, Private Duty, Palliative Care, HME/Infusion

Program Participants will be able to:

1. Describe what a non-competition agreement is and how and from what it can protect an agency.
2. Discuss skepticism of federal regulatory groups and its potential impact on these agreements.
3. Identify elements of a valid non-compete
4. Discuss other agreements that can protect against employee misconduct.
5. Discuss enforcement considerations.

That Hurts! Beyond the Basics of Pain Management

Ellen Fulp, PharmD, MSPC, BCGP, Director of Pharmacy Education, AvaCare, Inc.

Audience: Private Duty, Certified Home Health, Hospice, Palliative Care

Program Participants will be able to:

1. Describe validated pain assessment tools.
2. Identify Pharmacologic and non pharmacologic treatment resources.
3. Describe medication rotation strategies for refractory pain.
4. Identify areas of opportunity at their own organization for improving pain and symptom management and therefore quality of care offered.

Billing MCOs and Cash-Pay Patients: Opportunities and Challenges

Jeffrey S. Baird, JD, Chairman, Health Care Group, Brown and Fortunato

Audience: HME/Infusion

Program Participants will be able to:

1. Discuss rights and obligations in billing Medicare Advantage Plans.
2. Discuss rights and obligations in billing cash-pay patients.
3. Identify the rights and obligations afforded to DEM suppliers in billing Medicare Advantage Plans and Cash Pay Patients.

Wednesday, May 8th (continued)

2:45 p.m.—4:15 p.m.

Breakout Sessions

Recruit, Retain and Train: High Impact Volunteers

Stacy Groff, MNM, VP Volunteer Engagement, Empath Health; Alison Wagner, MFA, CNP, Operations, Newton Street

Audience: Hospice

Program Participants will be able to:

1. Discuss recruitment and cultivation strategies.
2. Identify education and training strategies.
3. Identify Retention and Recognition Innovations.

4:15 p.m.—4:30 p.m.

Break

4:30 p.m.—7:00 p.m.

Reception in the Exhibit Hall

Thursday, May 9th

7:30 a.m.—8:15 a.m.

Continental Breakfast/Annual Business Meeting

8:15 a.m.—9:30 a.m.

General Session

Voices from the Frontline: Trends and Tackling the Hottest Issues Through Candid Caregiver Conversations

Brandi Kurtyka, CEO, MissionCare Collective

Audience: Certified Home Health, Hospice, Private Duty, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Discover the latest trends and emerging ideas from the perspective of the worker from their perspective.
2. Identify strategies to address workforce shortages and reduce turnover.

9:30 a.m.—10:15 a.m.

Break in the Exhibit Hall

10:15 a.m.—11:45 p.m.

Breakout Sessions

Harness the Power of AI for Home Care Marketing Without Losing Your Personnel Touch

Marisa Snook, President/CEO, corecubed

Audience: Certified Home Health, Hospice, Private Duty, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Identify different uses of AI in marketing care services.
2. Discuss best practices for creating content using AI.

National Legislative and Regulatory Update: The State of Home Care & Hospice 2024

William Dombi, JD, President, National Association for Home Care & Hospice

Audience: Hospice, Palliative Care, Certified Home Health, Private Duty

Program Participants will be able to:

1. Identify federal legislative issues affecting home care and hospice.
2. Identify federal regulatory issues affecting home care and hospice.
2. Recognize potential legislative and regulatory actions in 2024 that effect home care and hospice.

NGS Hospice Updates: Documenting Care: A Roadmap for Medicare-Certified Hospice Agencies

Madeleine Collins, RN, Home Health & Hospice Provider Outreach and Education Consultant

Audience: Hospice

Program Participants will be able to:

1. Identify current hospice edits and denials.
2. Discuss updates regarding Medical Review TPE audits in Hospice.

Thursday, May 9th

10:15 a.m.—11:45 p.m. Breakout Sessions

DME's Role in Value Based Care

Alan Morris, Senior Vice President— Strategy, VGM

Audience: HME/Infusion

Program Participants will be able to:

1. Discuss what Value Based Care means.
2. Discuss the impact on HME.
3. Identify opportunities created by value based care and how HMEs should respond.

Reaching the Summit Without Slipping—Documenting to Keep the Reimbursement You Receive

Robert Markette, Jr., JD, CHC, HCS-C, Counsel, Hall, Render, Killian, Heath and Lyman, PC.

Audience: Certified Home Health, Hospice

Program Participants will be able to:

1. Discuss the key home health and hospice compliance documentation requirements.
2. Identify compliance areas upon which the auditors most commonly focus.
3. Identify strategies utilized by providers to avoid these errors.

11:45 a.m.—12:30 p.m. Exhibit Hall Marketplace

12:30 p.m.—2:00 p.m. Awards Luncheon/Board Installation

2:00 p.m.—2:15 p.m. Break

2:15 p.m.—3:45 p.m. Breakout Sessions

Why All the Changes to Prior Authorization in Managed Care

Craig Douglas, Vice President of Payer and Member Relations, VGM

Audience: HME/Infusion

Program Participants will be able to:

1. Identify the changes that are happening with prior authorizations.
2. Discuss the impact of these changes being made to prior authorization—how does it affect HME providers and the customers they serve.

Improving Home Health Margins under PDGM

Arnie Cisneros, PT, President, Home Health Strategic Management; Kimberly McCormick, Executive Clinical Director, Home Health Strategic Management

Audience: Certified Home Health

Program Participants will be able to:

1. Identify the difference between Home Health PPS and PDGM in terms of financial structure.
2. Review a PDGM Operational Model that increases Home Health efficiency and compliance.
3. Discuss the breakdown of PDGM Fiscal Improvements via Improved Operational Efficiency.
4. Discuss Case Studies of Home Health Providers transitioning to PDGM Operational Model and fiscal return improvement.

Thursday, May 9th

2:15 p.m.—3:45 p.m. Breakout Sessions

Employee Engagement for Hospice

David Wingard, Ph.D, MSW, Board Member, Harbor Hospice

Audience: Hospice

Program Participants will be able to:

1. Discuss the concept of Employee Engagement and how it differs from employee satisfaction.
2. Identify the benefits of high employee engagement especially how health care engagement levels can impact patient experience and engagement.

Weeding Out Cannabis Issues in the Workplace

Terence Durkin, JD, Principal Attorney, Kitch Attorneys and Counselors, PC

Audience: Certified Home Health, Hospice, Private Duty, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Discuss cannabis regulations.
2. Discuss cannabis issues in employment.

Situational Awareness and Empowering Employee Safety in the Home

Gregory Chatfield, Director of Security & Support Services, Holland Hospital; Jorgeann Koenig, DPT, Manager, Home Health Services, Holland Hospital

Audience: Hospice, Palliative Care, Certified Home Health, Private Duty, HME/Infusion

Program Participants will be able to:

1. Identify common safety risks staff may encounter in the home.
2. Define situational awareness and apply this strategy to potential safety concerns in the home environment.
3. Recognize the benefits of acquiring competency through simulation (ACTS) as it pertains to employee safety in the home.
4. Discuss current technological options available for home care staff to notify the office that they are in unsafe scenarios in the home.

The Importance of Health Information Exchange in the Post Acute Environment

Stephanie Miller, BA, Sr. Regional Account Executive, Michigan Health Information Network Shared Services (MiHIN)

Audience: Private Duty, Certified Home Health, Hospice, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Discuss the HIE in Michigan.
2. Describe how this use case has improved the process of reporting immunizations to the State of Michigan.
3. Identify how this use case alerts the health team of their care transitions.
4. Demonstrate how this use case facilitates a current medication list and patient care summary when the patient has a care transitions.

Rethinking Community-Based Palliative Care

John Mulder, MD, FAAHPM, HMDC, Executive Director, Trillium Institute, Holland Home

Audience: Certified Home Health, Hospice, Palliative Care

Program Participants will be able to:

1. Describe the evolution of palliative care including the various care and reimbursement models.
2. Discuss opportunities and challenges managing palliative care moving forward.

Thursday, May 9th

3:45 p.m.—4:00 p.m. Break

4:00 p.m.—5:15 p.m. Breakout Sessions

The Seven Pillars of Growth

Kurt Kazanowski, MS, RN, CHE, Management Partner, Hospice Advisors

Audience: Hospice

Program Participants will be able to:

1. Articulate what the essential elements of growth are in a hospice.
2. Describe how to sell on value.
3. Explain what an “Invisible Velvet Glove” is.

Success with Value-Based Purchasing

Arnie Cisneros, PT, President, Home Health Strategic Management; Kimberly McCormick, RN, BSN, Executive Clinical Director, Home Health Strategic Management

Audience: Certified Home Health

Program Participants will be able to:

1. Review Impact Act reforms, PDGM and the subsequent VBP model.
2. Identify outcome levels required for VBP bonus qualification.
3. Propose a Home Health Operational model that achieves VBP level outcomes.
4. Discuss how a Patient-focused Home Health Operational model can achieve VBP success with Case Studies.

Harnessing Technology for Staff Retention

Monika Virk, MD, Founder/CEO, HOP into Home Care; Mike Car, PT, COS-C, Senior Product Manger for Training and Certification

Audience: Private Duty, Certified Home Health, Hospice

Program Participants will be able to:

1. Discuss the opportunities for staff growth and retention using technology and the real cost of staff turnover.
2. Discuss adult learning styles and how these can be catered to via e-learning.
3. Discuss the need for performance analytics to provide feedback, measure growth and knowledge retention.

Legislative Efforts for Palliative Care

Jamie LaLonde, LMSW, LNHA, CLAD, CMDCP, Executive Director, Angela Hospice

Audience: Hospice, Palliative Care, Certified Home Health

Program Participants will be able to:

1. Describe the work of the Palliative Care Committee.
2. Provide education on the current state of Palliative Care in Michigan.
3. Discuss information on the legislative steps to making change.

Legislative Update

John Gallagher, BS, MA, Vice President of Government Relations, VGM Group, Inc.

Audience: HME/Infusion

Program Participants will be able to:

1. Discuss the current status legislative activity as it relates to the DME Industry.
2. Explain the roles of key members of Congress, particularly those in Michigan, and discuss their importance in passing any laws in the industry.
3. Discuss the need and importance for grassroots activity and illustrate ways to get providers more active.

Thursday, May 9th Cont.

4:00 p.m.—5:15 p.m. Breakout Sessions

Staying Ahead of the Avalanche: How Home Care Compliance Helps to Prevent and Correct Non-Compliance

Robert Markette, Jr., JD, CHC, HCS-C, Attorney, Hall, Render, Killian Heath & Lyman, PC

Audience: Certified Home Health, Hospice

Program Participants will be able to:

1. Discuss federal laws that govern compliance in home health and hospice.
2. Describe the broad scope of these statutes, common risk areas and key compliance strategies.

Recognizing and Handling Crisis Communications for your Organization

Jennifer Mansfield, BS, MA, Partner, Chief Outreach Office/Lieutenant, Coeus Creative Group/Redford Township Police Department

Audience: Certified Home Health, Hospice, Palliative Care, Private Duty, HME/Infusion

Program Participants will be able to:

1. Explore and understand the different types and stages of crisis communication and why it's important.
2. Analyze the various stakeholders impacted by the crisis, the mediums available to address them, and message creation.
3. Identify strategies for creating crisis communication plans and implementation.

Friday, May 10th

8:00 a.m.—9:00 a.m. Continental Breakfast

9:00 a.m.—10:30 a.m. General Sessions

Dealing with Difficult People

Jennifer Mansfield, BS, MA, Partner, Chief Outreach Office/Lieutenant, Coeus Creative Group/Redford Township Police Department

Audience: Certified Home Health, Hospice, Private Duty, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Explore and understand what the top drivers of conflict are and why they need to be addressed.
2. Analyze behavioral patterns of conflict.
3. Identify behaviorally intelligent strategies for managing and minimizing conflict.

10:30 a.m.—10:45 a.m. Break

10:45 a.m.—12:00 p.m. General Sessions

You CAN Teach a P.I.G. to Sing: Maximize Your Influence, Your Relationship & Your Life

May Jane Mapes, BS, MA, CSP, Founder & President, The Aligned Leader Institute, LLC

Audience: Certified Home Health, Hospice, Private Duty, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Identify the three components of a relationship vision.
2. Discuss the benefits of “Stamping” their P.I.G. EXCEPTIONAL.
2. Identify a specific way to PAUSE and Consider response rather than react.
3. Describe the experience of power of donning a “Cape of Acceptance”.

CONFERENCE REGISTRATION

Name: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Title: _____ Mobile Number: _____

Check all that apply:

- MHHA Member OR VGM Member
- My organization is a new member of MHHA (after May 31, 2023).
- This is the first MHHA conference I have attended.
- I am willing to serve as a session moderator or monitor.
- Special Dietary Requirements: _____

Select an attendance option:

- Full Conference (May 8th—May 10th):
 - ★ Tuesday Night Welcome Reception
 - ★ Wednesday Continental Breakfast
 - ★ Wednesday Lunch
 - ★ Wednesday Exhibitor Reception (Food & Cash Bar)
 - ★ Thursday Continental Breakfast
 - ★ Thursday Awards Luncheon
 - ★ Friday Continental Breakfast
 - ★ Program Handouts/Material
 - ★ Continuing Education Credits for Nursing and Social Work, Nursing Home Administrators

Early Bird **Regular**
(Before 3/29/24) (3/29/24 & after)

MHHA OR VGM Member (3 Day)	\$425	\$465
Additional MHHA Member (3 Day)	\$395	\$425
Nonmember	\$580	\$610
MHHA OR VGM Member (2 Days)	\$350	\$390
Nonmember (2 Days)	\$490	\$520
MHHA or VGM Member Wed or Thurs Registration	\$195	\$220
Nonmember Wed or Thurs Registration	\$250	\$265
MHHA OR VGM Member Friday Only Registration	\$100	\$125
Nonmember Friday Only Registration	\$195	\$220

Indicate which day(s) attending:

- Tuesday, May 7th Opening Reception OR
- Wednesday, May 8th OR Thursday, May 9th OR
- Friday, May 10th

Spouse/guest registration:

- Spouse/guest registration \$130.00
(spouse/guest package includes conference scheduled meals and receptions; does not include attendance at educational sessions.)
- Spouse/Guest Name: _____

Please indicate if you need the following CEs: (this is included in your registration fee)

- Nursing Social Work

Create Your Itinerary: Wednesday, May 8th

8:30 a.m. – 9:30 a.m.

- Keynote: Achieving Excellence to Advance Your Mission and Business Objective

9:45 a.m.—11:00 a.m.

- HME Audit Update
- Service Utilization: The Key to Success
- Pediatric Hospice
- MDHHS EVV Update
- Myth Busters: 20 Myths that Reduce Volunteer Engagement
- Leaning into Innovative Leadership

11:15 a.m. – 12:15p.m.

- Private Duty Committee
- HME/Infusion Committee
- Hospice/Palliative Care Committee
- Certified Committee

1:00 p.m. – 2:30 p.m. (Select One)

- The COPS as a Foundation to Dream Beyond the 5%
- Home Health Agencies Preparing for Federal Surveys
- Understanding the Home Care Survey Landscape
- Medicare Updates
- Re-Imaging Your Assisted Living Community-Hospice
- Tracking Home Care Acceptance Rates

Wednesday, May 8th Cont.

2:45 p.m. – 4:15 p.m. (Select One)

- NGS Trends in Home Health: New News is Good New!
- Hospice Agencies: Top 5 Deficiencies Surveys
- Noncompetition Agreement: A Tool to Protect Against Employee Misconduct
- That Hurts! Beyond the Basics of Pain Management
- Billing MCOs & Cash-pay Patients: Opportunities and Challenges
- Recruit, Retain and Train: High Impact Volunteers

Thursday, May 9th

8:15 a.m. – 9:30 a.m.

- General Session: Voices from the Frontline

10:15 a.m. – 11:45 a.m. (Select One)

- Harness the Power of AI for Home Care Marketing
- National Legislative & Regulatory Update
- NGS Hospice Update: Documenting Care
- DMEs Role in Value Based Care
- Reaching the Summit Without Slipping

2:15 p.m. – 3:45 p.m. (Select One)

- Why all the Changes to Prior Authorization in Managed Care
- Improving Home Health Margins under PDGM
- Employee Engagement for Hospice
- Weeding Out Cannabis Issues in the Workplace
- Situational Awareness & Empowering Employee Safety in the Home
- The Importance of Health Information Exchange in Post Acute Envir.
- Rethinking Community -Based Palliative Care

4:00 p.m.—5:15 p.m. (Select One)

- The Seven Pillars of Growth
- Success with Value Based Purchasing
- Harnessing Technology for Staff Retention
- Legislative Efforts for Palliative Care
- Legislative Update
- Staying Ahead of the Avalanche
- Recognizing & Handling Crisis Communication

Friday, May 10th

9:00 a.m. – 10:30 a.m.

- Dealing with Difficult People

10:45 a.m. – 12:00 p.m.

- You CAN Teach a Pig to Sing: Maximize Your Influence, Your Relationship & Your Life

Sign Up Here for Meal Functions:

The following activities are included in a full conference registration. However, in order to have an accurate meal count and setup, you must indicate your plans to attend these functions. You will receive meal tickets in your registration packet only for activities you have checked on this form.

Tuesday, May 7th

- Welcoming Reception & Registration (7:00 pm—8:30 pm)

Wednesday, May 8th

- Continental Breakfast & Orientation (7:30 am – 8:30 am)
- Networking Lunch (12:15 pm – 1:00 pm)
- Grand Opening Exhibitor Reception (4:30 pm – 7:00 pm)

Thursday, May 9th

- Continental Breakfast (7:30 am – 8:15 am)
- Awards Luncheon (12:30 pm – 2:00 pm)

Friday, May 10th

- Continental Breakfast (8:00 am– 9:00 am)

Registration Fees:

Registration fee enclosed: \$ _____

*Minus discounts (see bottom): \$ _____

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Make all checks payable to MHHA and mail to:

Michigan HomeCare & Hospice Association (MHHA)
2140 University Park Drive, Suite 220
Okemos, Michigan 48864

Registration paid by credit card may be faxed to: 517/349-8090.

On-line registration at: www.mhha.org.

* MHHA offers the following discounts: 10% discount off registration fees for new member (joined MHHA after May 31, 2023) and 10 % discount off registration fees for an individual who has not previously attended a MHHA Annual Conference.

Michigan Foundation for Home Care Annual Silent Auction

May 8-9, 2024
Michigan HomeCare & Hospice Association
Annual Conference
Radisson of Kalamazoo
Kalamazoo, Michigan

Proceeds to benefit the Michigan Foundation for Home Care and funding the MHHA Conference scholarships.

Individuals/Organizations: Can you provide packages, gifts, gift certificates, tickets or other auctionable items?

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If you can help with a donation, call 517/349-8089 or fax this form to the MHHA Office at 517/349-8090 , E-mail: cindyt@mhha.org by April 22, 2024.

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