

Home Care Information Network and Texas Association for Home Care & Hospice Individually Licensed Online Programs - Program Descriptions

390

Sailing Through Treacherous Waters: Fraud and Abuse with Lisa Selman-Holman

This program explores the laws related to fraud and abuse including Anti-kickback law and Stark II regulations. Fraud and abuse examples identified by the intermediary and OIG are discussed.

395

Infection Control and OSHA with Kim Wilson

All home care agencies are required to be in compliance with the Occupational Safety & Health Administration (OSHA) requirements that protect clients and employees. This session will identify the DADS regulations regarding infection control, discuss the Texas Health and Safety Codes, review CFR 1910.1030 related to impact on Home Care practice and discuss OSHA regulations.

396

Agency Responsibilities in Budgeting and Financial Issues with Bobby Dusek

Financial stability and efficiency supports quality patient care and agency solvency. This workshop enables the managers to participate in the development of an agency budget. Topics covered include legal and operational reasons for budgeting, analysis of the various types of revenues/costs and using budgets to plan for future operations and expenditures.

398

Recruiting, Maintaining and Motivating Today's Employee with Mary Cooley

In this session participants will identify appropriate retention tools to ensure employees remain motivated on the job, thereby improving productivity, customer service levels and morale. Topics include reasons employees quit, how generational aspects affect retention and effective retention strategies.

402

Growing your Home Care Business with Laurie Salmons

This workshop outlines the steps and tools that enable a home care agency to effectively implement a marketing plan and how to develop a sales team that will highlight patient care strengths of the agency. Topics include market analysis, marketing plans, points of differentiation, building a sales team, sales training needs, account management and territory management and the components and strengths of specialty programs.

407

Medicare Regulations, Advanced with Heather Vasek and Rachel Hammon

This program enables participants to apply the Medicare CoP's and coverage guidelines to daily home care operations and patient care activities. Areas of discussion include key legislative and regulatory issues, Stark III requirements, Professional Advisory Committee, common medical review issues, key Conditions of Participation (CoPs) and PPS transition issues.

466

Staying Safe: Design a Blueprint for Compliance & Avoiding Fraud with Bill Dombi

Providing home care requires more than delivering high quality services. Today, home care agencies must be ever vigilant in their efforts to comply with the myriad of regulatory requirements. Anything less raises risk of allegations of fraud and abuse. This seminar provides a focused analysis of federal and Texas laws affecting Medicare and Medicaid home care services applied to home care specific activities such as claims, quality of care, cost reporting, patient referrals, and marketing practices. Presented by Bill Dombi, JD, VP of Legal Affairs, National Association for Home Care & Hospice.

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468

Administrator Training: Initial Training Requirements with Rachel Hammon

This workshop discussed the regulations required of home care agencies in order to comply with the rules and provide quality care. Topics covered include Advanced Directive law requirements, client rights and responsibilities, abuse, neglect or exploitation, complaints and infection control.

485

Special Delivery: Pediatrics in Your Agency with Ellie Smith & Tiffany Kovar

Looking for new revenue stream? Or, just looking to expand your existing pediatric services with new ideas, new strategies, or improved cash flow? This seminar includes a pediatric program overview, best clinical practice processes to implement in your agency, and billing/reimbursement issues that confound the best billing and collection teams. This seminar presented by Ellen Smith, RN, BSN, LMSW and owner of Options Homecare Solutions and Tiffany Kovar, COO of MJS and Associates.

486

Lost in Translation: Convert Licensure Rules into Compliance with Rachel Hammon

Have you ever asked yourself "why do we do what we do"? Does the connection between licensure regulations and practice get "lost in translation"? TAHC's Rachel Hammon, Director of Clinical Practice and Regulatory Affairs presents a basic overview of the pertinent licensure rules, recent changes and interpretations that will assist agency staff convert licensure regulations into everyday practice.

488

Emergency Preparedness - Are You Really Prepared? With Michelle Dionne-Vahalik

The new state emergency preparedness rules were final in January 2008 and contained the most extensive revisions to this rule in eight years. Agencies need to ensure policies are up-to-date. This session presents an overview of the rules to help your agency understand the changes that must occur to be compliant. In addition, DADS presents a brief insight into the Governor's task force on disaster preparedness and how that task force affected the development of the home care emergency preparedness rules.

489

A Practical Guide for Implementing Emergency Preparedness with Patricia R Jones

How do you go about implementing a solid plan for emergency preparedness in your individual agency? This seminar presents examples of types of emergency situations that should be covered in your plan, how to catalog available community.local resources and keep the contacts up to date; and, how to integrate the agency plan with the community's plan. Learn key resources for training agency staff as well as patient teaching. This seminar is presented by Patricia R, Jones, Director of Community Based Care for Memorial Health Systems of East Texas.

490

Risk Management 101: Protecting Yourself and the Patient with Betty Norman

This seminar provides focus on the rule that any employee can play in preventing losses within their organization. Includes a discussion of common loss control incidents and claims, along with tips for protecting the individual employee and the organization from incidents that might result in litigation.

671

QAPI - Basic Texas Requirements with Kay Hollers

This presentation reviews the various quality assessment and performance improvement programs impacting Texas home care providers. Special attention is focused on state HCSSA requirements and the importance of outcome measurement. Ms. Hollers is an Austin-based home care consultant with nearly 30 years of experience in a variety of agency settings.

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672

Survey Strategies and Plans of Correction with Kay Hollers

This seminar addresses the steps involved in preparing for a survey and responding when deficiencies are noted. The process to be followed for preparing a plan of correction is discussed in detail. Ms. Hollers is an Austin-based home care consultant with nearly 30 years of experience in a variety of agency settings.

673

Strategic Planning and Managing Change with James Westrick

Planning and managing change are critical components of any successful business. This seminar examines the attributes of successful leaders and focuses specific attention on the role of interpersonal skills in implementing organizational change. Mr. Westrick is a nationally recognized motivational speaker affiliated with Rockhurst University's Continuing Education Center.

674

Ethics in the Workplace with Mary Cooley

This seminar focuses on the importance of values and ethics in the workplace. It emphasizes the significance of creating a code of ethics and organizational culture that fosters ethical behavior among leaders and employees. Mary Colley is a Albuquerque-based human resources consultant and award-winning educator.

680

Leadership and Ethics with James Westrick

This seminar highlights the critical role that leaders play in encouraging ethical behavior among employees. It focuses largely on leadership vision and values and includes several exercises to help participants identify the traits of successful, ethical leaders. Mr. Westrick is a nationally recognized motivational speaker affiliated with Rockhurst University's Continuing Education Center.

711

Home Care Practice (IDO): Key Concepts in Home Health Care with Rhonda Will & Cindy Krafft

In this introductory course module, Rhonda and Cindy review fundamental concepts of home care. They discuss the three primary roles of clinicians in the provision of home care services and explain the "basics" of Medicare's payment structure. Throughout this presentation they emphasize home care's unique attributes.

712

Home Care Practice (IDO): Medicare Conditions of Participation with Rhonda Will & Cindy Krafft

This two-part program provides a detailed explanation of Medicare's Conditions of Participation for home care providers. Cindy and Rhonda review, in detail, Medicare beneficiary eligibility and coverage criteria, focusing particular attention on the "homebound" definition.

713

Home Care Practice (IDO): Identifying & Delivering Skilled Care in the Home Setting with Rhonda Will & Cindy Krafft

In this program module, Rhonda and Cindy discuss the delivery of skilled services to patients in a home-based environment. Their presentation stresses the uniqueness of home care and highlights adaptations that need to be made when delivering services in home as opposed to facility-based settings.

714

Home Care Practice (IDO): Documentation, A Critical Element of Quality Care with Rhonda Will & Cindy Krafft

Preparing complete and accurate documentation is a critical role of home care clinicians. In this presentation, Cindy discusses the need for consistency in medical records and examines documentation strategies to support "medical necessity."

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715

Home Care Practice (IDO): Comprehensive Assessment, OASIS & Outcomes with Rhonda Will & Cindy Krafft

In this course module, Cindy and Rhonda discuss the comprehensive assessment process and its relationship to achieving positive patient outcomes. Throughout this discussion they emphasize the importance of OASIS accuracy and explore the role of outcome measures in determining quality of care.

716

Home Care Practice (IDO): Care Mgmt - Successful Strategies for a Team Approach with Rhonda Will & Cindy Krafft

During this closing session, Rhonda and Cindy examine strategies for successfully implementing a team-oriented patient-focussed care approach and stress the significance of collaboration among clinicians. This interview-style discussion is moderated by Tim Rowan.

719

Wage & Hour Law: Introduction to Wage and Hour Law with John Gilliland

In this introductory seminar, John provides an overview of wage & hour law. Describing this session as “Wage and Hour 101,” John lays the groundwork for the more detailed seminars that follow in his seminar series. He explains why you should be concerned about wage & hours laws, when your agency is subject to these laws and what types of staff are impacted. He discusses the difference between exempt and non-exempt employees, reviews typical circumstances when you will have to pay your employees overtime and identifies the most common problems encountered by home care providers.

720

Wage & Hour Law: The Companionship Services Exemption with John Gilliland

If your company offers homemaker services you do not want to miss this seminar addressing the exemption of companionship services from wage & hour laws. John examines provisions of the Fair Labor Standards Act pertaining to minimum wage and overtime pay for individuals providing these types of services. He explains in detail the requirements that need to be met to apply this exemption to your staff.

721

Wage & Hour Law: White Collar Exemptions with John Gilliland

Most home care companies will encounter more than one “white collar” exemption under the Fair Labor Standards Act that they can use to avoid paying overtime to employees. The information John provides in this seminar is invaluable, helping you identify those exemptions that may apply to your organization and identifying those circumstances where you may have an obligation to pay overtime.

722

Wage & Hour Law: How Wage and Hour Laws Affect Personnel Policies with John Gilliland

In this session, John reviews the potential impact of wage and hour laws and legal requirements he has discussed in other modules on your agency’s personnel policies. He specifically focuses on the impact of exemptions, total remuneration and hours worked. This is a “must see” seminar for every HR manager and home care executive that has to develop agency policies and procedures.

723

Wage & Hour Law: Per-Visit Pay for Registered Nurses with John Gilliland

Since the introduction of PPS, per-visit pay has been a hot topic for Medicare-certified home care providers. In this seminar, John explains the primary issues and risks associated with implementing a visit-based compensation program. He examines in detail the most critical question confronting providers – does your visit-based compensation program qualify the RN for exemption under the Fair Labor Standards Act.

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724

Wage & Hour Law: What Time Counts as Hours Worked with John Gilliland

How would you answer these questions? Does travel time count as hours worked? Does your staff have to be compensated for training time? In this session John discusses the significance of correctly defining hours worked and the impact this can have on employee compensation. He identifies and discusses the most common areas for which home care agencies are cited for violations.

725

Wage & Hour Law: Calculating an Employee's Regular Rate with John Gilliland

This seminar focuses on a very specific area of wage & hour law – how to calculate an employee's regular pay rate for purposes of determining overtime pay. John explains the importance of accurately interpreting legal requirements and thoroughly understanding statutory exclusions for compliance with critical wage & hour laws.

726

Ethical and Legal Practices in Home Care with Gene Tischer

Gene Tischer is an attorney with more than 30 years of home care experience. Since 1993, he has been Executive Director of Associated Home Health Industries of Florida, one of the country's largest home care associations. In this seminar, Gene reviews a variety of legal and ethical issues that confront home care providers across the country. Among the key issues he tackles are: a) patient choice, b) federal anti-kickback laws, c) questionable referral arrangements, d) patient remuneration, and e) false claim filing and whistleblower statutes. Gene walks through relevant federal laws and regulations and discusses key OIG rulings to help home care executives identify potential pitfalls and legal landmines.

727

Top Techniques for Finding and Keeping Nurses in Home Health Care with Stephen Tweed

The single biggest barrier to growing a home care business is most often the ability to find and keep the staff necessary to meet the needs of patients and referral sources. In this program, Stephen Tweed presents the latest data on what nurses need and are looking for in a "great place to work." He provides ideas and suggestions on specific steps an organization take to create an environment where nurses will be fulfilled in their work.

728

Home Health Medicare Basic PPS Billing with Melinda Gaboury

In this two-part seminar, Melinda explains each of the steps associated with billing and reimbursement under Medicare's Prospective Payment System. In Part One, she discusses PPS billing workflow, beneficiary eligibility verification and preparation of the Request for Advanced Payment (RAP). Part Two of this seminar focuses on final claim preparation, performance of pre-billing audits and adjustment and cancellation processing.

729

Medicare Secondary Payer Program with Melinda Gaboury

Medicare's Secondary Payer program can often be confusing to providers, and failure to address MSP requirements can significantly slow down reimbursement. In this seminar session, Melinda reviews the coverage verification process and steps involved in accessing and using data from Medicare's Common Working File (CWF). She discusses the MSP questionnaire that must be completed at time of patient admission and explains how claims involving other payers are billed.

730

Evaluating Medicare Adjustments with Melinda Gaboury

In this session, Melinda explains the various payment adjustments that can be made under Medicare PPS. She guides viewers through the process of reviewing the Medicare Remittance Advice to identify payment adjustments and to determine why the adjustments are being made and if they are appropriate. She discusses in detail the impact of Medicare adjustments on the cash posting process.

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731

Case Management: Strategies and Tools for Success with Sharon Litwin

Sharon Litwin, President of Five Star Consultants, discusses the benefits of implementing a case management model for patient care. She reviews case management strategies and specific steps that can be taken to improve patient outcomes, focusing particular attention on the importance of thorough and accurate patient assessment and inter-disciplinary collaboration.

732

Are You Managing SMART? Know How Your Agency is Doing at All Times with Sharon Litwin

Sharon Litwin, President of Five Star Consultants, discusses the importance of on-going performance monitoring to successful home care agency management. She suggests a variety of clinical, financial and operational measures that can be put in place to monitor performance and avoid "surprises." Sharon also outlines the elements of an agency performance assessment.

733

Strategic Planning in Home Health Care: Advanced Strategic Planning with Stephen Tweed

In this seminar, Stephen Tweed discusses the importance of strategic planning for home health care executives that are interested in growing their business. Stephen presents a model for strategic thinking and reviews major forces and trends shaping the future of healthcare in America. He describes a strategic planning process and then walks viewers through the steps involved in preparing plans.

734

Strategic Planning in Home Health Care: Assessing Current Reality with Stephen Tweed

This session in Stephen Tweed's planning series is designed to give viewers specific tools and questions to consider in order to clearly define where their home care company is today; their "Current Reality." Stephen explains a process for defining: 1) who we are as a company, 2) what we want to be, 3) how we will position ourselves in the minds of our stakeholders and 4) how we will create competitive advantage in the marketplace. He then discusses specific techniques that can be used to assess an agency's current strategic position.

735

Strategic Planning in Home Health Care: Creating Competitive Advantage with Stephen Tweed

This session in Stephen Tweed's planning series guides viewers through the process of defining their company's uniqueness and how this can be used to gain and sustain competitive advantage in their marketplace. Stephen discusses the seven sources of competitive advantage in home health care and the steps involved in defining an organization's unique characteristics.

736

Strategic Planning in Home Health Care: Goal Setting and Action Planning with Stephen Tweed

An important part of any home care executive's role as a leader is to get ready for the future, defining clear specific goals to be achieved and then developing "do-able" action steps to achieve those goals. In this segment of his planning seminar series, Stephen Tweed gives viewers specific tools and techniques to write SMART (specific, measurable, achievable, relevant and time-based) goals, develop actionable steps to achieve those goals, and measure success.

737

Strategic Planning in Home Health Care: On a Clear Day You Can See Tomorrow with Stephen Tweed

This segment of Stephen Tweed's planning series addresses, in depth, the forces and trends that are shaping the future of home health care. Stephen describes how executives can anticipate the future and ways in which an organization can prepare for coming changes. He discusses the Five Forces that are causing change in home care and the Top Ten Trends shaping the industry's future.

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738

Opportunities in Private Duty Home Care with Stephen Tweed

Private duty is home care's most rapidly growing market segment. In this seminar, Stephen Tweed examines the private duty home care marketplace and potential business opportunities arising from the increasing number of elderly and individuals with chronic health conditions and disabilities. Stephen defines various private duty market segments and reviews trends that are contributing to rapid growth. He describes a proven model for growing private duty home care business, discusses specific customer wants and needs and provides guidance to businesses interested in entering or expanding their presence in this marketplace.

739

Strategic Planning in Private Duty Home Care with Stephen Tweed

In this seminar, Stephen Tweed discusses the importance of developing a strategic plan to grow private duty home care business. Stephen presents a model for strategic thinking and reviews major forces and trends that are shaping the private duty home care marketplace. He describes a strategic planning process and then walks viewers through the process of developing plans to grow their business.

740

Marketing Private Duty Home Care with Stephen Tweed

Marketing is essential to the success of any business. In this seminar, Stephen Tweed reviews research that his company, Leading Home Care, has done that will help private duty home care companies apply proven marketing techniques to grow their businesses. His focus throughout this seminar is on developing and implementing marketing strategies that will contribute to long-term business growth and success.

741

Sitting on the Sofa with the Customer: Selling Private Duty Home Care Services with Stephen Tweed

In this seminar, Stephen Tweed focuses on specific tools and techniques that private duty home care companies can use to sell their services. Stephen discusses, in detail, the seven-step relationship selling process and reviews ways of approaching potential customers and building rapport that have proven most successful. He also coaches viewers on effectively presenting ideas and information on programs and services to prospects and the importance of persuasion.

742

22 Tips to Find and Keep Non-Medical Caregivers with Stephen Tweed

In this seminar, Stephen Tweed addresses the staff recruitment and retention challenges faced by private duty home care providers, focusing specifically on non-medical caregivers. Stephen shares with viewers practical tools and tips, discusses the importance of finding and keeping non-medical caregivers and offers advice on preparing a recruiting and retention action plan.

746

Basic Sales Skills: Marketing & Sales Tactics to Generate Legendary Results with Michael Ferris

In this introductory seminar, Mike provides an overview of the skills necessary to compete and win more referrals. He has designed this course for all types of staff including outside sales representatives, community and hospital liaisons, program representatives, sales managers, clinical managers and administrators. This seminar is appropriate for anyone having direct contact with referral sources and consumers in the community. Basic skills covered include: Proper Introductions, Asking for Business, Handling Objections, Problem Resolution, Differentiation, Competitive Analysis, Using Promotional Items and Goal Setting.

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747

Advanced Sales Skills: Essential Tactics to Generate Legendary Results with Michael Ferris

This seminar takes many of the skills learned in the Basic Sales Skills program and takes them to the next level (it is recommended that viewers take the basic course before starting the advanced). Mike has designed this fast-paced session to help the experienced sales person increase their productivity through improved sales skills. This session addresses: Differentiation, Needs Assessment, Quality Sales Calls, Relationship Building, Account Management, Targeted Accounts and Execution.

748

Sales Management Skills: How to Lead a Sales Team to Legendary Results with Michael Ferris

Who you hire, how they are trained and how long they stay have a direct correlation with the growth of referrals. The better you are at sales management, the more effective your team will be. In this seminar, Mike shares with viewers the tricks to finding, keeping, coaching and mentoring top home care and hospice sales representatives. He focuses on: Time Management, Coaching, Evaluation, Empowerment and Support, Strategic Sales Planning and Key Account Relationships.

750

Fraud and Abuse: An Overview for Clinicians with Robert Markette

In this presentation, home care attorney Robert Markette explains the ins and out of Medicare's fraud and abuse statutes in plain English. This course is designed specifically for clinicians to sensitize them to situations they may encounter that might be considered as fraudulent or abusive by Medicare.

Objectives for this program are:

1. Identify the four primary Federal fraud and abuse statutes
2. Recognize the types of situations that might be interpreted as being fraudulent or abusive
3. Explain the types of financial arrangement that are subject to prosecution
4. Identify the ramifications of engaging in activities that violate Federal statutes

759

Features of the Medicare Hospice Benefit with Heather Wilson

This presentation provides a thorough description of aspects of the Medicare Hospice Benefit that are important for all staff to know in order to perform their jobs more effectively. A review of features of the Medicare Hospice Benefit, including eligibility, election, certification and recertification of terminal illness and levels of care help hospice staff better understand how hospice care is provided and organized.

772

Nutrition at End-of-Life with Andrew Martin

Not providing food and water at end-of-life may be difficult for care givers, whether they are family or healthcare professionals. You will learn activities that may assist care givers in providing nutritional and emotional support, both prior to and during this time. Personal nutritional choices, cultural considerations, and ethical issues are also explored.

811

Employment Issues and the Law with Bill Dombi

Administrators face a challenge to create the work environment and security they want and comply with the law. This session offers a 2008 Employment Law Update -- Newest Legislation, Case Law and Trends for the Home Health Care Provider.

Topics include: Wage and Hour Hotspots: Exemptions, Overtime, Deductions related to FMLA, ADA, Civil Rights Act the Rehab Act and On-Call and Travel Time; Protecting Your Company's Trade Secrets and Intellectual Property; The Role of HR in Corporate Compliance, Fraud Allegations and Internal Investigations; Discipline and Discharge - Dancing on the Tightrope and Not Falling Into Despair. Today's Immigration Enforcement Strategy -- Government Targeting Companies Not Illegal Workers and; Managing Employee Leaves.

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1350

HCSSA Regulatory Compliance for Administrators with Rachel Hammon

Regulatory Compliance is an unrelenting effort that can be managed. This 2-part program will cover key Texas licensure regulations that affect an administrator's day to day managerial responsibilities. Topics will include a review of 40 TAC Ch. 97, including regulations that cover advance directives, client rights, agency responsibilities, complaints and issues related to Abuse, Neglect and Exploitation. Agency licensing law (health and Safety Code Ch. 142), other laws that affect home care including but not limited to: Health and Safety Code Ch. 250 and HR code 102 are also addressed. In addition, regulatory interpretation, application of the regulations by surveyors and best practices for compliance are included.

1351

Enterprise Risk Management for Home Care & Hospice with Nancy Poblenz

This program provides focus on how to establish a robust risk management program. It enables the home health administrator to:

- understand the key principles of risk management
- identify key elements of an enterprise risk management program
- identify strategies to minimize risk
- understand options to finance risk
- identify common home care hazards/risks and develop a plan to address those risks
- explore common home care risk scenarios and how to manage risk

1352

Making Your QAPI Program the "Swiffer Mop" for Your Business Health with Jan Spears

QAPI is a requirement of licensure for the home health, hospice and personal assistance service agencies but it can be much more if you put it to work! Besides the obvious tasks that must be tracked, QAPI can be the "swiffer mop" that cleans up your agency's performance issues and sweeps you into successful compliance bliss. While this program reviews the basic requirement for QAPI, it also explores new ways the administrator can use the plan, the committee and innovative tracking tools to swiftly solve issues before they become a real mess. When you track your success through QAPI you will learn to fall in love with the process all over again. Say goodbye to stuffy old ways of processes that do not work, or tools that just won't get the job done.

1353

How to Increase Referrals Without Increased Costs with Michael Ferris

Because agencies are faced with unparalleled competitive challenges, protecting key accounts and growing their numbers will determine your agency's success over the coming years. This program provides focus on increasing referrals (revenues) without increasing costs. You will discover best practice tricks and techniques to control costs AND increase referrals.

1354

Financial Responsibilities of the Texas HCSSA Administrator with Sheldon Berman

This program covers a variety of topics to provide administrators with knowledge and tools to improve their financial oversight responsibilities. Topics include: cash management techniques for home care, banking relationships, use and control of bank accounts, employer implications of health care reform, in particular: compliance dates, small vs. large employer, penalties, employer subsidies, tax credits, required disclosures.

1355

Caring for Your Hospice Business - a Month in the Life of a Hospice Admin with Jan Spears

The heart of hospice is caring for the patient but caring for the business of hospice must be the focus of the administrator. How can you get on top of the business of hospice and stay there? This program traces the business activities that the hospice administrator must manage through one operational month in the hospice year. While the hospice administrator may be a clinician with clinical oversight duties as well, the focus for this program is the operational and financial activities that when performed well, signal a healthy business environment. The program includes guidance on budgeting, contracting, staffing, billing, collecting, compensating staff and more to assist the administrator in establishing a report card on the hospice's overall performance. Caring for the hospice business IS caring for the hospice patient!

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1356

Preventive Care for Your Hospice with Rebecca McMinn

Your agency is under more scrutiny than ever by the Office of Inspector General (OIG), Recovery Audit Contractor (RAC), Zone Program Integrity Contractor (ZPIC), and Medicaid Integrity Contractor (MIC). This program provides focus on processes your agency needs to have in place to avoid costly recoupments and other negative repercussions including:

- processes for admissions
- hospice initial certifications
- recertifications
- documentation
- other high-risk areas

This program also touches on the TX requirements for nutrition for patients receiving services in an inpatient hospice setting.

1395

OASIS-C: Between the Lines, Session 1 with Rhonda Crawford

This is part 1 of a 6 part series. Session 1 topics include:

- Overview and Use of the OASIS Dataset and Associated Guidance
- Introduction to Process Items and Best Practice
- Conventions for Completing OASIS Items

About this series: The OASIS-C items must be presented in our Comprehensive Assessment forms verbatim. This presents many interesting challenges to assessing clinicians when collecting OASIS data during Start of Care, Resumption of Care, Recertification follow-up, etc. For example, common English words are occasionally used in a way that is not readily apparent when simply reading the words on the assessment form. Only through study of the item-specific guidance is the "OASIS meaning" of that specific word defined. To make matters worse, often the definition of a word or phrase changes from one item to the next! Additionally, OASIS data collection is governed by "rules" that are unlike assessment strategies taught in nursing programs or practiced in other healthcare settings (for example, the "day of assessment" convention). This "Between the Lines" series will cover the entire dataset focusing on guidance that clarifies, defines, limits, and/or expands the meaning of the item (in some cases, the items will not be discussed in numerical order; at no time will the discussion of any item represent all the available guidance for that item; attendees are encouraged to reference & have available a copy of chapter 3 of the OASIS-C Guidance Manual and all the OASIS Q&As). Increasing ACCURACY in data collection is the overriding objective for this series.

1405

OASIS-C: Between the Lines, Session 2 with Rhonda Crawford

This is part 2 of a 6 part series. Session 2 topics include:

- Item-by-Item Guidance:
 - o Patient Tracking Items (M0010-M0069, M0140-M0150)
 - o Clinical Record Items (M0080-M0110)
 - o Patient History & Diagnoses (M1000s)

1406

OASIS-C: Between the Lines, Session 3 with Rhonda Crawford

This is part 3 of a 6 part series. Session 3 topics include:

- Item-by-Item Guidance:
 - o Integumentary Status (M1300s)

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1407

OASIS-C: Between the Lines, Session 4 with Rhonda Crawford

This is part 4 of a 6 part series. Session 4 topics include:

- Item-by-Item Guidance:
 - Sensory Status (M1200s)
 - Respiratory Status (M1400s)
 - Cardiac Status (M1500s)
 - Elimination Status (M1600s)
 - Neuro/Emotional/Behavioral Status (M1700s)

1409

OASIS-C: Between the Lines, Session 5 with Rhonda Crawford

This is part 5 of a 6 part series. Session 5 topics include:

- Item-by-Item Guidance:
 - ADL/IADL (M1800s & M1900s)
 - Medications (M2000s)

1411

OASIS-C: Between the Lines, Session 6 with Rhonda Crawford

This is part 6 of a 6 part series. Session 6 topics include:

- Item-by-Item Guidance:
 - Living Arrangements (M1100)
 - Care Management (M2100s)
 - Therapy Need & Plan of Care (M2200s)
 - Emergent Care (M2300s)
 - Discharge (M2400s, M0903, M0906)

1514

Home Care's New Trilogy: CAHPS, Quality and Customer Service with Tim Ashe

Thanks to the new CMS mandated CAHPS survey, patient satisfaction, quality and customer service has moved to the forefront of successful home care agency management. Learn why CAHPS will shape your future, what strategies lead to better quality outcomes and what the role of customer service will be inpatient satisfaction, home health quality and profitability. Get insights into the five measures that will be included in Home Health Compare and how to improve your performance with each of them. With over twenty-five years providing patient satisfaction and customer services and in reviewing the scores of millions of patients, Fazzi Associates provides real life examples of what works, what doesn't work and what you can do immediately to improve your CAHPS scores.

1515

Determining Eligibility Criteria and Progression of Non-Cancer Illness with Dr. Alexander Peralta, Jr

This program provides a wealth of knowledge in the use of the International Classification of Functioning, Disability and Health (ICF) to discuss non-cancer diagnosis care pathways. The program describes how to integrate the two components of ICF developed by the WHO as it pertains to Part 1 - functioning and disability, i.e., body functions and structures including activities that precipitate symptoms. Part 2 - contextual factors, e.g., environmental and personal factors as they relate to health-related domains. This program also includes an update on PalmettoGBA Hospice Local Coverage Determinants with special emphasis on the Cardiopulmonary conditions, Amyotrophic Lateral Atrophy/Sclerosis, Adult Failure to Thrive Syndrome, and Alzheimer's disease and Related Disorders determinants. Using clinical vignettes, the presenter discusses how to describe progression of disease using disease-specific evidence-based tools when certifying and recertifying patients eligible for hospice care.

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1516

Home Health Care Compliance in the Era of Reform with David Brown

New health care reform and a law enforcement spotlight on health care fraud and abuse have placed a spotlight on home health care provider ethics and accountability. Learn how to preserve the integrity of your agency through compliance plan administration and how to steer clear of fraudulent and abusive practices that would destroy your professional reputation and put your agency out of business. Topics include defining compliance, fraud and abuse, OIG compliance guidelines, and compliance plan development and implementation.

1517

Best Practices: Integration of Hospice Operation and Clinical Processes with Susan Markland

Once you have defined your Hospice model, set your operational and financial goals, and established your report card on your overall performance, how do you implement these efficiencies into your clinical processes? How do you convince clinical staff that it is possible to run a fine tuned agency without compromising quality, and change the mindset that good Hospice care cannot be profitable? This program provides examples of the cyclical effects of how efficiencies in operations can increase quality, while quality positively affects outcomes and outcomes affect operations.

1518

RAC Scrutiny, Audit Findings from RAC-like Surveys with Arnie Cisneros

This program helps you prepare for audit scrutiny. The presenter has had a front-row seat as audits performed by Fiscal Intermediaries served as a warm-up for the RAC (Recovery Audit Contractor) era. Having analyzed audited cases from multiple agencies in multiple states, this program describes denied care in clinical terms that can help providers identify claim concerns that exist in their programs. Specific dissections of partial denials illustrate areas where clinical improvements can help agencies re-wire care delivery for future stability and success. This program is important for all levels of home health professionals.

1519

Tools for Constructing a Successful Medication Management Program with Kristi Wheeler

Having the right tools is essential to successfully completing any project. This program provides you with essential tools your agency needs to build a solid framework for your medication safety program. Refresh your knowledge of the regulatory requirements and risks associated with medication mismanagement. Understand how medication safety is integrated into the CAHPS survey, and how it is a focus of the National Patient Safety Initiative. You will find tools that can be immediately put to use in your agency to promote patient safety and improve patient outcomes related to medication management.

1520

S.U.R.C.H. - A Utilization Program for Home Health with Arnie Cisneros

This exciting QA program utilizes UR mechanisms employed by hospitals to manage care. Agencies that have implemented this methodology have enhanced clinical outcomes and improved productivity. Accurate Start of Care programming is the first step in producing and delivering audit-proof care, and a S.U.R.C.H.-like mechanism assures PPS compliant programming. This program has been presented across the country and featured in CARING magazine, The Remington Report, and Decision Health's Home Care Outcomes in 2009.

Diane Levan, Director of Home Care for South Jersey VNA states "Our nurses love SURCH..." when describing that "can be easily replicated by anyone".

1521

Outliers - Friend or Foe? With Pamela Teenier

Managing outliers can be like walking a tightrope...each agency needs to manage resources, patients and community needs. This program walks you through determining individual case outlier qualification and how to determine your agency outlier payment percentage. Basic strategies for clinical management of wound care and diabetic patients, major factors in this complicated puzzle, is also examined.

Home Care Information Network and Texas Association for Home Care & Hospice Individually Licensed Online Programs - Program Descriptions

1541

Workplace Violence & Personal Safety in Homecare & Hospice with Joe Rosner

COMING SOON!

1542

Create a Workplace Violence Program for Your Agency with Joe Rosner

COMING SOON!

1543

Personal safety for Homecare & hospice: working in High-Risk Areas with Joe Rosner

COMING SOON!

1552

ICD-9-CM Home Health Coding: The Basics of Coding with Lisa Selman-Holman

In this 96 minute program, Lisa presents coding basics. Viewers MUST have the most recent/current ICD-9-CM Coding Manual to accompany the viewing of this program.

1553

ICD-9-CM Home Health Coding: OASIS-C Specific Requirements for Diagnoses & PPS with Lisa Selman-Holman

In this 110 minute program, Lisa presents the particulars of coding to comply with specific OASIS-C and PPS requirements. Viewers MUST have the most recent/current ICD-9-CM Coding Manual to accompany the viewing of this program.

Objectives - At the completion of this module, you will be able to:

1. Explain case mix diagnosis and payment implications under PPS 2008.
2. Explain the relationship between the Plan of Care, the OASIS-C and the claim.
3. Identify the coding data items and explain their correct use.
4. Explain the guidance provided in Appendix D related to use of M1020/M1022 and M1024.

1552

2011 ICD-9-CM Home Health Coding Update with Lisa Selman-Holman

2011 ICD-9-CM codes affecting home health providers have been posted. This timely program will review both new and changed codes that are effective October 1, 2010 through September 31, 2011. Ensure your agency doesn't make costly coding errors by using outdated codes on claims. Find out how these codes affect billing beginning October 1. Be aware of what changes may impact your case mix diagnoses and what may impact your payment and plan of care in other ways.

Objective- At the completion of this module, you will be able to:

1. Explain why codes are changed each year effective October 1.
2. Explain the impact on billing RAPs and final claims.
3. Identify changed and new codes that may impact home health care plans of care.
4. Identify new case mix codes.